


Skype for Business has been downloaded on computers at BC Children’s and Women’s. It is a solution to use if you need to connect virtually (audio and video) with patients and/or other providers.

All BC Children’s and Women’s staff have a Basic Skype for Business account, which permits you to join any Skype for Business event. If you need to schedule a Skype for Business virtual event, then you must request for a STANDARD Skype for Business account. This is done through an IMITS service catalogue request.


Please discuss with your operational leadership team the workflows, Standard Operating Procedures (SOP’s), templates, and letters to be used as a guideline for all of the operational tasks connected with virtual health events.

Tip 1: Sign into your Skype for Business account.



1. On your PHSA computer (laptop/PC), search for the Skype for Business 2015 program.
2. Pin it to your taskbar: Right click the Skype for Business 2015 program and select Pin to Taskbar from dropdown menu.
3. Sign in with your email address and PHSA Windows PC Sign in Password. This opens up the Skype program.

Tip 2: Setting up and testing audio & video




1. Click *primary device icon* at bottom left of Skype landing page.
2. Select **Audio Input setting**
Setting > Select device > Check call quality > Check OK
3. Select **Video Input setting**
setting > Select device > Check OK

Ensure that your camera is positioned correctly i.e. your face is clearly visible and centered, you are not back lit, and your background is appropriate.

Tip 3: Starting a virtual meeting

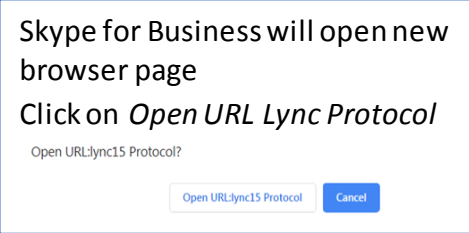
Set up a private space. Plug in the headset before call. Ensure the selected device(s) is/are correct.

Option 1: Computer toolbar
Click *SfB Icon* on bottom toolbar > Click *calendar icon* > double click the appropriate meeting link







Option 2: Outlook calendar
Click *meeting invite* > click *join SfB*


Skype for Business will open new browser page
Click on *Open URL Lync Protocol*



Tip 4: Conducting a virtual meeting

- Click on *video icon*, AND click START MY VIDEO 
- Make sure audio is not muted 
- The *participants icon* on the left hand column will list the participants  2 Participants . You will get a message indicating “ADMIT” to an external guest. Click *admit* to permit the patient/ family to enter into the SfB visit
- To instant message (chat) patient/family click on the *text bubble icon*  . The conversation pane opens up on the left - type your message

Tip 5: Presenting desktop

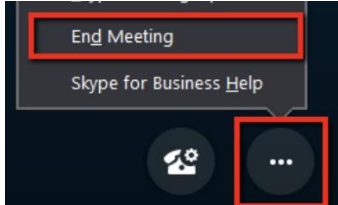
Click the *computer screen icon*  > click on present desktop > click on present

*You are presenting when you see the **Currently presenting** banner on the top of your screen*



When you are finished sharing your desktop, click *stop presenting* at top of screen

Tip 6: Ending a meeting

To disconnect everyone from the meeting, click the *ellipses icon* > Click *end meeting*



Tip 7: Trouble shooting

1. If the patient cannot hear you, click *telephone cog wheel icon* > click on correct device 
2. If you cannot hear patient, click on *participants icon*  2 Participants and select the patient name and right click > Click *unmute*
3. If audio is poor, consider turning off video