



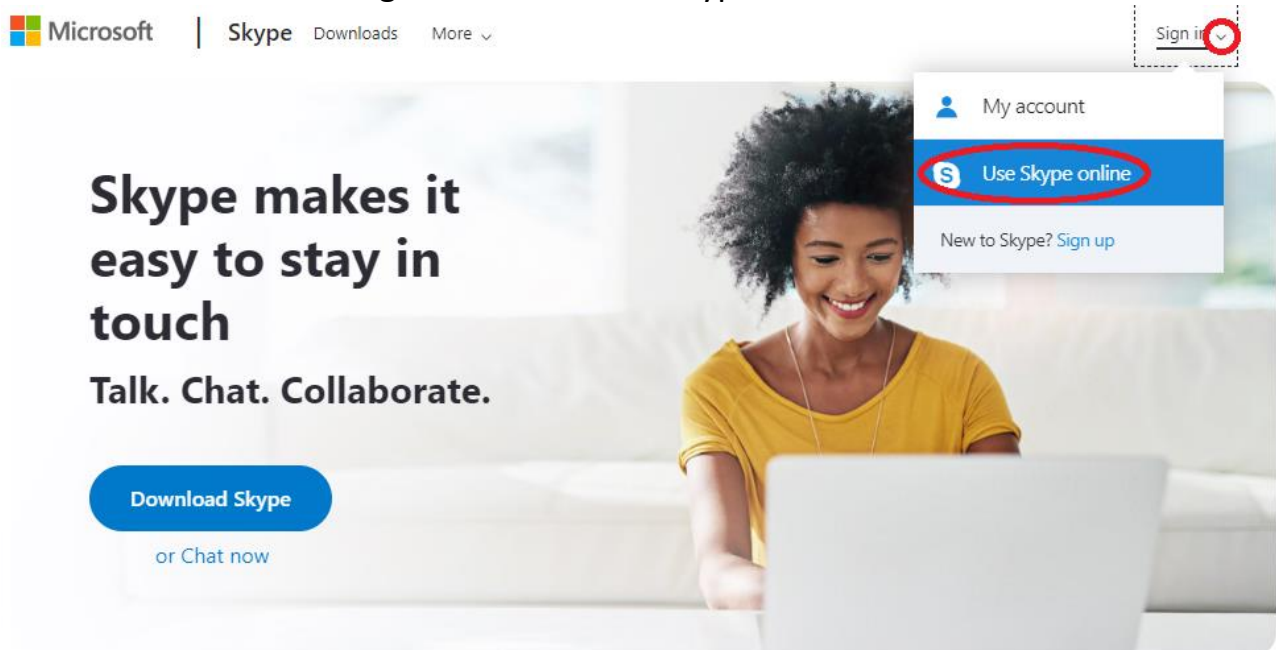
### **Skype Web-based Instructions**

This is for anyone using unsupported Windows, MacOS, iOS or Android devices. There may be additional steps on your particular device and your device's browser may not be able to run Skype on the web.

Open your preferred web browser on your device (This might be Internet Explorer, Safari, Chrome, "Internet", Opera, Firefox, Edge, or something else)

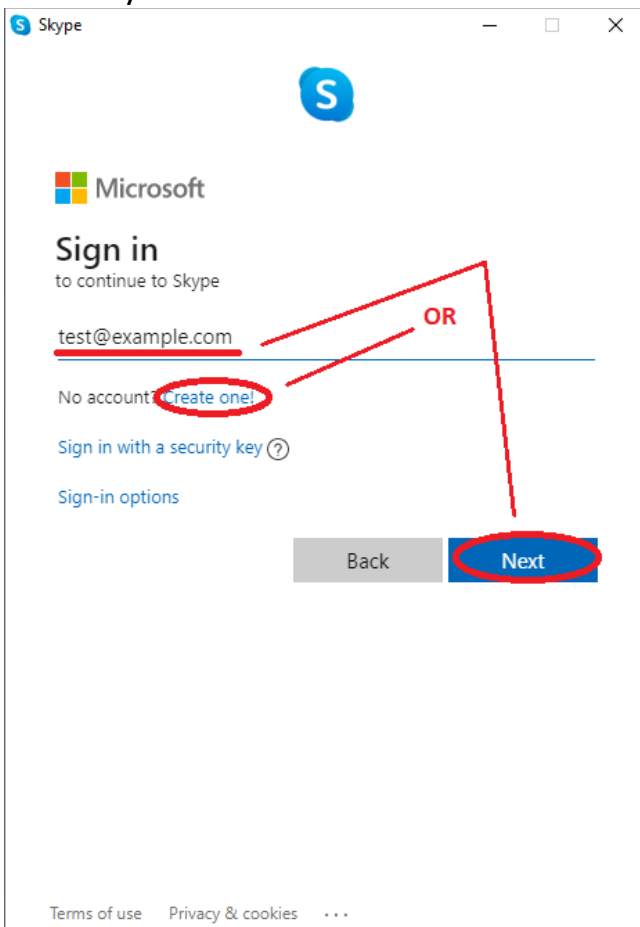
Go to [www.skype.com](http://www.skype.com)

Click the arrow next to Sign in and click Use Skype online



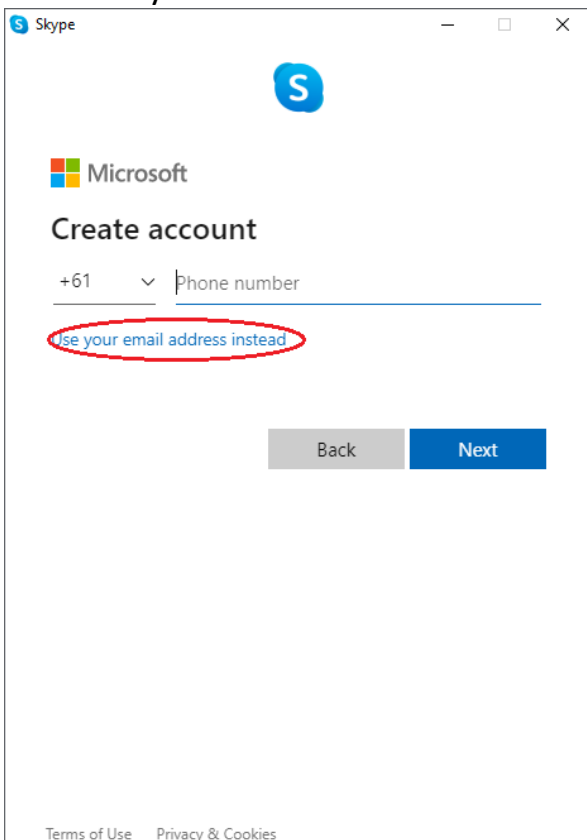
Note: These are screenshots from Windows but this process is the same on the web

If you already have a Microsoft/Skype account, type your e-mail address in click Next. If you don't have one then click Create one!

