

NHSmail Skype for Business Handbook



Skype for Business Handbook



Guide Content:

This guide has been created to support Local Administrators who will be leading the Skype for Business Instant Messaging and Presence (IM&P) deployment throughout their organisation.

This guide includes:

- Introduction to Instant Messaging and Presence (IM&P)
- Instant Messaging and Presence (IM&P) Access Methods
- Actions for Local Administrators
- Training and Guidance
- Known Issues
- Top Tips for Skype for Business Deployment

Introduction to Instant Messaging and Presence (IM&P)

The NHSmail core service provides users with access to instant messaging and presence (IM&P) via the Skype for Business Desktop and mobile application. This enables users to send messages to other users of NHSmail within and outside of their organisation. Users can also view another user's availability (e.g. Available, Busy or Away). The Skype for Business audio and video conferencing (A&VC) is available as a top-up service from the catalogue.

Please take some time to digest all of the information in this guide. If you require any additional support or information regarding the Skype for Business roll out please contact the National NHSmail Helpdesk at helpdesk@nhs.net 0333 200 1133.

Key Actions for Local Administrators

[After reviewing the information in this guide, please ensure that you have completed the following actions prior to your users going live with Skype for Business:](#)

- Complete [Network Configuration Checks](#)
- Document a Local Roll Out Plan
- Prepare Local Helpdesk for the Skype for Business Deployment
- Prepare [Local Communications to Inform Users](#)
- Cascade [Training Materials to Users](#)

Skype for Business Handbook



Instant Messaging and Presence Access Methods

Instant messaging and presence can be accessed via two different methods. Prior to enablement you should send local communications to your users regarding your organisation's preferred method of access. You'll need to provide them with details on what they need to do to get started.

Skype for Business IM&P can be accessed via:

Desktop Application

- Instant Messaging via the Skype for Business desktop application. The Skype for Business desktop application provides a rich IM experience and is [recommended for heavy users of IM. Guidance is available on the supported desktop clients on the NHSmail Support Site.](#)

Mobile Application

- Instant Messaging via the Skype for Business mobile application. Guidance [is available on installing the mobile application](#) on the NHSmail Support Site.

For those intending to consume the Audio and Video Conferencing service as part of the add on services, a desktop client or mobile app installation is required.

Actions for Local Administrators

There are a number of actions that Local Administrators should complete before Skype for Business is enabled so your users can start to use the functionality as soon as it is available.

Local Administrator Action	Guidance
Network Configuration	<p>So your users are able to successfully connect to the Skype for Business service, you will need to ensure that the relevant IP addresses and ports can be reached from your local networks. These can be found in the NHSmail Skype for Business service configuration guide</p> <p>Your users will not be able to access Skype for Business if this is not completed.</p>
Deploy the Skype for Business Desktop Application	<p>The Skype for Business 'Basic' client is licence-free and provides a rich Instant Messaging experience for your users at no additional cost.</p> <p>The installation files and guidance for deployment can be found on the Microsoft website and within the NHSmail Skype for Business service configuration guide.</p>

Skype for Business Handbook



Local Administrator Action	Guidance
Deploy the Skype for Business Mobile Application across Managed Devices	<p>If you manage devices on behalf of users, the Skype for Business application can be downloaded from each mobile phone application store at no additional cost. The Skype for Business application provides a rich instant messaging and presence experience and can be used whilst the user is on the move.</p> <p>The Skype for Business application is supported on the following mobile platforms:</p> <ul style="list-style-type: none">• Windows Phone (version 8.1 and upwards)• iOS (version iOS 8.1 and upwards)• Android (version 4.0 and upwards)• Lync 2010 available for users of legacy mobile device operating systems.
Local Service Desk Preparation	<p>You should ensure that local service desks are aware of your roll-out plans for Skype for Business so that they are able to assist users that have any queries. There are training and support materials available for sharing with local teams:</p> <p>Skype for Business desktop training Skype for Business mobile device guide</p>
Local Communications	<p>The NHSmail team will not be issuing central user communications regarding Skype for Business. This is to enable local organisations to adopt the service at their own rate and deliver their own communications. An email communications template is available for use before roll-out and you can customise this with any required local messages.</p> <p>There is also a Skype for Business end user handbook which has been published on the NHSmail support pages. This provides a full description of the enablement and any current known issues that you may wish to share with your users.</p> <p>To encourage adoption, you may also want to consider using newsletters, intranet sites and top-tip 'postcards' that you could create to inform your users.</p>

