Skype for Business User Guide

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1 Introduction

Skype for Business has a similar look and feel to that of the free consumer version of Skype™, but provides an enterprise level of security and encryption. The University controls user accounts. It allows large meetings of up to 250 University contacts compared to 20 for Skype. Skype for Business does not have advertising.

Skype for Business is an ideal choice for an individual at their desktop, laptop or mobile device. Once you have a larger group of people in the same space, the UofG Videoconferencing service is preferable.

Please note that Skype for Business is not linked to our VOIP Telephony system (this is sometimes referred to in generic Microsoft guides and videos found on the internet).

2 Features

- Communicate from anywhere with an Internet connection
- Easily switch between instant message, audio and video capabilities or use all at once
- Search for University staff and store contact in favorites and groups
- Schedule meetings from Microsoft Outlook
- Share PowerPoint presentations, whiteboard or your desktop
- Create Q&A and polls for attendees
- Integration with other Microsoft products
- Drag and drop files to share with meeting attendees
- Record your meeting to file
- Meeting capabilities for contacting anyone using the Skype for Business Web App

3 How to get Skype for Business (& Lync 2011 for Macs)

3.1 Standard Staff Desktop (SSD) Machine

- All SSD PCs from September 2016 have Office 2016 installed.
- If you have an earlier version, install Office 2016 from the Software Center desktop icon. (http://www.gla.ac.uk/services/it/software/softwarecentre/) ” Microsoft Office 2016

Note: IT Services do not support installing Office 2016 from Office 365 on SSD - it would need to be removed and replaced with the above to work correctly.
3.2 **Student CSCE PC Clusters**

Skype for Business is already installed.

Open from Start > Programmes > Microsoft Office 2016 > Skype for Business 2016

Please note that the nature of open-access PC Clusters means that they are suitable for instant messaging, but not really for audio and video use.

3.3 **Other Windows PCs (and your own devices)**

*Windows 10, Windows 7, Windows 8.1*

Before you install Skype for Business (previously called Lync) on your Windows computer, you should check to see that it’s not already installed. Go to the Start menu and select either Microsoft Office 2013/2016 or Office 365 and look for the Skype for Business icon.

1. Sign in to [https://office365.gla.ac.uk](https://office365.gla.ac.uk) with your email address and password.
   (http://www.gla.ac.uk/services/it/office365/)
2. Now click on Install Office 2016
3. Run the setup installation package and follow the instructions

**This will install Office 2016 inclusive of Skype for Business.** If you have previous versions of Office installed or other Office 2013 products, including associated 2013 products such as Visio, Project and Publisher which you wish to keep please contact your IT support for advice before proceeding.

3.4 **Mac OS X**

*Currently there is no client for Skype for Business. It is due out before the end of 2016. This guide will be updated when it’s released. For now, use Lync for most functionality (but not recording).*

*From your Mac, use your Office 365 subscription to download Lync 2011 for now.*

1. Sign in to [https://office365.gla.ac.uk](https://office365.gla.ac.uk) with your email address and password.
   (http://www.gla.ac.uk/services/it/office365/)
2. Under “Install Office 2016” click “Other Installs”
3. Under Software, select Skype for Business
4. It will know you are using a Mac, and offer you “Install Lync client for Mac 2011”

   *In the Lync for Mac sign-in window, type your user iD University of Glasgow email address and GUID password.*

**Note:** There is no need to follow the Advanced Set up instructions shown on the Office365 page. When logging in for the first time you need to enter your Email Address, User iD and Password – Your UID is your UofG email address which you sign into Office365 with.
3.5 Mobile Devices

Windows Phone 8.1 or later
Download and install the Skype for Business App from the Windows store.

IOS device (iPhone or iPad) iOS or later
Download and install the Skype for Business App from the Apple App store.

Android device
Download and install the Skype for Business client from the Google Play store.

3.6 Web Application

- The Skype for Business web app is an alternative way to invite people to join a Skype for Business meeting if they don’t have Skype for Business installed on their PC. You can send a Skype for Business meeting invite to any email address.
- When you invite someone outside the University who is not on Skype for Business, to a Skype for Business meeting, they will receive a link to the web application in their meeting invitation. They join the meeting by clicking on that link, which opens automatically to connect them to the meeting.

