

How to get Skype

Now that we're all stuck inside the house, there's a **free** computer program called Skype that is really useful. It's a program where you can **video call** your parents, grandparents and kids' friends. There's nothing quite like seeing loved ones face to face.

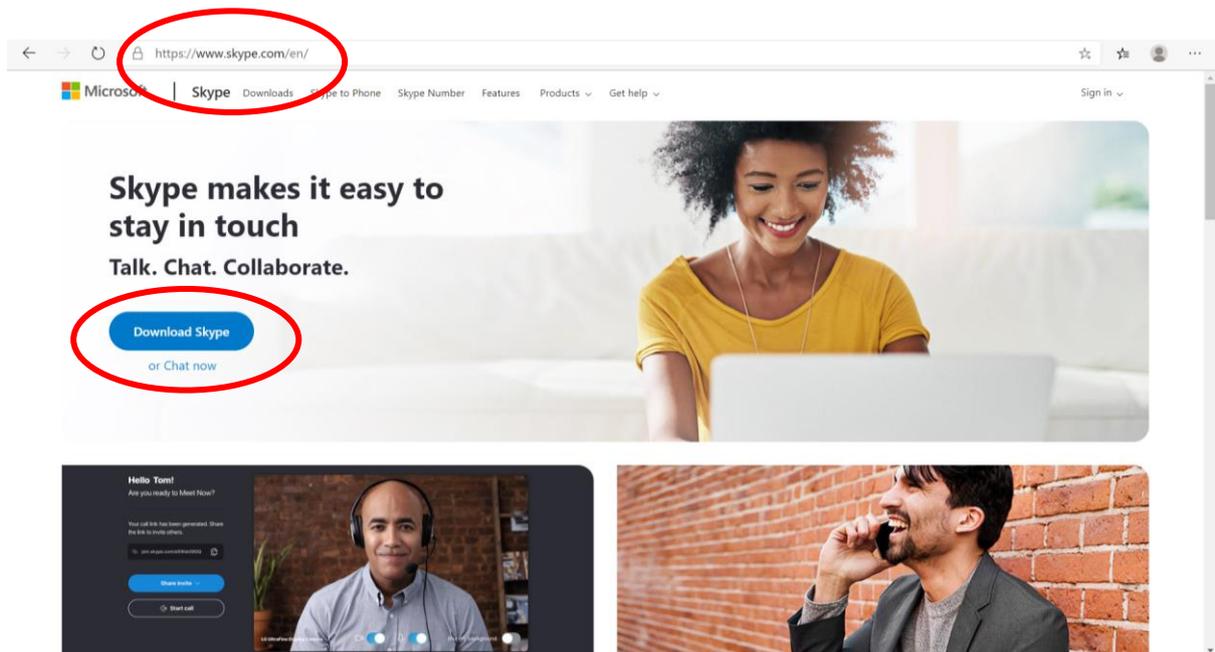
To use Skype you need:

- a computer
- a webcam
- internet access
- an email address.

If you don't have these four things, don't bother reading on. Go have a cuppa!

