



SKYPE FOR BUSINESS MOBILE APP (this covers *Skype for Business for Android*, *Skype for Business for iPad*, *Skype for Business for iPhone*). This is the preferred method to connecting to YSS appointments.

1. Check your email for a meeting invite from your provider or YSS Support Staff. If you did not get an email, please call our offices to inquire. Check your Junk Mail as well!
2. Open the meeting request in your email , select **Join Skype Meeting**



3. Your phone will then prompt you to install Skype for Business from either the Google Play Store, or the App Store. If you have downloaded Skype for Business (not Skype) prior it should launch the program automatically.

You do NOT need to create an account, using the Join Skype Meeting Link will bypass the need for an account.

You can manually install the app on your phone/tablet with the following instructions:

Install Skype for Business on Android

1. From your phone, click the  to go to the Google Play Store, and search for **Skype for Business**.
2. Tap **Install**.

Install Skype for Business on iOS

1. From your phone, click the  to go to the App Store and search for **Skype for Business**.
2. Tap **Get > Install**.

4. Once the app is installed, open the meeting request again in your email, click **Join Skype Meeting**. This will open the Skype for Business App and admit you as a guest, at this point you may be put into a Virtual Waiting Room or you may go right into the session. If you are in the Virtual Waiting Room (Virtual Lobby), you will stay there until you are admitted. **PLEASE STAY IN YOUR APPOINTMENT FOR AT LEAST 10 MINUTES TO ALLOW PROVIDERS TO CONNECT.**
5. Once you are in the meeting/session, remember to share your video by pressing the video icon.



Make sure you are not muted, if your icon has a line through it. Push it to unmute your microphone



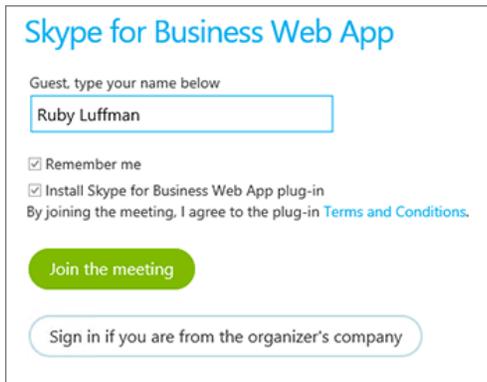


Here are the basic steps to join a Skype for Business meeting with Skype for Business Web App on a Computer.

1. Open the meeting request in your email , select **Try Skype Web App**.



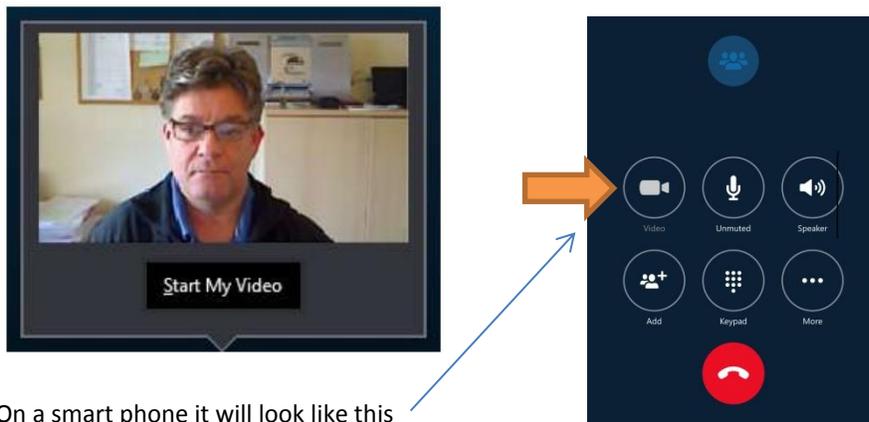
2. On the Skype for Business Web App sign-in page, enter your name, and select **Join the meeting**.



3. Follow your browser's instructions for installing the Skype for Business Web App plug-in, which is required for audio, video, and screen sharing.
4. At this point you may be put into a Virtual Waiting Room or you may go right into the session. If you are in the Virtual Waiting Room (Virtual Lobby), you will stay there until you are admitted. **PLEASE STAY IN YOUR APPOINTMENT FOR AT LEAST 10 MINUTES TO ALLOW PROVIDERS TO CONNECT.**
5. Once you are in the meeting/session, remember to share your video by pressing the video icon.



On a computer this will bring up a video preview screen so that you can how others will see you, then press Start My Video:



On a smart phone it will look like this

Troubleshooting questions:

Q: I cannot hear the other party

Using Call Controls – during a call click on the Call Control icon  , on the pane that appears adjust the slider part to the right to increase the volume



Q: The other party cannot hear me

Make sure your microphone is not muted. A muted microphone will have a line through it, press or click this button to turn on the microphone



Q: How do I share my video?

You will have to start your video once you connect, to do so press the video button



On a computer this will bring up a video preview screen so that you can how others will see you, then press Start My Video:



On a smart phone it will look like this



Q: I do not have a computer or smart phone, how can I connect to the meeting by telephone?

All meeting requests have a Join by phone option at the bottom of the meeting, you will just need to call the number listed and enter the conference ID. The system will prompt you and notify you when you have connected and when others connect.

To discuss upcoming projects

[→ Join Skype Meeting](#)

Join by phone
[+441923654100](#) (Freedom Watford) English (United Kingdom)
[Find a local number](#)

Conference ID: 599122

[Forgot your dial-in PIN?](#) | [Help](#)

The image shows a screenshot of a Skype meeting join page. It features a blue header with the text 'To discuss upcoming projects' and a blue arrow pointing to a 'Join Skype Meeting' link. Below this, there is a 'Join by phone' section with a phone number '+441923654100 (Freedom Watford)', the language 'English (United Kingdom)', and a link 'Find a local number'. The 'Conference ID: 599122' is displayed prominently. At the bottom, there are links for 'Forgot your dial-in PIN?' and 'Help'. Two blue callout boxes with arrows point to the 'Dial In Number' and 'Conference ID' text.