The guest experience they have depends on what they are using:

- If a Windows user with Skype for Business installed clicks the "Join Skype Meeting" link in an email, Skype for Business launches.
- If a Windows user without Skype for Business installed clicks the "Join Skype Meeting" link in an email they see this

Skype Meetings App

They can proceed to join the meeting without ticking the “install the Skype Meeting App plug-in” however the plug-in is required to participate in meeting audio and screen sharing.

Guest. type your name below

☐ Remember me
☐ Install Skype Meetings App plug-in
By joining the meeting, I agree to the plug-in Terms and Conditions.

Join the meeting

Sign in if you are an Office 365 user
Mac users, with or without Lync installed, clicking the “Join Skype Meeting” link see this:

Selecting the “Join using Lync for Mac or Communicator for Mac” launches Lync if it is installed.

Follow the instructions for downloading and running the Web App plug-in installation. Note you may be asked to allow the web-app to install and allow access through your machine’s firewall (this will vary depending on your machine’s set-up and browser)

More information about using the Web App is provided - jump to section 13
4 Starting

Click Start

Select All Programs

Select Microsoft Office 2016

Select Skype for Business 2016

Sign in using your University email address and your GUID password

Note: if you are on-campus logged into a standard staff desktop (SSD) or student PC (CSCE) then you will be signed in automatically.
If you are using a non-domain joined machine, you may login to Skype for Business and then also receive a request by Skype for Business asking to make a connection to Exchange Web Services (EWS):

![Image](image-url)

**Credentials are required**

Skype for Business needs your user name and password to connect for retrieving calendar data from Outlook.

- **User name:** Your UoG email address
- **Password:** ********
- **Save my password**

If Outlook isn’t running after a period of time you may also see this as it attempts to establish a connection:

![Image](image-url)

**Windows Security**

**Skype for Business**

Connecting to Your UoG email address

![Image](image-url)

**More choices**

- OK
- Cancel
5 The main Skype for Business Window

**Status**
Use the drop down box to indicate your availability busy, not available, away, etc.
Add a custom message or location in the Set Location field

**Communications bar**
Select Contacts Calls (All, Missed, placed) Meetings

**Menu Bar**
Only available if show menu bar is selected in the Options

**Option Menu**
Allows access to a range of settings

**Main viewing area**
Showing list of contacts in this example
6 Presence

Skype for Business allows you to view the real time availability of colleagues via their status which is reflected in a number of Microsoft applications, e.g. Outlook, SharePoint.

⚠️ The "presence privacy mode" is "". I only want people in Contacts to see my presence"

- To see a person’s presence, and for them to see your presence, you must add them as a contact (see 7.1).
- If someone is not a contact, they display to you as “Offline”.

### Skype for Business client

![Skype for Business client example]

### Outlook Email client

![Outlook Email client example]

Your status is determined by your Outlook Calendar (in a meeting) or your computer activity (away).

Alternatively, you can set your status here manually (busy, do not disturb, away, etc.)

Note: If your Outlook calendar is set to Out of Office, but your Skype status is available, a purple dot is added indicating that although available you may be more difficult to contact.

### Changing your presence privacy to “I want everyone to be able to see my presence”

From the Options cog select Status and pick the option

This is a collaboration service. Everyone means:

- University of Glasgow students and staff
- Any other organisation using Skype for Business may be able to view your presence without requesting to add you as a contact first.
<table>
<thead>
<tr>
<th>Status Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✅ Available *</td>
<td>Online and available</td>
</tr>
<tr>
<td>⏳ Be Right Back **</td>
<td>Away from your computer briefly</td>
</tr>
<tr>
<td>⏳ Away <em>,</em>*</td>
<td>Logged on, but have been away from computer for a period of time.</td>
</tr>
<tr>
<td>⏳ Off Work **</td>
<td>Not working or not available</td>
</tr>
<tr>
<td>🛠 Busy <em>,</em>*</td>
<td>Hard at work and shouldn’t be interrupted</td>
</tr>
<tr>
<td>🔗 In a call *</td>
<td>In a Skype for Business call (two-party call)</td>
</tr>
<tr>
<td>☑️ In a meeting *</td>
<td>In a meeting (using Skype for Business or Outlook)</td>
</tr>
<tr>
<td>☑️ In a conference call *</td>
<td>In a Skype for Business conference call (Skype meeting with audio)</td>
</tr>
<tr>
<td>📈 Do Not Disturb **</td>
<td>Do not want to be disturbed. You will see IMs, but only if you’re both in the same Workgroup.</td>
</tr>
<tr>
<td>🔧 Presenting *</td>
<td>Giving a presentation</td>
</tr>
<tr>
<td>☐ Out of the office</td>
<td>Set to OOF in your Outlook calendar</td>
</tr>
<tr>
<td>☐ Offline *</td>
<td>Not signed in</td>
</tr>
<tr>
<td>🎯 Unknown</td>
<td>Presence can’t be detected</td>
</tr>
</tbody>
</table>

* Set automatically for you based on your keyboard activity or Outlook calendar. 

** You can set your presence to this anytime you want.
7 Contacts

7.1 Adding a contact
Enter a name in the search field and either select a user from
- the University directory shown as My Contacts Tab, Right click on the name and select add to contacts list or add to favourites
- Or use the Add Contacts icon for other Skype for Business or Skype users

Then complete the details requested in the next window.

7.2 Privacy relationships

Right click on a saved contact to change the privacy settings
8 Instant Messaging

To make contact using Instant Messaging, locate the person in your saved contacts or use the search facility. Once located, hover over their presence icon then click the IM icon.

Or double click the icon to start
Or right click and select **Send an IM**

A window will appear on the contacts machine to indicate an incoming call;

This will change to Accept as your mouse pointer enters the window. Click on Accept to answer the call and open the chat window or click on Ignore if you don’t want to be disturbed.

Chat Window

- **Conversation area** – with scroll bar to allow view of previous comments
- **Saved conversion** – your conversation will save to Conversation History in Outlook version 2010+, unless you change the default
- **New message area** - type your message here
- **Share a file**, flag as important, add emoticon, send button (same as return key)
- **Invite others**
- **Change to video or audio meeting, share desktop**
- **Additional Options**

Please note by default IM conversations are saved into the Conversation History email folder for Outlook version 2010 upwards. Like saved emails, they can be deleted, copied, etc.

**If you do not wish copies to be saved**, turn it off in Tools – Options – Personal, untick the checkbox.
9 Video and audio conferencing

Video Call
This will call or escalate a IM session into a full video call.

Note: it is good practice to send an instant message first and ask if the person would like to participate in a video call. They may need a few minutes to set up their camera and audio devices.

To escalate your IM session to a video call, click on the camera icon.

This will open a preview of your video click Start My Video to proceed.

If you need to set up your camera click on the gear icon and select Tools – Video Device Options.
- You will be able to select the camera if you have more than one installed and adjust its settings.
- The options will be dependent on the specific camera installed.
- Note: If there is a setting for anti-flicker this should be set to 50Hz if located in the UK.

Stop or end a video call
- Click on the camera icon to stop sending your video: Note you will still be receiving video. There will now be a line through the camera icon indicating that your video is muted. Click on the icon to restart your video.
- To end the call completely press the hang-up icon.

Video Meeting Window
10 Starting a scheduled or ad-hoc Meeting

10.1 Ad-hoc Meeting

Click on the arrow to the right of the settings and select Meet Now

Note if you see the message to select the meeting audio every time, go to the Options and select Skype Meeting where you can untick ‘Before I join Meetings, ask me which audio device I wish to use’
10.2 Schedule a Meeting

Users of Outlook desktop 2016 or Exchange Online Email can schedule a meeting, either a single or recurring Skype for Business meeting, from the Calendar function. You should see on the ribbon a button marked ‘New Skype Meeting’.

Pressing the **New Skype Meeting** button then opens the Meeting schedule window.