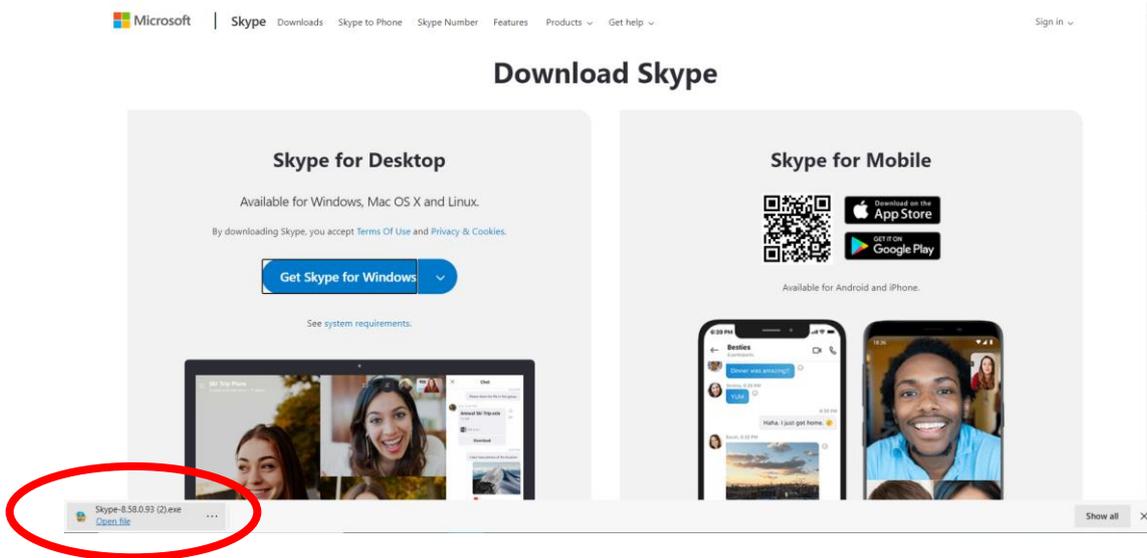
Step 1

To download Skype, type **skype.com** into your browser (the program you use to access the Internet) (see the picture below). Then click the blue 'Download Skype' button.

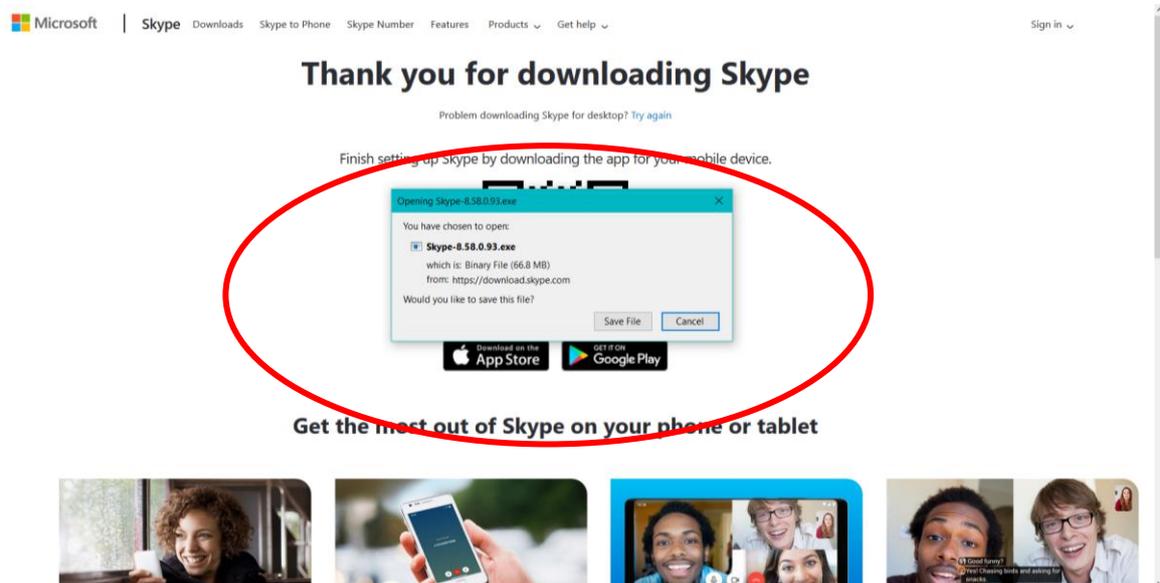


Step 2

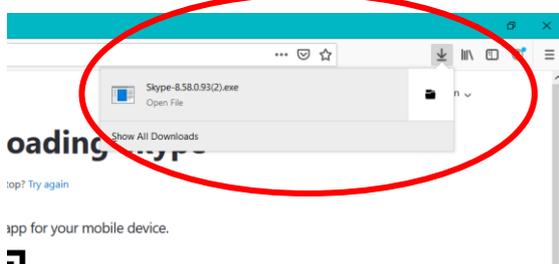
Click the blue 'Get Skype for Windows' button (if you have a Windows computer). If you've got a Mac, click the little white down arrow on the right side of the blue button and select 'Get Skype for Mac'. Once the file is downloaded, you'll see a little box on the bottom left-hand corner of your screen (like in the picture below) if you're using **Microsoft Edge** or **Google Chrome** as your browser.