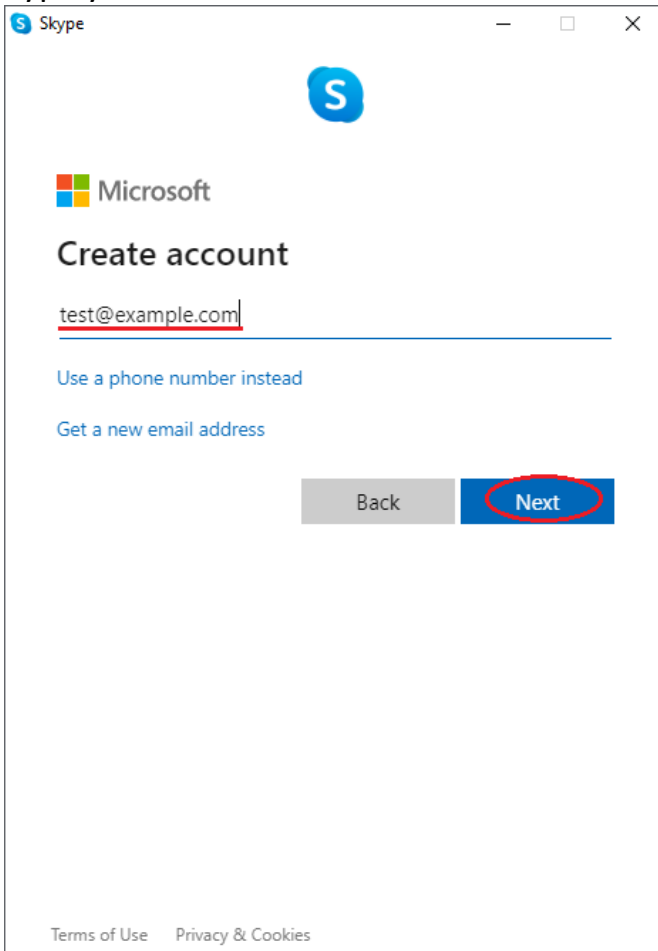


Creating an account (skip if you have one)

Click Use your email address instead



Type your e-mail address and click Next



Skype

Microsoft

### Create account

test@example.com

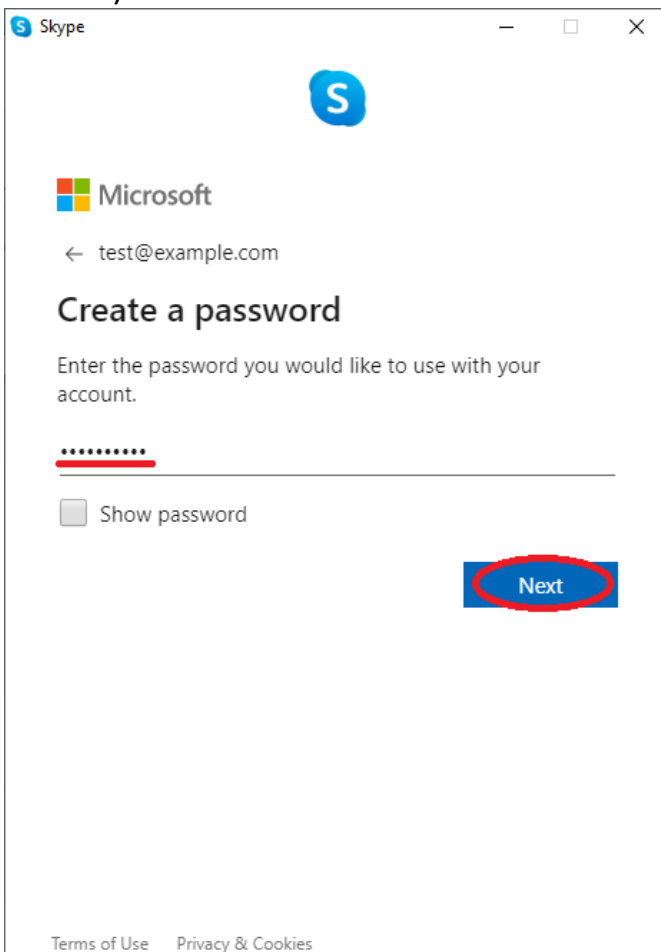
[Use a phone number instead](#)

[Get a new email address](#)

Back Next

[Terms of Use](#) [Privacy & Cookies](#)

Choose a secure password and click Next (click Show password to be sure you got it correct)



Skype

Microsoft

← test@example.com

### Create a password

Enter the password you would like to use with your account.

