



USING SKYPE TO FACILITATE A CONTACT OR VISIT

How to Set up a Skype Contact or Visit:


With Skype for Business, set up online meetings in advance or on the fly. Video Example [HERE](#).


1. Make contact with the Client, Foster Parent, or Provider and let them know you would like to schedule a contact via Skype
2. Find out if they have the Skype for Business Application installed or not
3. Open your Outlook calendar and click **New Skype Meeting**.
4. Add your invitees by entering an e-mail in the **Required** line
5. Click **Send** once the meeting invite is ready to go.
6. If someone doesn't have Skype for Business, they can click on the [Try Skype Webb App](#) link from the email invite to join.
7. If someone has the Skype for Business App, but no account, they can click on [Join Skype Meeting](#) and then [Join as Guest](#)

How to Join a Skype for Business meeting on your Windows PC (also applies to Surface Pros and iPhones) (Video Example [HERE](#))


1. In your meeting request, in your email or in the appointment on your Outlook Calendar, click **Join Skype Meeting**.

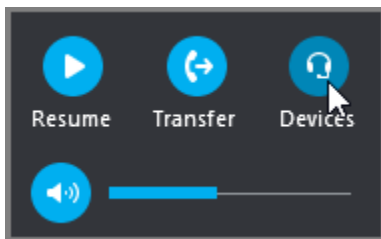


2. Your mic is automatically muted. To unmute your mic, find the mic button,  and click it.

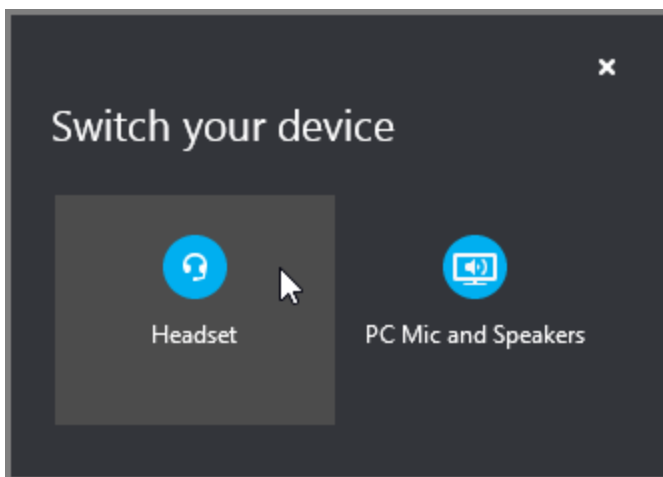
When it looks like this , people in the meeting can hear you.

Note: Make sure you unmute your speakers too!

3. If you need to switch to a different audio device, click the Call Controls button , then click Devices.



4. The Switch Devices box shows your available audio devices, with the current one selected. Choose a different one if you'd like.



What'd they say?

Audio quality depends on the network and the device you use. Use a wired network connection and switch off wireless on your computer. If you have to use wireless connection, make sure you have a strong signal. Also use a high quality headset for better audio. For more information, see [Phones and Devices Qualified for Skype for Business](#).

Join with the Web App

Skype for Business Web App is an alternative way to join the meeting if your contact doesn't have Skype for Business installed. It opens automatically to connect you to the meeting. For more information, see [What is Skype for Business Web App?](#)

How is the skype call different than a standard contact?

If you are using Skype instead of a phone call, you are doing so because you would like to make some physical observations of the individuals you are calling and their environment. When doing so, consider the following:

1. If it is your first contact via skype, do a dry run first with a peer. Practice giving instructions on how to setup, troubleshoot, and use video/audio.
2. Check your workspace to ensure that you do not have any identifying information posted in view of your webcam or camera.
3. Use headphones for your sound rather than speakers. Speakers+external microphones = lots of feedback.
4. Ensure that the space you are calling from is private and the call is not visible or audible to other members of your family/household.
5. Have a plan before you make the call. Who all do you need to talk to? What questions do you need to ask them? What do you need to physically observe?
6. When you make the call, try to normalize it right away. Admit that it's a little weird! Do your best to put your contacts at ease and thank them for their flexibility.
7. Remember that they can see and hear you.

How do we manage Visits on Skype?

When supervising visits, you will follow the same steps as setting up a call for a contact with the following additional considerations.

1. When coordinating the visits, let all participants know that the e-mail address that they provide for the Skype call will be visible to the group. They can create a dedicated e-mail address for this purpose rather than giving out their personal e-mail.
2. Participants that need to call in who need to maintain the privacy of their phone number can use the *67 prefix.
3. Remind participants of Visitation Guidelines.
4. Confirm that there are no unauthorized participants calling into the skype call.
5. Review Child Welfare COVID-19 page for tips on benefits of visitation and facilitating effective virtual visitation.