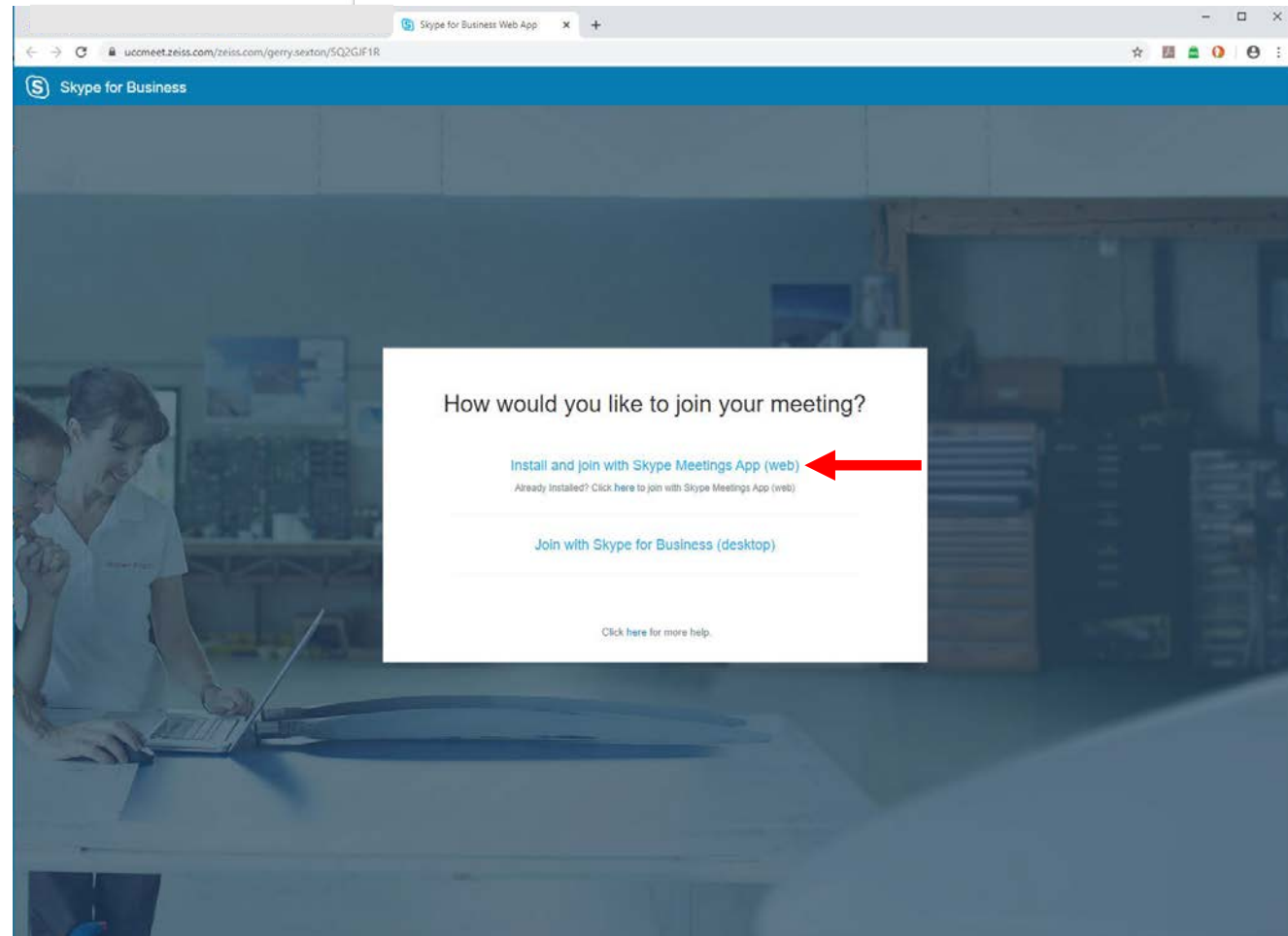
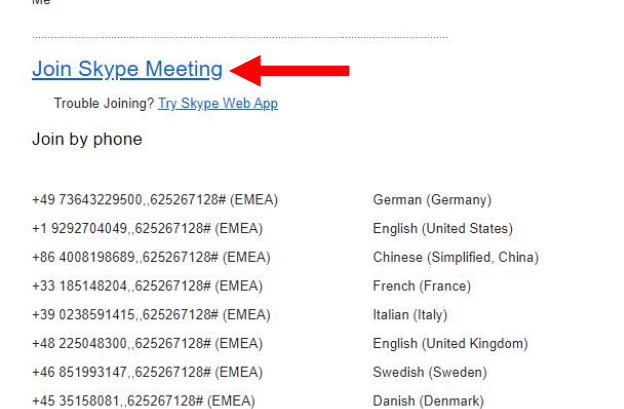


Step 1 – Click on “Join Skype Meeting” from your email client.

