

Skype for Business(Mac) – Getting Started

This guide is for Skype for Business for Mac (version 16.x or later).

What is Skype for Business?

Skype for Business is a communication tool which allows you to interact with colleagues via instant messaging, online meetings, virtual whiteboards, file sharing, VOIP telephone calls (using your computer¹) and video conferencing.

Where do I find Skype for Business?

- Launch Spotlight Search (**⌘** + spacebar) and type **sfb** or **Skype for Business**
- OR
- Go to the Launchpad and type **sfb** or **Skype for Business**.



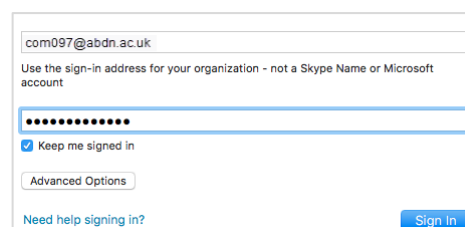
Sign in to Skype for Business

The first time you launch Skype for Business you will have to sign in using your University userID and password. You can save these details so you don't have to type them each time you launch the application.

- Type your University **email address**.
- Click **Advanced Options**.
- Type your **[University userID]@abdn.ac.uk**
e.g. s99jb7@abdn.ac.uk
- Click **Continue**.

A screenshot of the Skype for Business sign-in window. At the top is the Skype for Business logo. Below it is a text input field containing 'com097@abdn.ac.uk'. Underneath the field is a note: 'Use the sign-in address for your organization - not a Skype Name or Microsoft account'. There are two buttons: 'Delete Sign-In Info' and 'Advanced Options'. At the bottom left is a link 'Need help signing in?' and at the bottom right is a blue 'Continue' button.

- Type your **usual University password**.
- If you want to save your log-in information so you don't have to type it in every time, make sure the **Keep me signed in** checkbox is ticked.
- Click **Sign in**.

A screenshot of the Skype for Business password sign-in window. It shows the same text input field for the email address. Below it is a password input field with masked characters. There is a checked checkbox labeled 'Keep me signed in'. There are buttons for 'Advanced Options' and 'Sign In'. At the bottom left is a link 'Need help signing in?'.

The Skype for Business window appears.

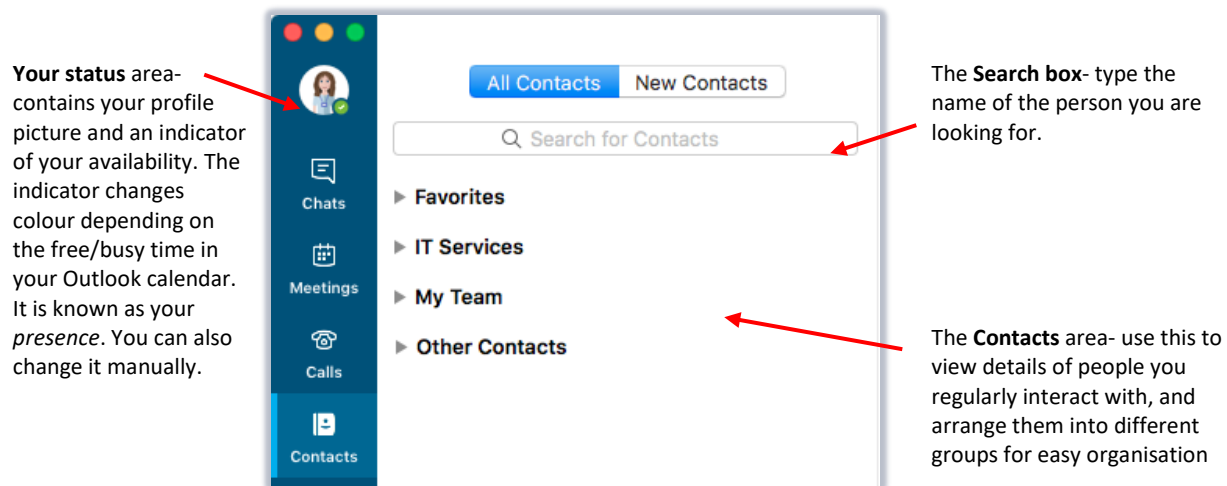
¹ Additional equipment such as a headset with microphone or webcam may be required to make voice and video calls.

The Skype for Business Window

The Skype for Business window contains information about you, your contacts and your interactions in Skype for Business, e.g. chats and calls. From here you can create and manage your contact list and update your status. Once you have added a contact to your list, you can interact with them from this window.



Skype for Business on Mac users can only search for contacts within the University. You cannot search the personal Skype directory or add personal Skype users to your contact list.