Best practice for making use of Office365 and One drive

→ **Join Skype Meeting**

   This is an online meeting for Skype for Business, the professional meetings and communications app formerly known as Lync.

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Remember that you need to use HTML format for the link to appear. The best way to switch to HTML if you normally compose in plain text is using Format Text -> HTML in the compose window itself.
Meeting options allows you to select who can enter the meeting directly or who has to wait in ‘the lobby’ and wait to be admitted.

Options

<table>
<thead>
<tr>
<th>Who doesn’t have to wait in the lobby</th>
<th>Only me, (the meeting organiser).</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>People I invite from my organisation.</td>
</tr>
<tr>
<td></td>
<td>Anyone from my organisation.</td>
</tr>
<tr>
<td></td>
<td>Anyone (no restriction).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Who can be a presenter</th>
<th>Only me, (the meeting organiser).</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>People I choose.</td>
</tr>
<tr>
<td></td>
<td>Anyone from my organisation.</td>
</tr>
<tr>
<td></td>
<td>Anyone (no restriction).</td>
</tr>
</tbody>
</table>

There are also options to disable participants from using Instant Messaging during the meeting, to mute all the attendee’s microphones or to block attendees from viewing the video that’s presented.

**Alternative - Skype for Business Web Scheduler**

If you are unable to access your Outlook calendar, or your mailbox is on an older version (e.g. Exchange 2007), you can schedule meetings or edit existing meeting schedules using the Web Scheduler.

1. Open a web browser, go to [https://sched.lync.com](https://sched.lync.com) and sign in
2. Fill in the relevant fields for start date and time, attendees email addresses, separate with semi-colons.
3. Press save, you are shown the meeting details.
4. You must copy and paste into an email, or save as iCalendar attachment, and manually send to the participants (this is only automatic if you use Outlook)

**Note**

- Scheduling a Skype meeting using the Web Scheduler does not result in an email being sent to the meeting participants. You need to send the email manually.
- Not all meeting are displayed in the Web Scheduler: Skype for Business Web Scheduler lists only the meetings you have scheduled, not all the meetings on your calendar
10.3 Joining a Meeting

There are 3 ways to join a scheduled meeting

In the Skype for Business client – click in the Meeting Tab for today’s meetings, any item shown in blue can be double clicked to open the meeting window

In the meeting request click on ‘Join Skype Meeting’
In the meeting reminder click on ‘Join Online’

→ Join Skype Meeting
This is an online meeting for Skype for Business, the professional meetings and communications app formerly known as Lync.

Help

Note - The Meeting invite which you sent out to participants also has a clickable link to Join the meeting, however this will only work if this was sent as an HTML enabled message, and your email client displays the message as HTML.

11 Presentation Tools

Once in a meeting and if you are the meeting organiser or you are enabled as a presenter you can select the Presentation button, where you have a number of options.

Note – your Skype for Business status will change to Presenting and you will no longer receive instant messages or calls

11.1 Present Desktop

Sharing your desktop displays the entire continents of your desktop.
Note if you have multiple monitors, or you are connected to a projector from a laptop, the client will ask which screen you wish to share. Sharing the desktop is ideal if you are going to swap between applications or show more than one application. Desktop sharing uses the least bandwidth and is recommended if any participants are on a slower network connection.

11.2 Present Programs

Useful if you only want to show one an individual program and don’t want viewers to see anything else you may be running. Note the program being shared will have a yellow frame surrounding it and a **Now Presenting** tab will appear on the desktop. All open windows for that application will be shared.

11.3 Present PowerPoint Files

![PowerPoint Presentation](image)

Clicking on this opens a dialogue box, so you can locate and select the PowerPoint file you wish to present.

- You will see a message box indicating your file is being uploaded and once complete a message indicates the file is now being presented.
- You can now advance the slides using the arrows below the slides or the arrow keys on the keyboard. In addition, you can turn on or off thumbnails of the slides or the presenter notes.
- These are displayed below the slide and are only shown to the presenter.

Note you cannot have thumbnails and notes shown simultaneously.
11.4 Co-Author Office Document

Allows multiple participants to view and edit a shared document located on the presenters OneDrive for Business (dependant on your OneDrive sharing permissions which you manage).

