University of South Wales
Prifysgol
De Cymru

SOFTWARE
Skype

Application	Skype
Description	Skype allows users to communicate with other users by voice, video and instant messaging over the internet. Calls to users within the Skype service are free of charge, while calls to landline telephones and mobile phones are charged via a debit-based user account system, chargeable calls placed using Skype need to be arranged with your faculty.
Prerequisites	**Software**: Installed onto PC/MAC or other devices. **Hardware**: Webcam (only required for video calls), Microphone, Speakers or Earphones.
How to request	**UOSW - Treforest, Glyntaf and ATRiuM** **Windows PCs**: Skype should already be installed on all staff Windows PCs **Apple Macintosh computers and other supported devices**: Please contact IT Support Services using contact details listed at the foot of this page. **UOSW - Newport** **Windows PCs and Laptops**: Skype should already be installed on all staff Windows PCs and laptops. **Apple Macintosh**: Skype should already be installed on all staff iMacs, Macbooks, and all Macintosh open access laboratories for students. **Skype for Groups**: Submit a IT Support call at the following link to request IT assistance for group Skype meetings : https://my.newport.ac.uk/mistools/helpdesk/choice.aspx
Where to get help	**Skype website**: Skype support page (https://support.skype.com/en) or use the 'Help' dropdown menu from within the Skype application.

If you have any queries relating to this guidance, or if you would like us to help you further, please contact
IT Customer Support Services on 01443 48 2882 or itsupport@southwales.ac.uk
GUIDE REFERENCE: ISS041E-1.00 JULY 2013   APPLICABLE TO : ALL UNIVERSITY OF SOUTH WALES CAMPUSES

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