

Webinar/video conferencing

Skype for Business Attendee/Guest Guide

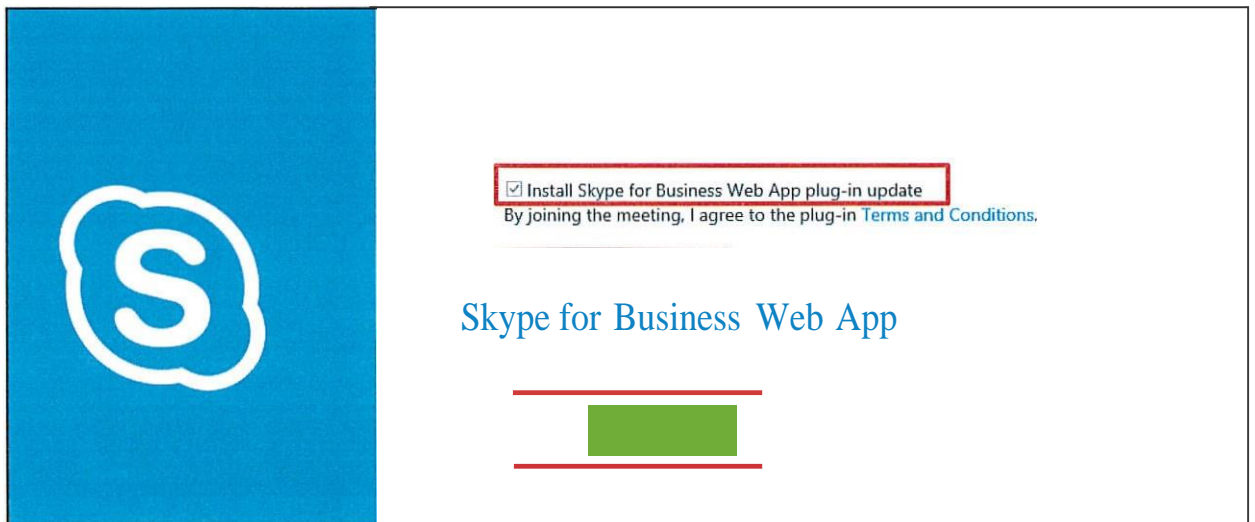
As a guest/attendee of a webinar you will receive a link through email to use to join the session.

The link you receive for your webinar is open at any time. Please log in before your first session so you can download software needed and troubleshoot any issues.

The first time you log in Skype for Business there are two web apps that need to be installed on your computer. Skype Web App **AND** Skype for Business Web App Plug-in.

The Skype for Business Web App

- Ensure that the box next to "Install Skype for Business Web App plug-in update" is checked.
- Click Join the meeting.



A message will appear asking if you want to run or save the plug in. Click Run.



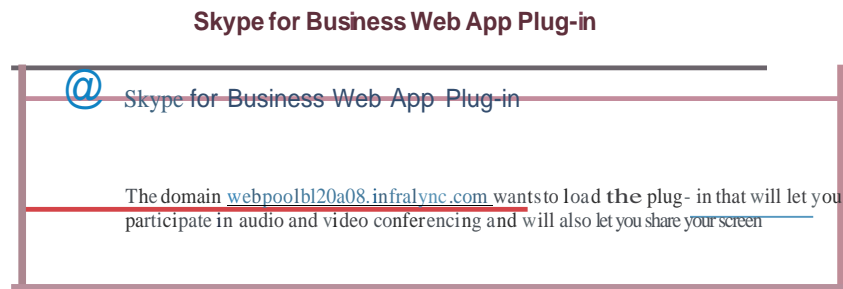
NOTE: This will only show up the first time you access your meeting. Meeting participants will also need to do this the first time they access a meeting. The Web App plug-in supports computer audio, video, and desktop sharing. The plug-in must be installed in order to use these features.

*If there is an update to the system you may need to reinstall these two web apps.

Click Join the meeting.

A pop up will appear notifying you that Skype for Business would like to load the plug-in.