11.5 Add Attachments

This allows others to download the attached file – the padlock icon allows you to restrict this to presenters only, the meeting organiser or everyone – Note this view is the same as selecting Manage Content from the Presentation menu.

11.6 Shared Notes

This opens OneNote and allow you to select or create a Notebook. All participants are automatically added to the OneNote attendee list.
11.7 My Notes

Allows you to create private notes for the meeting. You will be given a list of all of your open OneNote notebooks. Select one and create your own notes.

This is not shared.
11.8 Whiteboard, Poll, Q&A

11.8.1 Whiteboard

The whiteboard is a standard white board with drawing, highlighting, upload, paste, etc. The whiteboard can also be saved pasted into another application or copied to OneNote.

11.8.2 Polling

Polling allows you to create a set of questions that are shown to the audience. Options allow the presenter to show or hide poll results from the audience and to edit or close the Poll. The poll results can be saved to an image file (.png or a csv).
11.8.3 Questions & Answers

Q&A allows the presenter to type a series of questions. Only attendees can answer questions, so make sure all the people that you want to answer are set as Attendees. Questions and answer can be saved to a text file.

12 Recording

To record the meeting click on the options button on the bottom right of the meeting screen with the three dots. The recording will capture all of the meeting materials including audio, video, instant messages, screen sharing, PowerPoint, whiteboard and polling. Anyone who is a presenter is allowed to record and save the recording to their machine.

An indicator on the top right hand side shows that the meeting is being recorded. Hover your mouse over the icon to see who is recording the meeting.

The presenter now has additional controls to stop or pause the recording. Once stopped the recording is processed into an mp4 format, note you can exit the meeting while the recording is processing. The default location for the mp4 file is

My Documents\My Videos\Lync Recordings

this location and the resolution can be changed within Options.

Note: Recording is not available in Lync 2011 for Mac. This guide will be updated when the new Skype for Business Mac client is released, due before the end of 2016.
13 Skype for Business Web App

Skype for Business Web App is a browser-based meeting client that you use to join Skype for Business meetings. Details of how to sign in were earlier in section 3.5.

You can’t schedule a meeting from Skype for Business Web App, but you can join a meeting that was scheduled using either Microsoft Outlook or the Skype for Business Web Scheduler.

After signing in, you will now join the meeting or if you joining early you may be placed in the virtual lobby or the meeting room depending on the meeting room settings.

You will join the meeting room as a guest so options for presenting will need to be granted by the meeting organiser.

Comparison with Skype for Business clients

Skype for Business Web App provides HD video conferencing, IM in meetings, high-fidelity desktop, application, and presentation viewing, desktop sharing, whiteboard, lobby, and presenter access controls. In addition, Skype for Business Web App now includes PC-based audio and video.

It doesn’t offer any other Skype for Business features, such as presence or contact information. For more information, see Skype for Business Online Service Description and Client comparison tables for Skype for Business Server 2015.
14 Helpful Tips

14.1 Finding people
- Click on the search bar for Find Users and type the person’s name as you start to type the list of contacts should appear below under the headings My Contacts (University staff, students and contacts in your address book) or from the Skype directory.
- If you hover over any of these contacts with your mouse pointer you will have the option to contact them by IM, an audio or a video call.
- You can also check for additional details by clicking on the contact card.
- If you wish to save the contact to any of you contact lists, click on More Options or alternatively right click on the contact for the Add to Contacts List option.

14.2 Contacting Skype users from Skype for Business & limitations
To add your Skype contact, use the Add Contacts icon, select Skype, type in their Skype email address (the Skype Directory is world-wide and so not ideal for simpler searching due to the number of results). Once added to your contact list and your Skype contact has accepted your request, you can:

- Make voice and video calls to them
- Instant message with them.
- See their online status.

**Note:** At present, Skype for Business users can only connect with Skype for Windows (desktop), Skype modern client (included in Windows 8 / 8.1) and Lync 2011 for Mac OS X

Limitations on meetings involving Skype for Business & Skype contacts:

- You cannot have an IM or audio conversation with three or more people, you are limited to one to one conversations only
- Desktop and application sharing is not available
- File transfer is not available.

