Skype for Business – Web App

This fact sheet provides guidance on installing and using the *Skype for Business Web App* on a *Windows PC*. Use the web app to join online meetings if you do not have the desktop version of Skype for Business installed on your computer. Mac users will be prompted to download the desktop version of Skype for Business instead of the web app.

**Do this in advance of the meeting date and time so you can test that everything works.**

If you have never used the web app before

1. Click the **Join Skype Meeting** link in the email
2. Follow the prompts in your browser to install the Meetings app add-in
3. Type your name at the Welcome prompt and click **Join**
4. The meeting window appears

   ![Join Skype Meeting](image)

   *Trouble Joining? Try Skype Web App*

**Check your audio/video equipment**

1. Click the **More options** button
2. Click **Meeting Options**
3. Select **Audio device** and/or **Video device**
4. Check that the correct device appears in each settings box
5. Click **OK**

![Meeting Options](image)

**If you have already installed the web app**

Click the link in the email to join the meeting. Once your browser opens, click **Open Skype Meetings App** when the prompt appears.
Using the app

Once the meeting window appears, you will see 4 buttons at the bottom of the window:

1. **Video** - click this to switch on your webcam. You will see a preview picture. Click **Start My Video** in the preview to activate the webcam.

2. **Mic** – click this to mute/unmute your microphone. If the mic is muted, the icon will appear with a diagonal line through it.

3. **Share** – you will not be able to share your screen during the meeting unless a Presenter gives you presenter rights.

4. **Hang up** – use this to leave the call.

There is also an **Instant Messaging (IM)** button in the bottom left corner of the window – click this to open the chat panel so you can type a message to the meeting participants. This is a useful way to communicate with the other meeting participants if you are experiencing any problems with your sound or video.

Hints and Tips

- **Check the Join Skype Meeting link before the date and time of the meeting.** This will give you time to install the app and test your audio and video equipment. **Don’t leave it until the last minute.**

- **Problems installing the web app?**
  
  Visit Microsoft’s support page – **Trouble installing the Skype for Business Web App plug-in** – for suggested solutions:

  - Close any applications that might be using your webcam or microphone. If another application is already using your webcam or microphone, it might prevent them working properly in the web app.

  - **Participants can’t hear you?** If there is a line through the microphone icon, it is muted. Click the icon to unmute your mic.

- **Looking for help with the web app?**
  
  Visit Microsoft’s support page – **Skype Meetings App help (Skype for Business Web App)** – for guidance.

- **Connection problems?**
  
  Visit Microsoft’s support page – **Troubleshoot connection issues in Skype for Business** – for guidance.