- Check the box to the left of Always allow the plug-in for this domain
- **Click Allow**

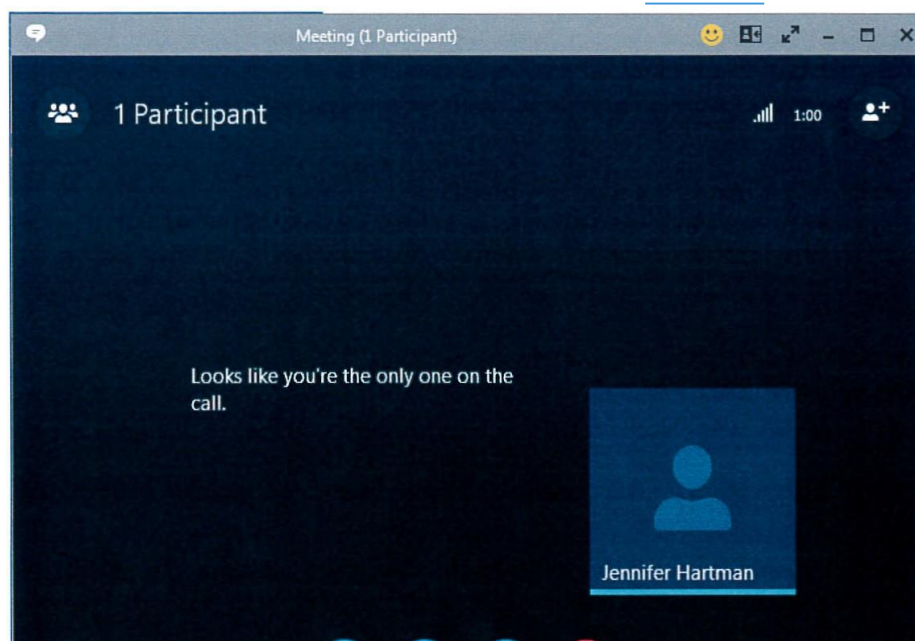


The plug-in window will only appear the first time you access your meeting. This will also show up for meeting participants the first time they access the meeting.

NOTE: If a message appears regarding the Microsoft Firewall, you **must** allow the plug-in to access the network you are using (public or private) in order to be able to use the audio, video, and desktop sharing features. Meeting participants who receive the Microsoft Firewall message will also need to allow the plug-in to access the network they are using in order to utilize these features.

When the Join Meeting Audio window appears, select **Use Skype for Business (full audio and video experience)** and check the box next to **Don't show this again**. Click **OK**.

You will have now joined the meeting.




Webinar Features

You will use the icons to participate in the session:

- Chat icon opens your IM box. Click this open so you can chat if needed during the session.
- In the upper left click on the participant's link to see who is attending.
- Click the video/camera on. Click again to start the video.
- Click on the mic/audio to start the audio- See help below if audio does not work.
- The monitor is for attachments, you may be able to download the presentation from this icon.
- The phone icon is to hang up (end session).

Video and Audio help:

- To the far right (bottom) the link with the three dots (...) has help for audio and video. Click on the Meetings Options link.
- You may have a gear  icon instead of the three dots in an upper section of the screen.

Troubleshooting for Skype for Business

1. Can't log in a session or not able to use some features once in:

- Log out of the browser you are in and log back in.
 - Be sure that you 'run' the Skype Web App AND you 'Allow' the Skype for Business Web App Plug-in. Both need to run/be installed to use all of the features.
- Try a different browser (IE, Firefox, and Safari).
- If using a wireless connection try plugging into the internet (hardwire).
- Use a different computer (if you have access to one).

2. Not able to log in- Firewall blocking:

- You could have a firewall from your internet provider or on your computer that is blocking you from running Skype for Business. If you are at a school or public place using their internet, they may have firewall you can't get through to use Skype.

3. If you are losing connection to the webinar and/or cutting in and out:

- Log out of browser and log back in
- Try a different browser
- Try hardwire if on wireless
- Try a different computer

4. If you don't have audio:

- Log out and close the browser you are using and log back in.
- Look for any pop-blockers you need to run or allow.
 - Look in downloads, look in the upper right or lower left of your Computer.
 - Look to the left of your browser window for an icon you need to click to allow the software to run.

- **You can check your audio yourself** (before your session) if you log in another computer or if you give the link to someone else and they log in at the same time as you to check it. This is strongly suggested before your first session.

