



# CONNECTING WITH YOUTH USING SKYPE FOR BUSINESS

UPDATED: JULY 2018

OREGON YOUTH  
AUTHORITY

●  
INFORMATION  
SERVICES

## Things to Know

The Oregon Youth Authority now offers the chance for families to have video visits with their youth in close custody by using the **Skype for Business** application on a phone, desktop computer, or other device.

- If you previously used the standard Skype application for visitation, it will no longer work.
- You cannot do a Skype for Business video visit — also called a “meeting” — without receiving a meeting invitation via email from OYA.
- To do a visit using Skype for Business, your computer, phone, or other device needs to have audio enabled through a microphone or headset. You’ll also need a speaker, so you can hear your youth.
  - Using a headset, headphones, or earbuds can make it easier for you to hear your youth or for them to hear you, but they are not required.
  - **Please remember to turn on your microphone when you join the call.**

## Have Questions or Feedback?

- **For general questions** about how you may use Skype for Business for visits with your youth or how to schedule these visits, contact their Case Coordinator or Living Unit Manager.
- **To provide feedback after doing a Skype for Business meeting** with your youth, please reply to the email meeting invite with your comments. Your feedback will be forwarded to our Information Services team.
- OYA Information Services cannot provide technical support or trouble-shooting for your personal devices.

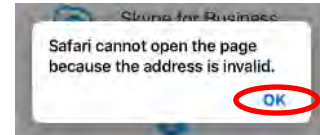
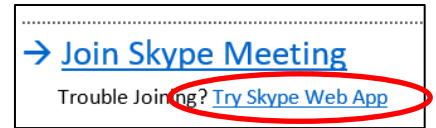
**Note:**

The screenshots and directions on the following pages were current at the time we developed this guide. Microsoft regularly updates their software, so it is possible that what you see when using the application may look different.

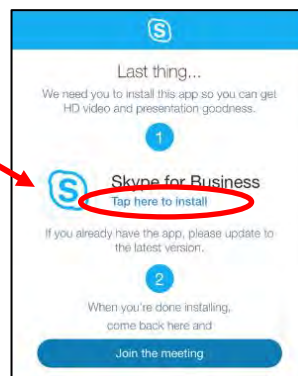
# Using Skype for Business on a Mobile Device (Cell Phone or Tablet)

## First Time Use -- Installing Skype for Business

1. Open the **Skype for Business meeting invitation** that was sent to your email by an OYA staff member.
2. If this is your first time using Skype for Business, *do not* click "Join Skype Meeting" yet. First you need to install the app by clicking on **Try Skype Web App**.
3. You may see this dialogue box. Click **OK**, and you can continue with the installation.



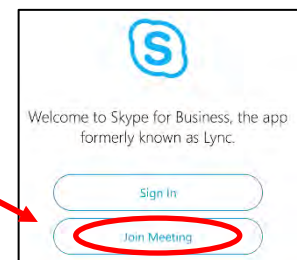
4. Click on **Tap here to install**.



5. **Follow the instructions for your device** on how to install the correct application through the app store.
6. **You must have a microphone** to participate in a meeting. If you receive this notice, click **OK**.



7. Once the app is installed, *do not* open it directly from your app store. Instead, return to the **Skype for Business email meeting invitation** that you received from an OYA staff member.
8. Click on the **Join Skype Meeting** link in the email.
9. You will see this dialogue box. Click on **Join Meeting**. *Do not* click on "Sign In" or it will not work.
10. In the next dialogue box, type your **name**, and click on the **arrow** to join the meeting.



## Once You Have Joined a Meeting



Click the **Camera** icon, and then click **Start My Video**.

Click the **Microphone** icon to make sure your audio is active and not on mute.

You may leave the meeting at any time by clicking the **Hang-Up** icon.

## Already Installed the Application on your Mobile Device?

- Once you install the application, you will not have to do it again on that device
- The next time you do a Skype for Business visit with your youth, open the email invitation, click **Join Skype Meeting**, and you will be connected immediately.

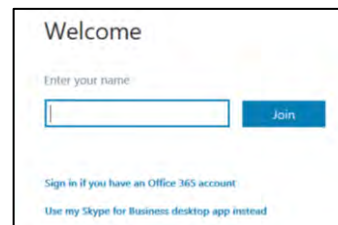
# Using Skype for Business on a Desktop Computer

## First Time Use -- Installing Skype for Business

1. Open the **Skype for Business meeting invitation** that was sent to your email by an OYA staff member.
2. If this is your first time using Skype for Business, *do not* click "Join Skype Meeting" yet. First you need to install the app by clicking on **Try Skype Web App**.



3. **Install the Skype for Business Web App** plug-in following your web browser's instructions.
4. If you see a Windows Security Alert dialogue box, click **Allow Access**.
5. **Type your name** in the blue box and click **Join**.



## Once You Have Joined a Meeting



Click the **Camera** icon, and then click **Start My Video**.

Click the **Microphone** icon to make sure your audio is active and not on mute.

You may leave the meeting at any time by clicking the **Hang-Up** icon.

## Already Installed the Application on your Computer?

- Once you install the app, you will not have to do it again.
- The next time you do a Skype for Business visit with your youth, open the email invitation, click **Join Skype Meeting**, and you will be connected immediately.