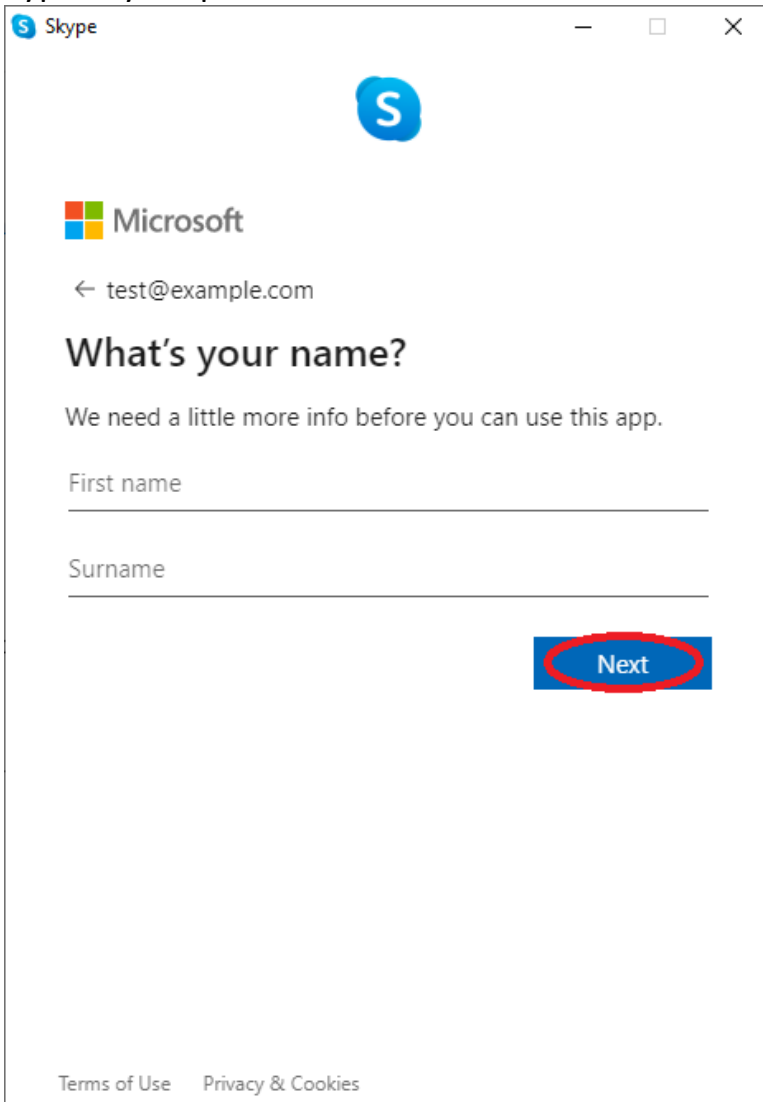
.....

Show password

Next

[Terms of Use](#) [Privacy & Cookies](#)

Type in your personal information and click Next

A screenshot of a Skype registration window. The window title is "Skype". At the top center is the Skype logo. Below it is the Microsoft logo. Underneath is the email address "test@example.com" with a left-pointing arrow. The main heading is "What's your name?". Below this is the text "We need a little more info before you can use this app.". There are two input fields: "First name" and "Surname". At the bottom right is a blue button labeled "Next", which is circled in red. At the bottom left are links for "Terms of Use" and "Privacy & Cookies".

Skype

Microsoft

← test@example.com

### What's your name?

We need a little more info before you can use this app.

First name

Surname

Next

[Terms of Use](#) [Privacy & Cookies](#)

You will get an e-mail from Microsoft, check your e-mail (this could be in junk/spam/unwanted) and note the code they give you

Verify your email address Inbox x

**Microsoft account team** <account-security-noreply@accountprotection.microsoft.com>  
to me ▾

Microsoft account

## Verify your email address

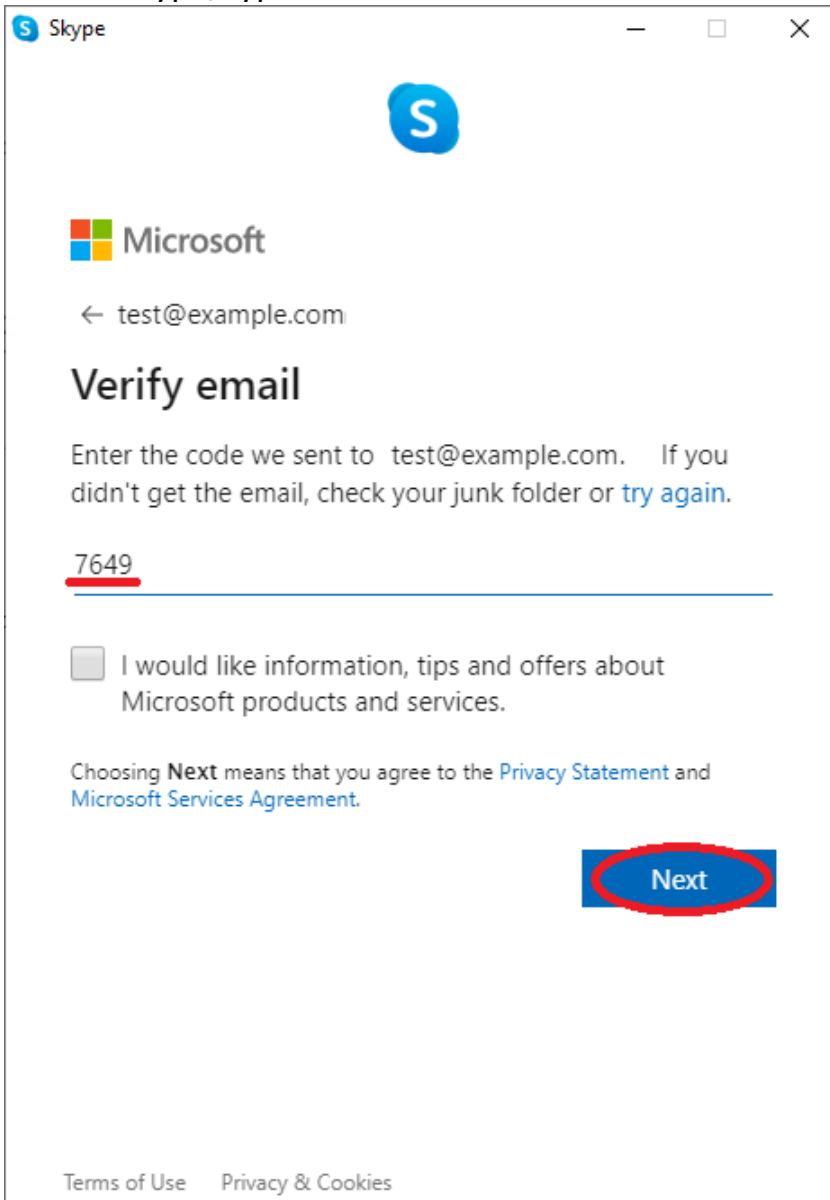
To finish setting up your Microsoft account, we just need to make sure this email address is yours.

