



Skype for Business

Getting Started Guide (Desktop Client)

31 March 2020

1. Request installation of the Skype for Business through the State-Wide Service Desk:



Option 1: Online through SARA (Search & Request Anything)

- a) Go to <https://sara.health.nsw.gov.au/> on the Intranet and login to SARA using your Stafflink ID and password
- b) Search for “Skype for Business”, click on the 1st link and then the “Request” button
- c) Complete the online request form and then the “Submit” button



Option 2: Phone through SWSD (State Wide Service Desk)

Call SWSD on 1300 28 55 33 and a support operator will guide you through the request process.

2. Install Skype for Business on non-NSW Health workstation or laptops, as required – follow the instructions provided on the Microsoft [download page](https://products.office.com/en-au/skype-for-business/download-app) (<https://products.office.com/en-au/skype-for-business/download-app>)



Important!: Please refer questions regarding personal devices, workstations or laptops to the product vendor or support provider, **the SWSD can not help you with enquiries regarding non-Health devices.**

3. Enrol into training!

eHealth are expanding the number of online Skype for Business training sessions to ensure staff have the appropriate training and knowledge for flexible working – the two types of sessions available are:

Online Instructor Led Training	Online My Health Learning (MHL) module
Quick 30-minute session that covers: <ul style="list-style-type: none"> • Requirements for connecting from home • IM, Audio & Video Calls • Content Sharing • Creating & Joining Skype meetings • Etiquette for audio/video calls 	Six short videos of: <ul style="list-style-type: none"> • Client Overview • Contacts and Groups • Audio and Video Calls • Instant Messaging • Schedule and Join a meeting • Sharing and Collaboration

- a) Log into [My Health Learning](#) and search for ‘Skype’.
- b) Click ‘Enrol’ on your preferred session.

Note: Staff who enrol for online instructor-led sessions, please check the Skype meeting join details in your registered Course Description in MHL.

4. Check Skype for Business has been installed and login:

- a) Go to **Start** menu -> Search for **Skype for Business 2015**.
- b) Click the application to log in – login using the below details:

Sign in address: Your health email address

Username (if requested): nswhealth\Stafflink ID

Password: Your network password

Important! If you are attending the instructor-led online session, ensure you have a Skype headset for audio. No headset? Dial via telephone for audio and watch the presentation via Skype. The phone number and conference ID to connect is available in Skype meeting join details.

5. Attend training and utilise additional support resources available:

Note: ICT are in the process of establishing a dedicated Telehealth, Clinical & Operational Collaboration portal on the Intranet – please refer to the below resources in the interim.

[Skype for Business Basics](#)

Intranet resource providing a 'quick start' guide to Skype for Business (search "Skype" on the Intranet).

[Technology Shop](#) for Skype Compatible Equipment

- Search for "[Technology Shop](#)" on the Intranet
- A guide to Skype [compatible headsets](#) is also available
- A guide to [prices and other devices](#) supported by ICT/eHealth.

[eHealth FAQs](#) Page

- *Skype basics*
- *Scheduling and joining Skype meetings*
- *Managing Skype meetings*
- *Other Skype issues*

[Training Page](#)

- Search for '**Skype**' in *My Health Learning*
- *Instructor led Courses or*
- *MHL module*

6. Start collaborating with Skype for Business!

Contact the SWSD on 1300 28 55 33 if you experience any problems setting up, or issues using Skype for Business on your NSW Health workstation or laptop.

Important!: Please refer questions regarding personal devices, workstations or laptops to the product vendor or support provider, **the SWSD can not help you with enquiries regarding non-Health devices.**