Skype for Business Handbook



Local Administrator Action	Guidance
Uplift Local Policy/ Guidance and Clinical Safety Documentation	<p>The Skype for Business service is approved for the exchange of clinical/sensitive data in line with the National Clinical Safety Case.</p> <p>If your local clinical safety cases and information governance policies do not cover the use of IM&P or video and audio use it is likely you will need to update them so that your staff know, under what circumstances, it can be used for clinical/sensitive communication as well as your local policy on personal use, if supported.</p>

Training and Guidance

Training and guidance materials are available to support use of IM&P via the Skype for Business desktop application. Please cascade these links to your users so that they become comfortable with using the new tools.

Skype for Business (Full / Basic Client)

The training materials for Skype for Business are contained within the [Skype for Business](#) learning series.

Videos and Quick Reference Guides can be viewed on the following topics using the links below:

- [Introduction to Skype for Business](#)
- [Sending and Receiving IM](#)
- [Presence Management](#)
- [Contact Management](#)

[To get started quickly, review the Skype for Business Desktop Quick Start Guide or Skype for Business Mobile Application Quick Start Guide.](#)

Guidance Materials

The guidance materials below can support you whilst deploying Skype for Business across your organisation:

- [Skype for Business Service Configuration Guide:](#) Guidance on configuring the Skype for Business Full/ Basis Client.
- [Skype for Business Client Comparison Guide:](#) Detailed guidance of the breakdown compatibility of the functions offered by Skype for Business desktop access.
- [Skype for Business Mobile Device Installation Guide:](#) Guidance on downloading, installing, signing in and removing the Skype for Business application on a mobile device
- [Skype for Business Mobile Comparison Guide:](#) Detailed guidance of the breakdown compatibility of the functions offered by different mobile devices.

Skype for Business Handbook



Known Issues

As part of testing and pilot activities, some issues have already been identified with IM&P. Most of these issues are either limitations of the product or areas that may cause confusion for users. Please take some time to familiarise yourself with these issues, cascade them to your users where appropriate and include in local communications.

Known Issues/ Product Limitation	Access Method	Current Guidance
Users on Windows XP platform will not be able to use desktop clients. To avoid compatibility and latency issue during IM they're advised to use web clients (> IE 9.0)	Desktop	The product is not compatible with Windows XP. Please refer to the Service Configuration Guide.
'Send a Skype Meeting' button does not work in Outlook for Skype for Business desktop users (both N3 and Internet).	Desktop	This function is dependent on having access to audio and video conferencing features which are not currently enabled. Users should disregard the button in Outlook.
'Send Email' button does not work when viewing another user's contact card in Skype for Business desktop.	Desktop	Users should use the existing Outlook or Outlook Web App address book to locate other users they wish to send emails to.
Skype for Business desktop will download the user's address book on first sign-in. This can take up to one day to complete.	Desktop	This issue only affects searching for contacts via the desktop application by first name and surname. Users can search using the full email address until the address book has completed download.
Latency in reflecting presence status change across clients (e.g. may take 30 seconds to reflect change in mobile if made via desktop application).	Desktop/ Mobile	Users should wait around 30 seconds for presence status changes to be reflected across their devices.
When searching for contacts, Skype for Business will, as per design, search local address books stored in Outlook within the user profile. As a result, searching for a contact can display multiple results and could cause confusion for users.	Desktop	Users are encouraged to search using the contacts full email address to ensure the correct user is found and contacted.
Address book fails to synchronise due to a bug in Microsoft Office 2016. Users will receive an error message similar to "Cannot synchronize address book" or "Skype for Business can't sync with your organisation's address book right now"	Desktop	There is a requirement to update MS Office to the latest version to fix this issue.



Top Tips for Deployment

During the pilot phases, we identified a number of top tips that will assist you in your Skype for Business deployment:

1. Conduct IT and 'business' pilots before rolling out to your full organisation. This is to ensure technical readiness and identify the key use cases for your users to support change communications. Only agree to communicate with users that Skype for Business is available for once successful pilot phases have completed.
2. Identify champion users across departments to encourage adoption amongst their teams and to act as Skype for Business experts
3. Engage your communications teams early to support an adoption campaign focussed on providing users with top tips and facts on using Skype for Business. Think about how you could utilise local newsletters, intranet sites and top-tip 'postcards' to inform your users that they can now use Skype for Business. A template pack will be available soon on the NHSmail support pages to support this