To verify your email address use this security code: **7649**

If you didn't request this code, you can safely ignore this email. Someone else might have typed your email address by mistake.

Thanks,  
The Microsoft account team

Back in Skype, type this code and click Next



Skype

Microsoft

← test@example.com

## Verify email

Enter the code we sent to test@example.com. If you didn't get the email, check your junk folder or [try again](#).

7649

I would like information, tips and offers about Microsoft products and services.

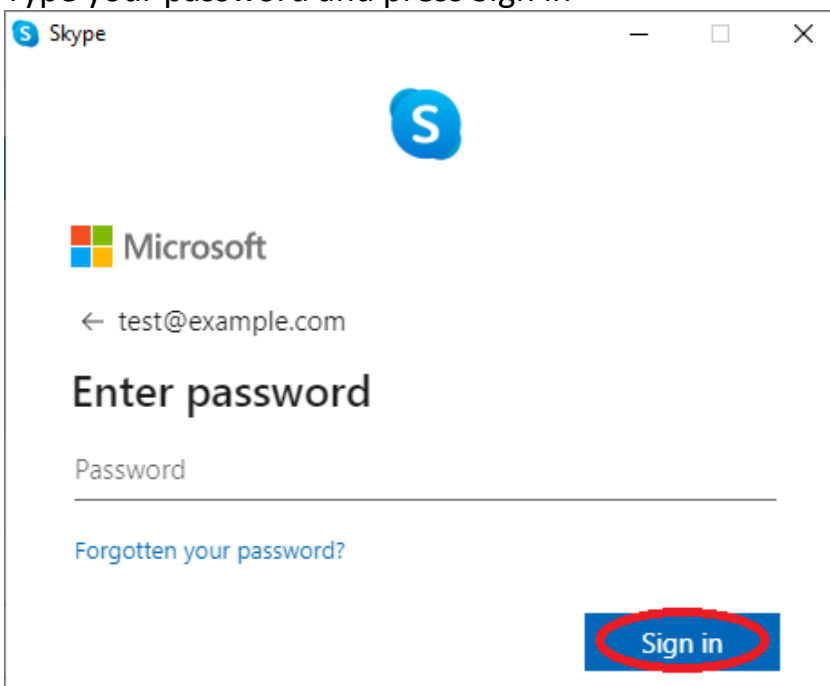
Choosing **Next** means that you agree to the [Privacy Statement](#) and [Microsoft Services Agreement](#).

**Next**

[Terms of Use](#) [Privacy & Cookies](#)

### Existing Account only (1 step)

Type your password and press Sign in



Skype

Microsoft

← test@example.com

## Enter password

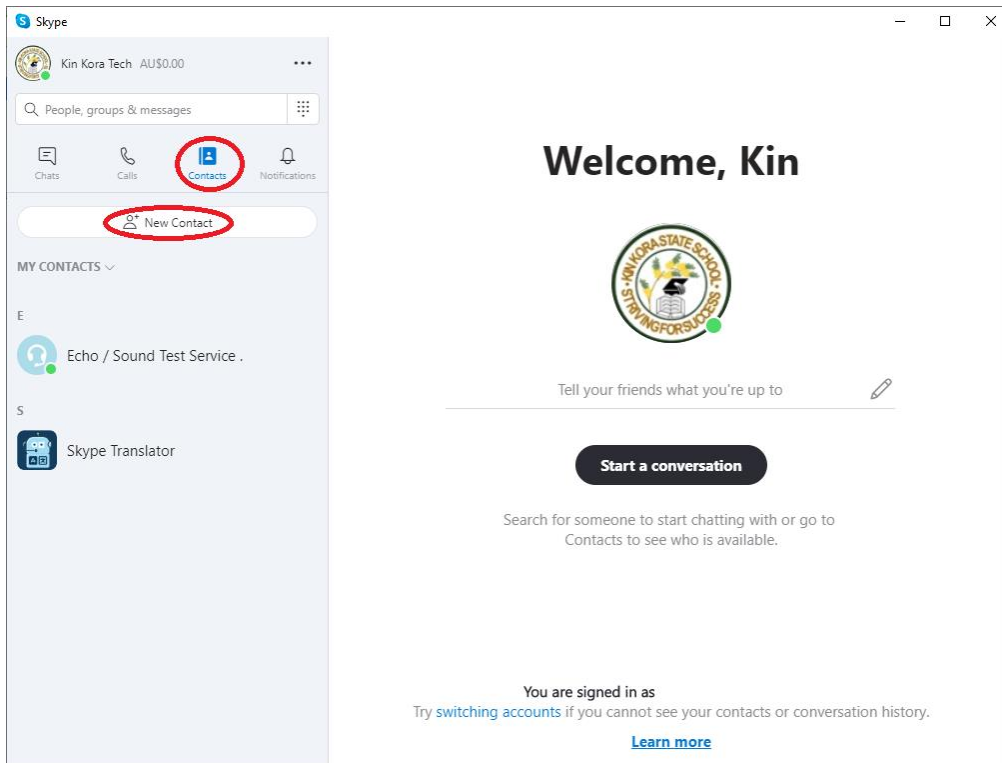
Password

[Forgotten your password?](#)

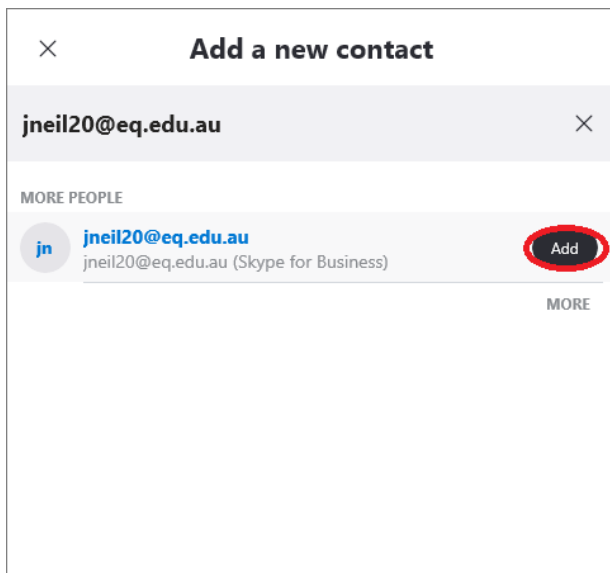
**Sign in**

You need to add your child/ren's teacher/s. They will also have to add you on their end but hopefully they have already done this. Let them know you have Skype if they or the principal asks you to contact them once you have it.