If you're using Firefox to access the Internet it might look the screen below. Click 'Save File'.



A little arrow at the top right of the screen will show you that's it's downloaded:

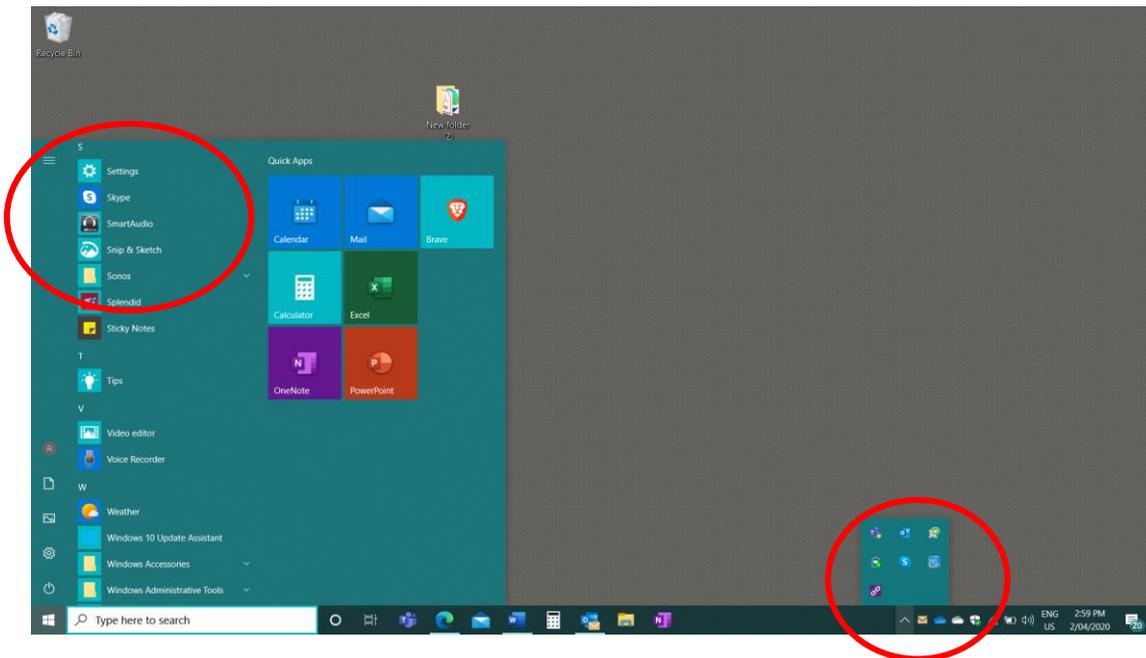


Step 3

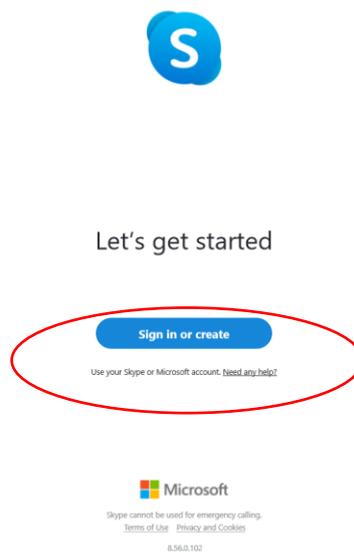
Once Skype is downloaded, click on the file (either bottom right or top left of your screen depending on your browser) and follow the instructions to install. It's a good idea to restart your computer once the install is finished as sometimes the webcam and microphone on your computer won't automatically associate with Skype and it's a little fiddly to fix it yourself.

How to use Skype

To find the program, simply find it in your program list or find it at the bottom of your screen as shown below.



When you load up Skype for the first time, you'll be asked to sign in. Click the blue 'Sign in or create' button.