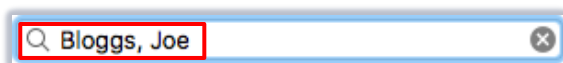
Note: Click the arrow at the left of a group name to expand it and display the list of group members.

Add contacts

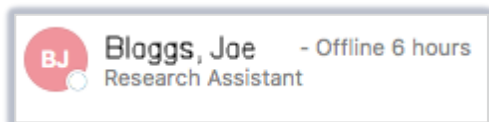
Build a contact list to start communicating with colleagues via Skype for Business. You can search for contacts using the internal University directory.

Add a contact from the University directory

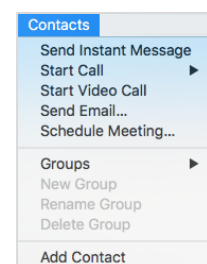
1. Type the name of the person in the search box.



Skype for Business searches All Contacts and displays a list of people matching your search.



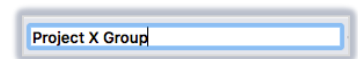
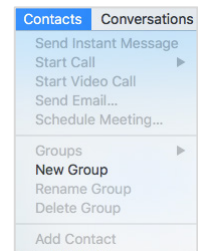
2. **Click the name** from the list of results.
3. Click **Contacts** from the menu at the top of the screen.
4. Click **Add Contact**.
5. Click the **X** at the end of the Search box to close the search and return to the main window.
6. The contact appears in the **Other Contacts** group.



Note: Other Contacts is a default Skype for Business group, but you can add further groups and organise your contact list as you wish.

Create a contact group

1. Click **Contacts** from the menu at the top of the screen.
2. Click **New Group**. The heading for the new group appears at the bottom of your contact list.



3. Type the name for the group and press the **Enter** key.

Copy contacts to a group

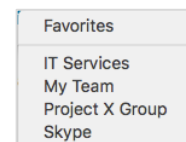
Once you have created a group you can copy existing contacts to this list or add new ones.

1. Click the contact's profile picture to display their contact card.
2. Click the Groups button



3. The list of groups appears with a tick beside the group the contact belongs to

4. Click the name of the group you want to copy the contact to.
Note: you can remove a contact from a group by clicking the name of the group they currently belong to.




Delete a contact


1. **[Ctrl] + click** the contact's name in the list to display a shortcut menu.
2. Click **Remove Contact**.

Skype for Business status

Skype for Business uses a colour code to display the status of your contacts. This helps you to identify whether they are currently contactable. Skype for Business users can either set their status manually, or let their Outlook calendar and computer control their status.

Status


 **Available**

 **Busy**

Effect

The contact is available (can be set manually or via Outlook)


The contact is busy or in a meeting (can be set automatically or via Outlook)

 Do Not Disturb


The contact does not want to be contacted at the moment (set manually)

 Be Right Back

The contact is not at their computer at the moment (set manually)

 Off Work

The contact is not at work (set manually or via Outlook)

 Appear Away

The contact's computer has been inactive for a period of time (can be set manually or automatically after a set number of minutes)

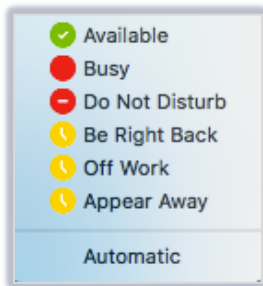
 Unavailable

The contact is offline (set automatically)

Set your status

Any of the above settings except Unavailable can be set manually.

1. Click your profile picture at the top of the Skype for Business window. Your current status appears under your name.
2. Click the status and select the status from the list.



- **Automatic** will re-establish the connection between Skype for Business and your Outlook calendar if you have manually set your status. Skype for Business will then take your status from your calendar.

Note: if this feature does not work, you can set your status manually as described above.