Click Contacts then click New Contact



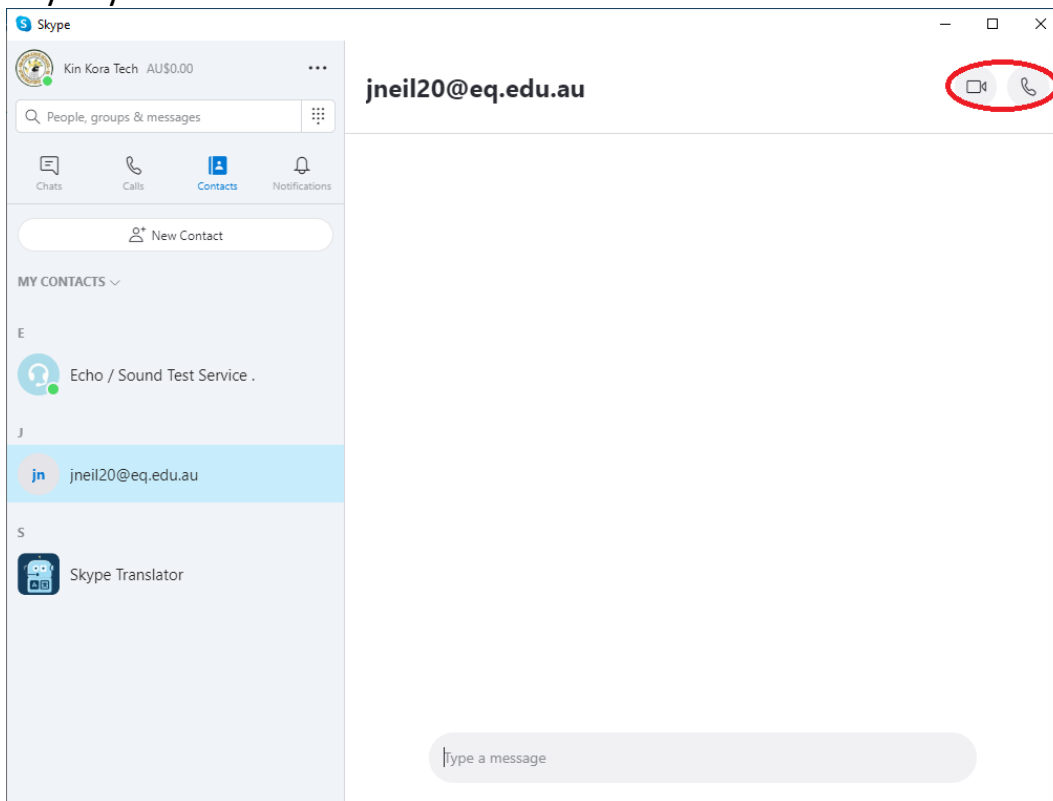
Type in your teacher/s' full eq.edu.au e-mail address/es and click Add, then the X on the left



Your new contact should then show up in contacts. If it doesn't in the future, add them in as a contact again. As your teacher is in a Skype for Business account, this may need doing each time you use Skype unfortunately.

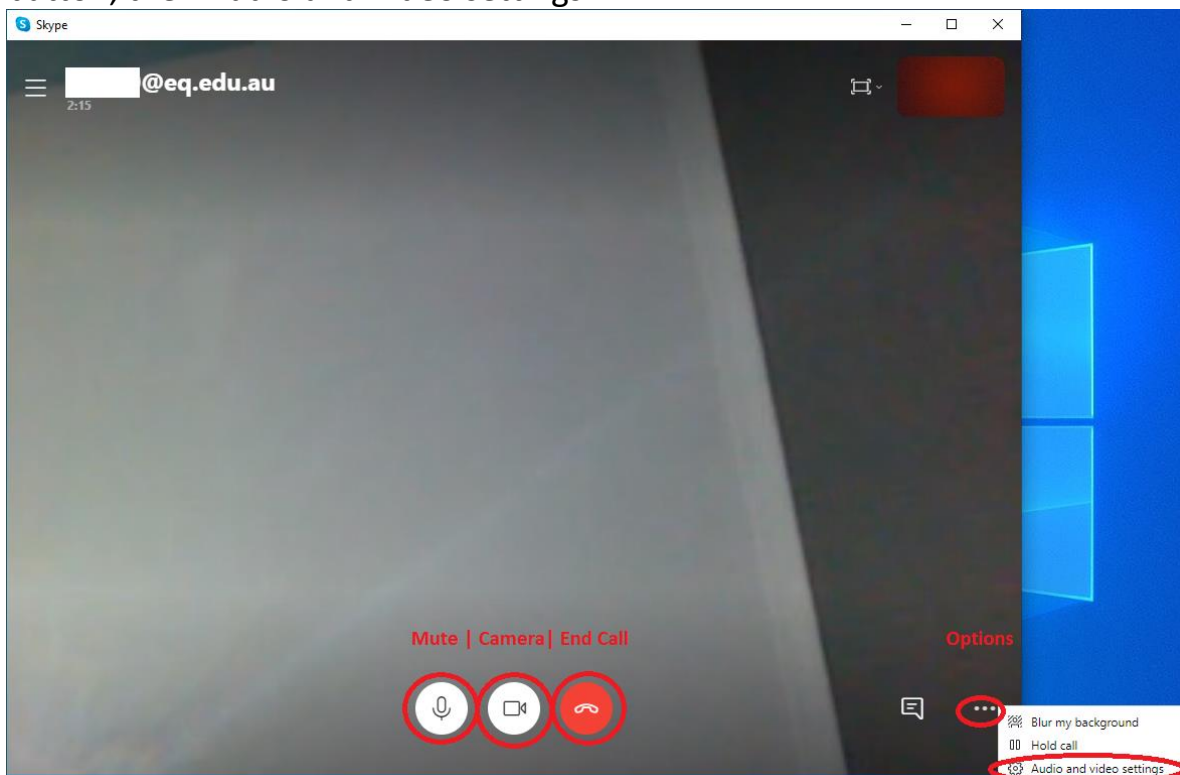
## How to make calls in Skype

Click Contacts. You can choose to make a video call or audio call with the buttons on the right. If you select one, you can enable/disable video once the call is in progress anyway.