Step 2 – You will be taken to a welcome page in your browser. Choose the first option.



We're downloading the app installer.

Click [here](#) if the download doesn't start automatically.

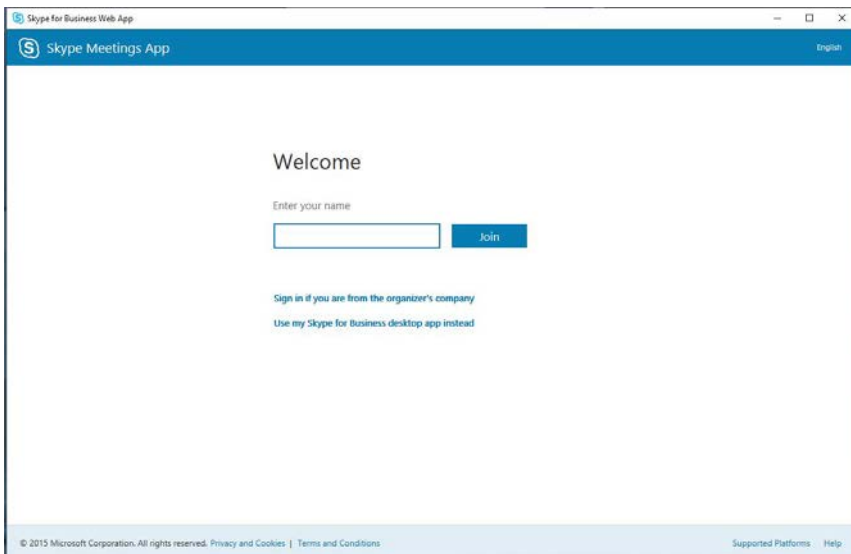
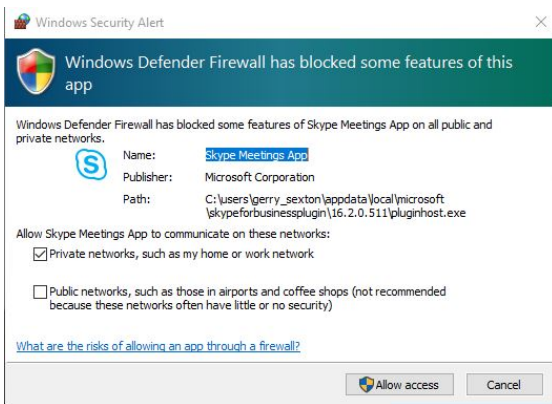


After you have installed the app, click [here](#) to join the meeting.

[Click here for more help](#)

Step 3 – If you have never used Skype for Business before, you will get a request to run an installer for the App.

Step 3a – Depending on your computer security setup, you may receive one or more alerts. You should give permission to proceed.



Step 4 – Once installed, you just need to enter your name and then “Join”. If prompted be sure to always join as “Guest”. **Do not enter normal Skype credentials. This will not work!**

Problem	Solution
1) Can't join the meeting	Be sure you are not trying to sign in using your Skype credentials. Skype and Skype for Business are not the same program and do not use the same accounts. You need to join as "Guest".
2) No Sound or microphone for the person joining	You may be joining from a computer that does not have a speaker or a microphone. Most desktop computers do not have these. You should work from laptop computer, or you can call in from a phone. Also be sure to check the "Devices" in the tools option in the Skype App. You need to be sure that you are using the correct sound devices. Sometimes HDMI connections to monitors will try and pass sound control to the monitor which may not have speakers.
3) The sound is terrible	You can use headphones or they can call in from a phone for the sound portion of the call. You can still watch the presentation on the computer while using the phone for conversation. If there is more than one person in the meeting, you can each call in from your personal phones. A group of people gathered around a single phone that is in "Speaker" mode will sound terrible and will make the meeting participants very difficult to understand.