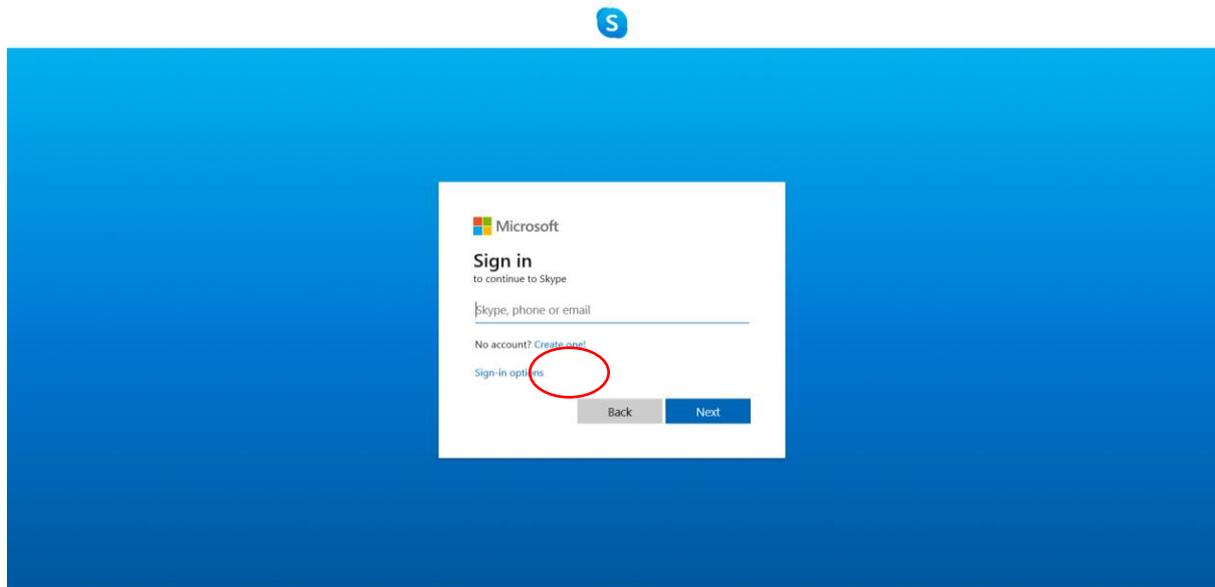


On the next screen you'll be asked to either:

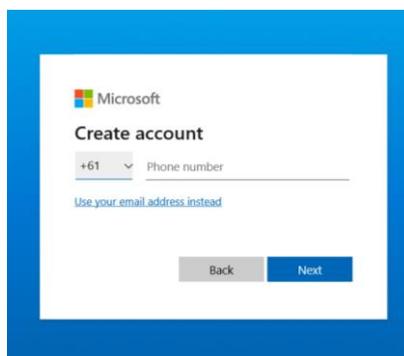
- enter your existing Microsoft account details (an email address and password that you've used before to register with Microsoft), or
- create a new Microsoft account (see the red ring around the tiny blue writing below).

You've got three options:

1. If you have other Microsoft programs, you'll probably have a Microsoft account although there's a fair likelihood that you can't remember it 😊. But if you know what it is, enter the information at each prompt.
2. If you can't remember it but you think you have one, click the 'Sign-in options' link and you'll get some prompts to recover your username and password.
3. If you're pretty sure you don't have one, click 'Create one!'.

