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**How to Join**

1. You will be sent an invite email to join the Skype group. Click the hyperlink.
2. Skype should already be installed on your computer- click ‘Launch it Now’ at the bottom of the page that appears
3. You may be required to set up an account- signing in using your Microsoft account should suffice. Also, you will need to set up a microphone if one hasn’t been already, as well as a webcam optionally.
4. You will be invited into the ‘Meeting Room’ group chat- it will be selectable from Chat category
5. To join a call, press the phone icon at the top right. To type a message, click the message box at the bottom.

**Functions**

1. Main meetings take place in the ‘Meeting Room’ group
2. You can private message individuals:
   1. To see everyone within the Meeting Room group, click the ‘\_ participants’ at the top under the ‘Meeting Room’ title. Then scroll down to see the list of users
   2. To message a user, click on them within the list and select ‘send message’- you can call them privately as well
   3. The new chat you create with that user can be accessed at any time from the ‘Recent Chats’ list
3. You can send files through Skype:
   1. Drag the desired file over the Skype interface and let go- it will appear inside the message box
   2. You can then send it by pressing the Enter key
   3. If you wish to send a folder, it will need to be zipped first
   4. Be wary of file size- Skype has a 300mb file limit

**Etiquette**

1. Skype messages can be interrupting someone else’s work, so when sending one it is best to open with ‘is now a good time for a conversation?’
   1. If the message is directed towards a specific colleague, it is best to private message then as described above. If you post a message in the Meeting Room group, it will notify everybody within the group at once.
2. If you wish to conduct a voice or video call, it is a good idea to ask the colleague for permission first through a message. They may be using the phone, communicating with someone else, and so on, so a sudden call could prove disruptive.
3. Ask colleague before sending files over Skype- also a good idea to ask if they would prefer to have it sent through email.
4. Other users will be able to see most of your profile details by default, so ensure any information entered is accurate and appropriate.
5. If multitasking during a voice/video call, be wary of what the other colleague hears- for example, sounds of typing can be easily picked up and amplified by a microphone which can be distracting or grating for the other user. It’s also a good idea to limit background noise if possible.
6. It’s best to use headphones during a call to hear the other colleague and avoid disrupting others.
7. If in a meeting or call, turn off message notification audio, as the sound of constant incoming messages can be distracting
   1. Go to ‘Settings’ (three dots, top left), then ‘Notifications’, then turn off either ‘Chat Notifications’ or ‘Notification Sounds’
8. If you are too busy to answer a message or call, set your status to ‘Away’ or ‘Do Not Disturb’ so that other colleagues are aware when you will be less responsive. Be aware to change it back when able though, to avoid appearing as unapproachable.
   1. To change status, click your profile picture at the top left (has a green circle next to it) and select ‘Active’ (also with a green circle). A list of options will appear.
9. Check devices are configured before a meeting or call takes place, to reduce the chance of time-consuming technical issues.
10. Keep profile picture and message wording professional. Also keep in mind previous conversations are saved and can be accessed.
11. If a message sent isn’t responded to quickly, wait a decent length of time before sending a follow-up to check if the other is available. Sending too many too quickly can be annoying for the other, especially as they are often busy attending to a task during that time.