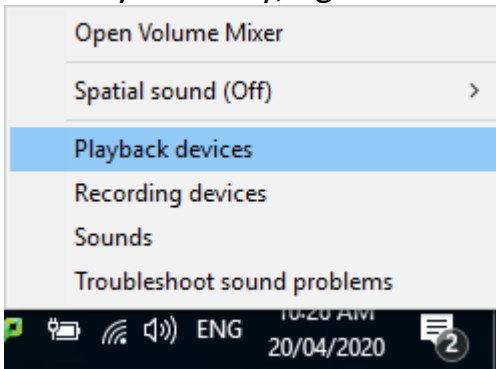
You can use these buttons to Mute your microphone, turn on or off your camera, and end the call.

If you have issues with audio, you can make adjustments again with the options button, then Audio and Video settings.

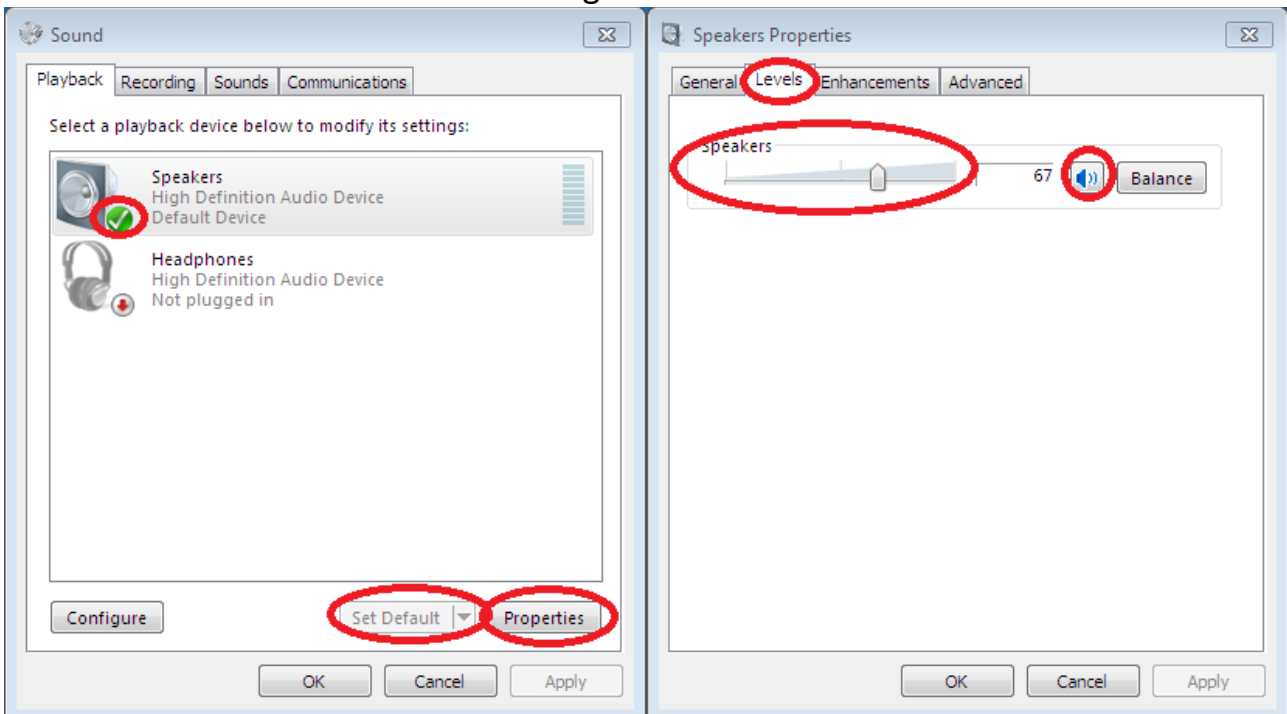


If you had any microphone or speaker issues (Windows operating systems)