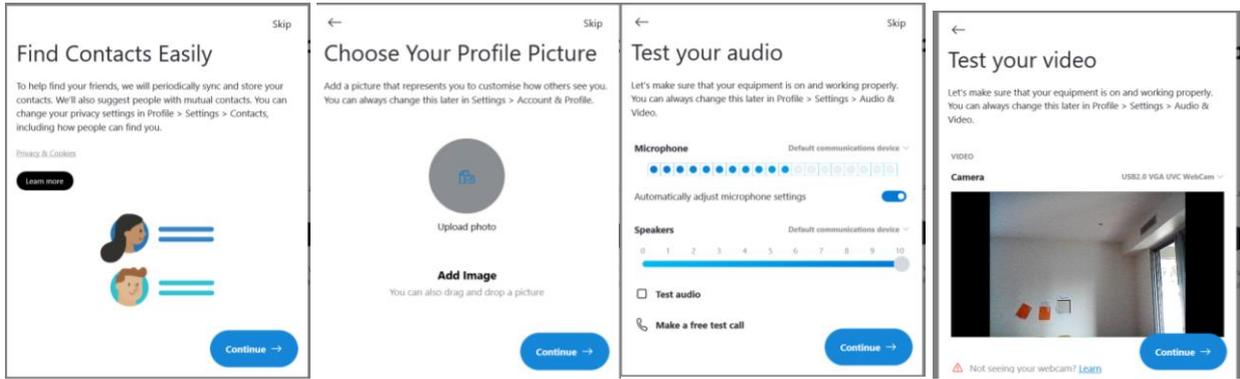


At the next screen, click the option to 'Use your email address instead'. Type in your email address, click 'Next', and then type in a password you'll remember and click 'Next'. You'll then be asked to type in your name and date of birth as part of setting up your account.

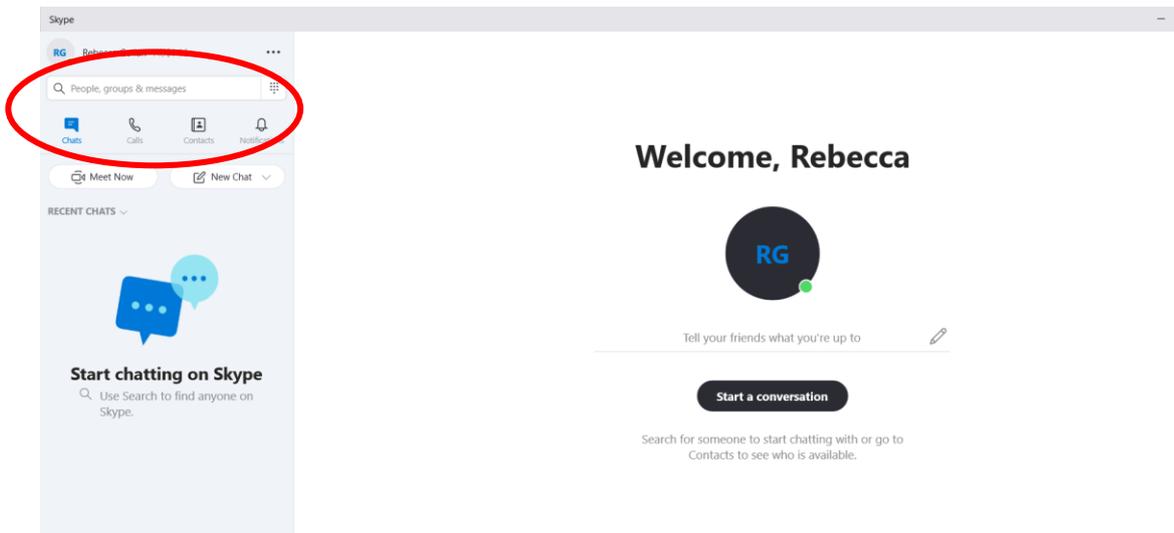


Once you've done this, a verification code will be sent to your email to make sure your email address is valid. Just go to your email, get the code and type it into Skype and click 'Next'. You'll be asked to type in some letters to make sure you're a really human being setting up the account and not a robot. If you have trouble reading the letters (and they are tricky!), just click the 'Audio' button and you'll hear it instead.

Continue through the windows as they pop up. There's no need to upload a photo if you don't want to. It's a good idea to test your audio to make sure your microphone works (just sing a few notes and watch the blue dots on the microphone bar move along) and that your speakers work (click the 'Test audio' button and you should hear the Skype incoming call sound). You should also make sure on the 'Test your video' window that you can see yourself in the webcam picture.



Congratulations, you've set up Skype! If you have friends and family already on Skype, you can type their names into the search box and find them. It can be a bit tricky to find people as everyone with a Skype account in the entire world is there. Sometimes it's easier to phone or text those you know have a Skype account and get their exact details to make sure you pick the right person. If you still can't find them or there are lots of people with the same name, ask them to 'share' their contact with you. It'll pop up as a new chat (there's a 'chat' icon inside the red ring below that you click on) and you can click on what they send and go from there.



Once you've found one of your family members, click on their name and use the video button at the top right of the screen to call them.



Disclaimer:

The information sheet is general and not intended to substitute for professional advice.

Updated 9 April 2020