**Note - remember that other people can use the Skype for Business Web App instead.**

14.3 When to use Skype for Business or the Videoconferencing Service

There are a few things to consider before making your choice

✓ Skype for business is an ideal choice for an individual at their desktop, laptop or mobile device.

? Once you have a group of people it becomes difficult for everyone to get a good view of the screen, camera position will be more difficult and audio is more likely to suffer from echo problems as you turn the volume up so everyone can hear

? If the meeting quality is critical. In this scenario where quality and reliability are crucial then videoconferencing is a better solution, this is because the dedicated videoconferencing hardware is more likely to cope with network errors and the audio/video setup in the room is fixed and frequently checked for quality. The echo cancellation hardware built in is also much more capable of dealing with difficult environments, (large rooms, conference halls etc.)
14.4 Problems with Echo

Echo is when a portion your audio is picked up and sent back to you after a short delay. This can be for a number of reasons; however, it is easy to ascertain which site is causing the echo. You will find when one of the parties mutes their microphone or speaker the echo stops. This is the site with the problem though they may be oblivious to the fact that everyone else is hearing their own voice come back to them.

Likely causes are acoustic coupling, One or more of these issues may be to blame:

- The microphone is close to the speakers
- The speakers are turned up too loud,
- The room is large and possibly noisy with many hard surfaces.
- The microphone level is turned up high, often because it is positioned far away from the person talking
- The solution is to check your levels, if possible use a headset or if you are using this for a small group, purchase a speakerphone that has its own hardware echo cancellation.

One other possibility is electronic coupling from the input to the output on your own machine.

- Check the recording device properties and ensure that the ‘Listen to this Device’ box is NOT checked on the listen Tab on the microphone properties
- To check your levels, select Tools – ‘Audio Device Settings’ from the Options cog From here you can view your microphone level on the audio meter and play a sound which should be at a comfortable listening level.

14.5 File transfer

File transfer is not possible to Skype contacts.

By default, Skype for Business Online is configured to prevent users from sending files that have the following file name extensions:

14.6 Uploading a photo

Students

1. From a PC or Mac, open “remote desktop connection”
2. Type in “cseremote.gla.ac.uk” and login with your GUID and password.
3. Go to start, all programmes, Cjwdev > AD Photo Edit”
4. Type your GUID into the name box, it will display your details.
5. Click Edit Image then Select New Image, then Resize to recommended dimensions then OK to upload your photo.

Your photo will take around 24 hours to appear on Skype for Business.

Staff

1. From a PC or Mac, open “remote desktop connection”
2. Type in “ssdremote.gla.ac.uk” and login with your GUID and password
3. Click the “AD Photo Edit” icon
4. Type your GUID into the name box, it will display up your record.
5. Click Edit Image then Select New Image, then Resize to recommended dimensions then OK to upload your photo.

Your photo will take around 24 hours to appear on Skype for Business.

This image is also used by Outlook 2016.
Further Help

Please note that new functionality can be released into Skype for Business by Microsoft on a frequent basis, if you require assistance not in this guide please contact the IT Helpdesk http://www.gla.ac.uk/services/it/helpdesk/

Calls can be raised on IT Helpdesk self-service selecting:

Software Issues (OS, Office & Desktop Applications) > Office 365 > Skype for Business query

Version control

<table>
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<th>Date</th>
<th>Author</th>
<th>Changes</th>
</tr>
</thead>
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<td>Diane Montgomery</td>
<td>Section 3, 6, 7, 14.2, 13</td>
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<td>Diane Montgomery</td>
<td>Section 1, 3.3 ,4 7.1, 10.2, 14.7</td>
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<td>19.09.2016</td>
<td>Steven Jack, IT Services, Diane Montgomery, IT Services</td>
<td>Section 3.3 Lync 2011, Section 10.2 Added the Web Scheduler, New section 13 on Skype for Business web app</td>
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<tr>
<td>01.08.2016</td>
<td>As above</td>
<td>First draft to early adopters</td>
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