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Subject: Skype For Business - An Essential Tool
Date: Friday, March 20, 2020 4:31:44 PM
Attachments: Accessing Skype for Business.pdf

Greetings everyone,

I have been so amazed at how everyone has stepped up and done everything possible to ensure we can continue serving Oregonians during this past week, and all the while we've been doing it with reduced staff in the office. It is nothing short of impressive, and I am proud to be a part of the team!

As we go into next week, I want to remind you about a tool to help us be more effective in our work and communication, Skype for Business. Starting next week, we would like to have all employees logged into this tool. If you have not logged into Skype for Business here are some helpful Q+A's to get you started.

I've never logged into Skype. How do I access it?
In the search box at the bottom left of your screen type SKYPE. Click Skype for Business. Enter your email and your network password.

My job doesn't require me to use Skype, do I need to log-in?
YES, the expectation is that all employees are logged into Skype each day. Once logged in, you can set your status as Busy or Do Not Disturb (see the attached Accessing Skype for Business guide).

What are the basic functions of Skype?
There are two primary functions, instant messaging and meetings. Instant messaging is a great way to connect when you have a question that can be answered quickly or need to provide a brief update (i.e. I am running late for our meeting). For meetings, you can schedule directly from Outlook just like you would a meeting in a conference room.

Do I need any special equipment for Skype meetings?
To have a Skype meeting you need to have speakers and a microphone built into your computer OR a headset with a microphone (there is not an option to use a dial in phone number). Although there is a video function within Skype, with the high strain on our network, we are asking people to refrain from using it unless necessary.

How do I find people in Skype?
In the box labeled "Find Someone" type their last name and then first name OR type their email. If it is someone you interact frequently, you can right click on their name and choose to add them to your favorites or to your contact list. For more details see the attached Skype Contacts and IMs for SfB document attached.

Can I Skype with colleagues from other agencies?
Yes, kind of. You can connect with colleagues from Revenue, Secretary of State, OPRD, DAS, DCBS, Forestry, or Energy the same way you would someone from OED (assuming they have

opened and are running Skype for Business). DOC, DHS/OHA, ODOT, OSP, Judicial, and the Legislature all are using Skype for Business, however, they are on a different server. Ask the person you are trying to connect with via email or phone for their Skype for Business email (this is different from their regular state email). You can then search for and them as a contact.

I've never used Skype, what resources are available to learn the program?
Please check out the attached guide as well as other guides and resources in Footprints or EDweb. In addition, we offer a 90 minute virtual instructor led training on setting up and using Skype. CLICK HERE to log-in into iLearnOregon to register (make sure you have permission from your manager). There are upcoming sessions on March 26, April 9, April 24, and May 5.

I am having issues finding or logging into Skype, what should I do?
Email Help Desk at OED_HELPDESK@oregon.gov. Please know that this inbox is checked regularly. With current workload, it might take a little more time to get back to you.

Thank you for your work this week and your dedication to our organization and the citizens of Oregon. Please take good care of yourself and your family this weekend.

Sincererly,

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