In the system tray, right-click the speaker icon and click Playback devices

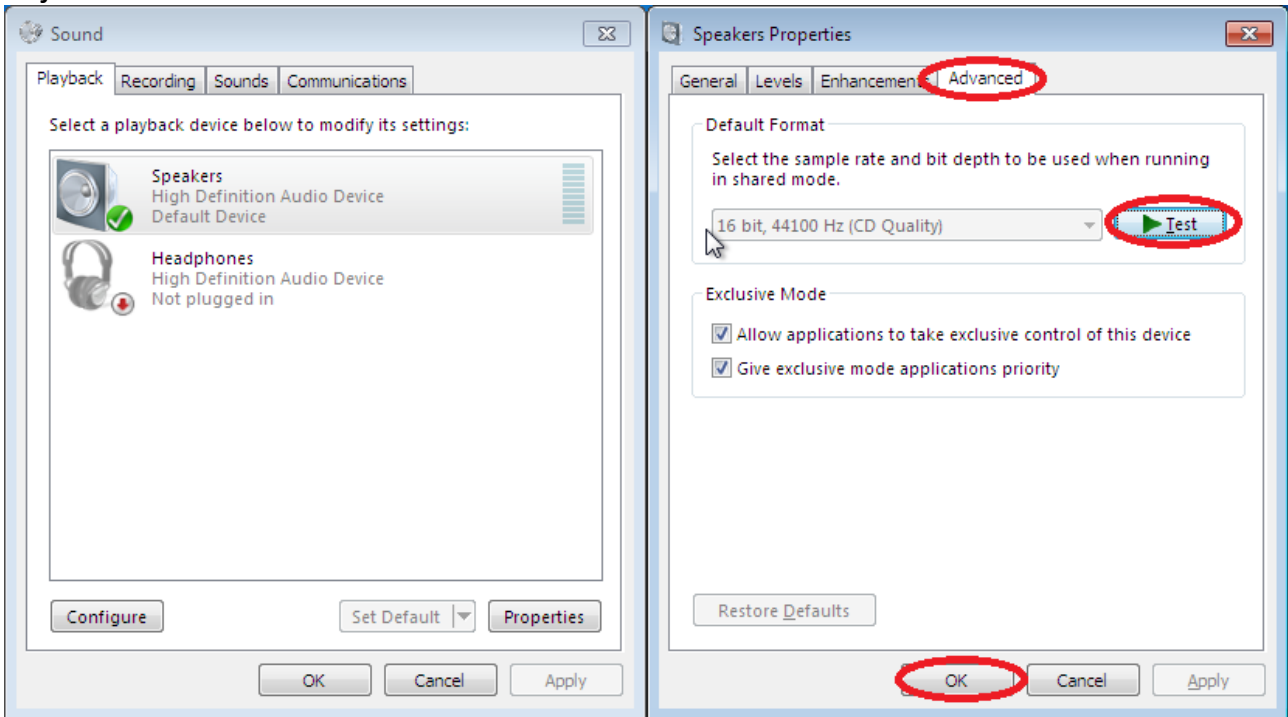


Make sure that the correct speakers (depending on your computer) has the green default tick on it. If not, click the correct speaker device and click Set Default. Click Properties, Click levels. You can adjust the volume here, check that there is no mute icon on the mute button toward the right.

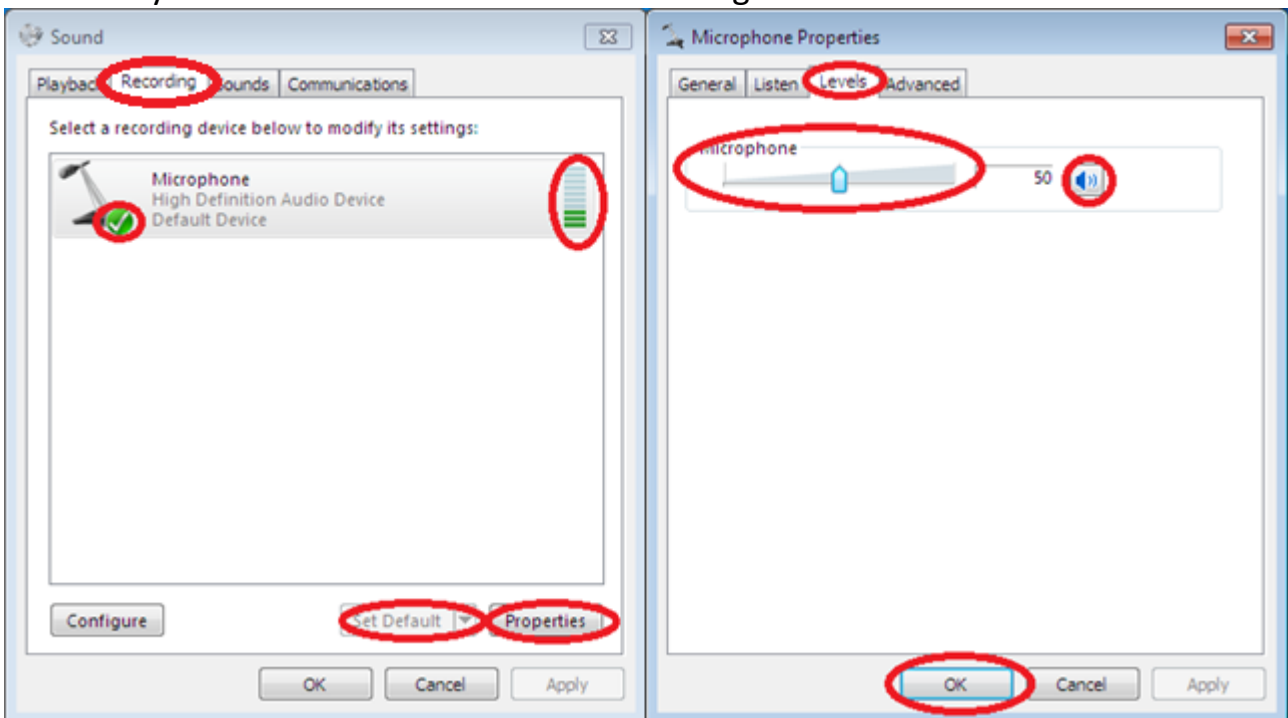




Click Advanced, click Test. You should hear some sound. Go back to levels if not and adjust. Click OK once.



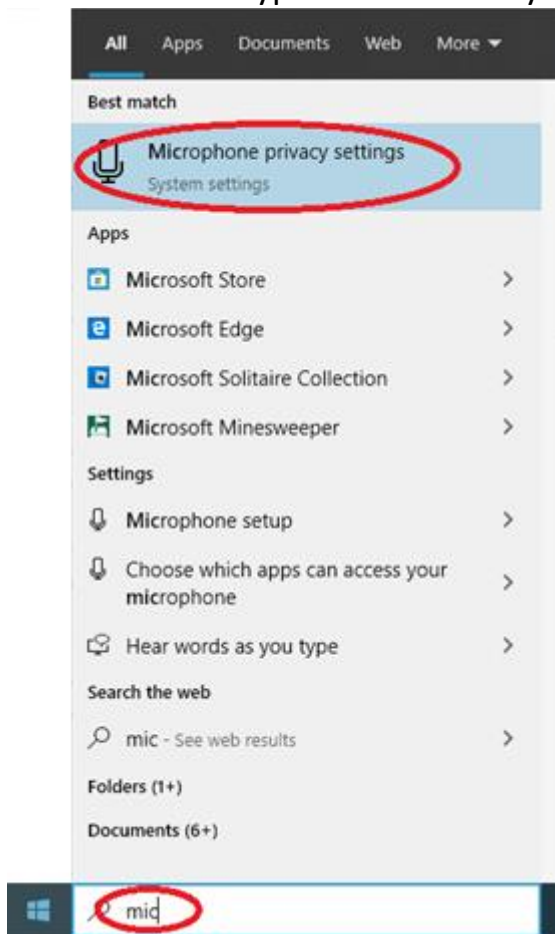
Click Recording. When you talk you should see some green lines moving as pictured below. Make sure that device has the green default tick. If not, click on the correct device and click Set Default. Click Properties, Click Levels and make sure there is no mute icon on the speaker button toward the right. You can adjust the microphone volume here later if it's difficult for others to hear you later. Usually 100 volume is not what you want here. Click OK and then OK again on Sound.