Interact with contacts

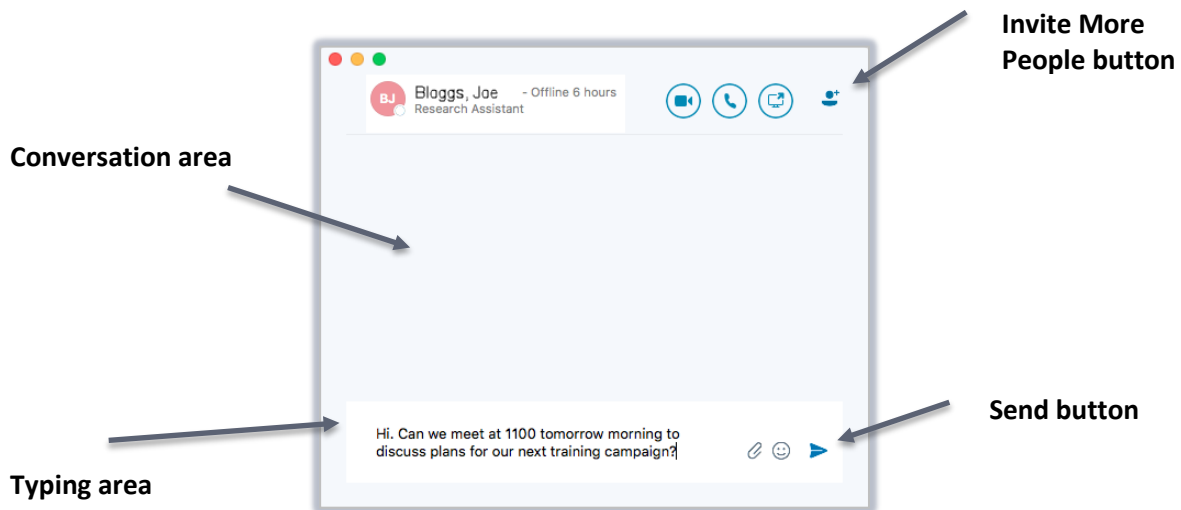
Once you have found a contact within Skype for Business, you can interact with them in a variety of ways, e.g. via instant messaging, online meetings and phone calls. This guide provides information about Instant Messaging. For details of how to use the other methods of interaction, see our guide *Skype for Business Online Meetings* and *Using Audio and Video in Skype for Business*.

Instant Messaging

You can send instant messages to individuals or to groups of people.

1. Search for the person or look for them in your contact list

- Double-click their name. The IM window appears with the cursor in the typing area.



- Type your message and press the **Enter** key on your keyboard to send the message or click the **Send button**. Once you have sent the message, the text you typed appears in the Conversation area. Any replies will also appear in the conversation area so you can see the whole conversation.



Use the icons at the bottom right of the typing area to add a file attachment or emoticon (smiley) to the message.

Send a message to a group

- [Ctrl] and click the **name of a group** to display a shortcut menu.
- Click **Send Instant Message**.

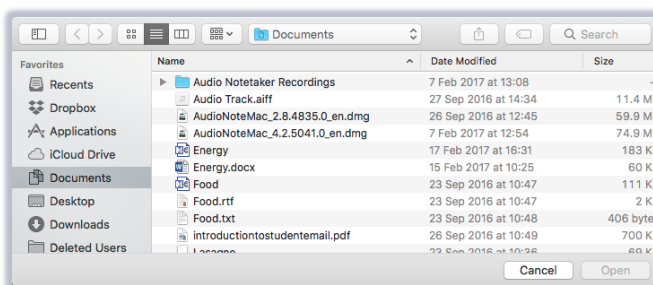


- Press the Invite More People button to add participants to an existing IM conversation.

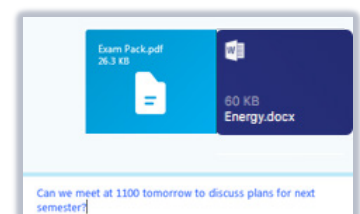
Send a file via Skype for Business

You can use Instant Messaging in Skype for Business to send files to contacts, rather than sending them as email attachments. When the contact receives the message, they will see options to open or save the file.

- In the IM window, click the **Choose File to Send** button. 



- Select the file(s) required and click **Open**. The message window shows the file(s) within the conversation area of the message.



3. Type any additional text required and press the **Enter** key on the keyboard to send.



For security reasons, certain types of file cannot be sent via Skype for Business, e.g. executable files (.exe) or VB script files (.vbs)

Saving and finding messages

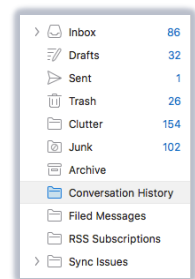
By default, Skype for Business automatically saves the text of your messages in the **Conversation History** folder in Outlook and in the **Chats** tab within Skype for Business.

Finding messages

You can search for Skype for Business messages in either Outlook or in Skype for Business.

Outlook

1. Look for the **Conversation History** folder in your Outlook folder list.
2. Messages are sorted and grouped by date. Scroll through the list to find the message, or type a keyword into the Search box at the top of the list. Outlook starts to search using the keyword and displays a list of results.



Skype for Business

1. In the Skype for Business window, click the **Chats** tab at the top of the contact list. A chronological list of your past conversations appears.

Note: type the name of a contact into the **Search** box at the top of the list to search for conversations involving that contact.

Further information and help

Please remember to follow the University's guidelines for IT security when communicating via Skype for Business. For further details, visit our IT security pages <https://www.abdn.ac.uk/it/student/help/it-security.php>

For any other queries, contact the Service Desk at <https://myit.abdn.ac.uk> or servicedesk@abdn.ac.uk