## If you still have microphone issues or Camera issues (Windows 10)

(Possibly Windows 8-8.1 as well)

Press Start and type mic on the keyboard, click on Microphone privacy settings



Make sure Microphone access for this device is on, click Change if not.

Make sure Allow apps to access your microphone is on  
Microphone

### Allow access to the microphone on this device

If you allow access, people using this device will be able to choose if their apps have microphone access by using the settings on this page. Denying access blocks Windows features, Microsoft Store apps, and most desktop apps from accessing the microphone.

Microphone access for this device is **on**

**Change**

### Allow apps to access your microphone

If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.



Some desktop apps may still be able to access your microphone when settings on this page are off. [Find out why](#)

If an app is using your microphone, you'll see this icon: 

Scroll down and make sure your browser (whichever you are using, has the slider switched to on.

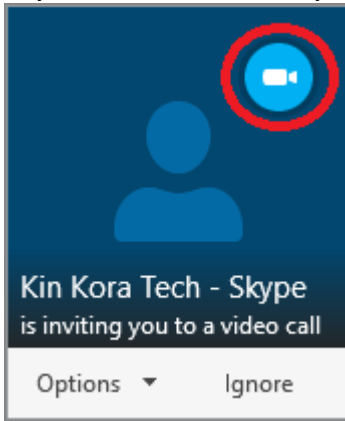
Click on Camera and repeat the last steps again to make sure the browser has access to your camera.

The screenshot shows the Windows Settings application. On the left is a navigation pane with categories: Home, Privacy, Windows permissions, App permissions, and Location. Under Privacy, there are sub-sections: General, Speech, Inking & typing personalization, Diagnostics & feedback, and Activity history. Under App permissions, there are: Location, Camera (circled in red), Microphone, Voice activation, Notifications, Account info, Contacts, and Calendar. The main pane is titled 'Microphone' and contains the following text: 'Allow apps to access your microphone', 'If you allow access, you can choose which apps can access your microphone by using the settings on this page. Denying access blocks apps from accessing your microphone.', a toggle switch for 'Allow apps to access your microphone' which is turned 'On' (circled in red), and a link 'Find out why'. Below this is a note: 'Some desktop apps may still be able to access your microphone when settings on this page are off. Find out why'. Another note says: 'If an app is using your microphone, you'll see this icon: [microphone icon]'. The second section is titled 'Choose which Microsoft Store apps can access your microphone' and includes the text: 'Some apps need to access your microphone to work as intended. Turning off an app here might limit what it can do.' Below this is a list of apps with their microphone access status: 3D Viewer (Off), Camera (On), Cortana (Off), Desktop App Web Viewer (Off), Feedback Hub (On), Messaging (Off), and Microsoft Edge (On, circled in red). Under Microsoft Edge, it says 'Sites still need permission'.

Close your browser and open it again and go back to skype.com

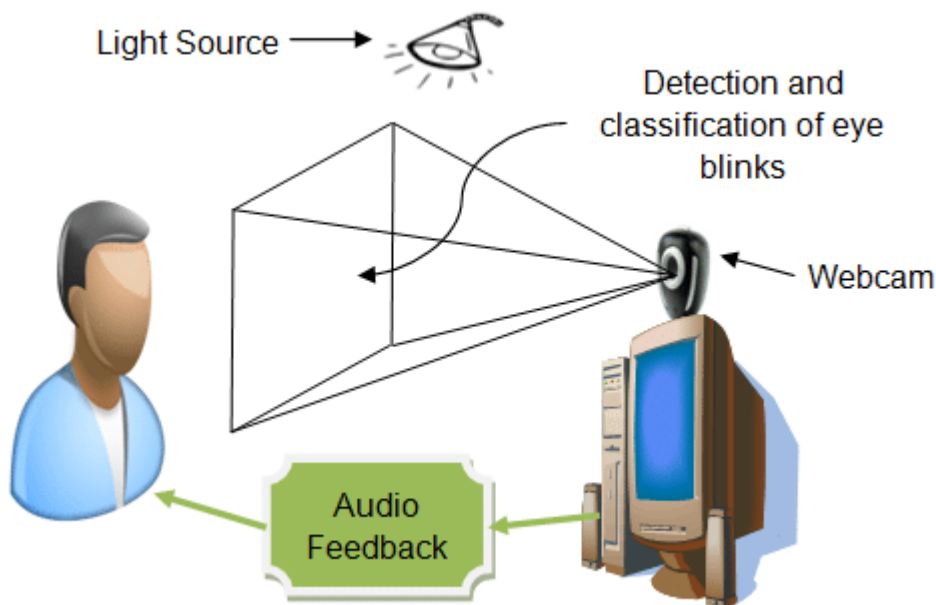
## Receiving a call

If you receive a call, you should get a pop up. Answer it with the video icon



## Audio/Video Tips:

Try to have your light source in front of you instead of behind you. Ideally a lamp face height 45 degrees toward you but at least face toward the room light if possible.



If you're getting feedback (screaming or echoing of your words), move the speakers further away from the microphone and/or turn the speakers down. If the microphone can hear the speakers you will get feedback. This is why headsets are very useful for sound in these calls. If you cannot get rid of this, mute your mic and only unmute it to talk and then quickly mute it again, as if you were using a UHF radio.