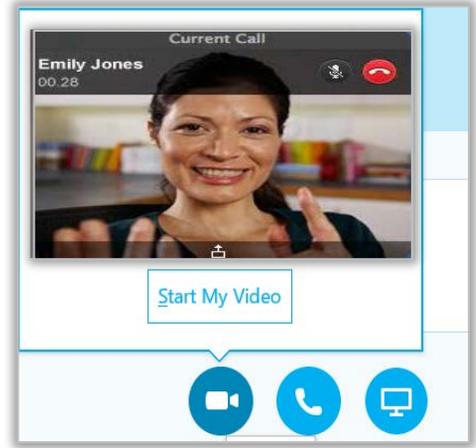


Skype for Business Audio & Video Conferencing

Considerations for Clinical Use



The Skype for Business Audio and Video Conferencing (A&VC) Top-up Service provides users with the capability to use peer to peer audio and video capabilities as well as dial-in conferencing capabilities. The Skype for Business A&VC service is secure for engaging in clinical communications, but should be used in line with local organisation information governance and policy. It should also adhere to standards set by professional organisations like the GMC on good clinical practice. You must consider the points below before you engage in peer-to-peer and group A&VC calls.



Ensuring A&VC Meetings are Secure

When creating A&V conference invitations through your Outlook calendar or via the web-scheduler, you should be vigilant to check that all security measures are in place to avoid unauthorised access to a conference. You can set 'Meeting Options' when you send a meeting request- this will determine who will have direct access to the meeting vs. those that must wait in a virtual lobby.

To send a Skype for Business meeting initiations:

- 1 Open your Outlook Calendar, ensure Home tab is selected on the top ribbon and click 'New Skype Meeting'



- 2 Complete the content of your meeting request as usual – Skype for Business details will be generated in the signature

→ [Join Skype Meeting](#)

This is an online meeting for Skype for Business, the professional meetings and communications app formerly known as Lync.

- 3 Select 'Meeting Options'



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Choosing Meeting Options:

Where do you want to meet online?

- ❖ Ensure 'A new meeting space (I control permissions)' is selected as your default setting. This will ensure a new meeting ID is generated for every A&VC instance. This will reduce the risk of unauthorised guests attending your meeting and ensure that only those required to attend have access to the meeting details.

Where do you want to meet online?

[Help me decide](#)

A new meeting space (I control permissions)

Each meeting I create is held in a new space with unique entry info. I choose who gets in and what they can do in the meeting.

My dedicated meeting space (less secure)

All meetings I create are held in the same space with the same entry info. People from my company can get into the meeting at any time as presenters.

These people don't have to wait in the lobby:

- ❖ The meeting lobby will restrict meeting guests from entering the call without the call leader joining. Select the following based on your meeting requirements:

Control Level	Description
"Only me the meeting organiser"	All guests must wait in the lobby before the meeting leader arrives and admits all attendee. This is the most secure option and should be selected for meetings of a clinical nature.
"People I invite from my Company"	If a meeting invitation is forwarded on beyond the initial invite list, these guests must wait in the lobby for the meeting leader to admit them.
"Anyone from my organisation"	Guests external to your organisation must wait in the lobby for the meeting leader to admit.
"Anyone"	No restrictions on entry, everyone can enter before the meeting leader. This is the least secure option.

TIP: Regardless of meeting options set, as a meeting leader, it is good practice to run a role call at the beginning of the call to check that everyone on the call is authorised to be.

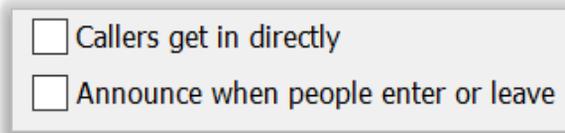
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Additional Security Controls;

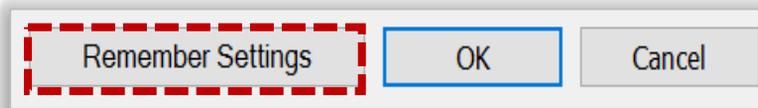
- ❖ For those dialing-in to a conference, you can configure your settings so that each individual requires a personal PIN code to enter the call. This should be left un-selected if calls are clinically sensitive to reduce the risk of unauthorised callers dialing in.
- ❖ Selecting 'Announce when people enter or leave' adds a level of security throughout the duration of the call. All attendees can monitor who has joined/ left a call and ensure all on the conference are authorised.



- ❖ You can also set authorised presenters in a conference, disable IM, mute all attendees and block attendees video. You may wish to enforce these controls if you have multiple external users or large numbers on a conference call.



Once you have configured your meeting option setting, click '*Remember Settings*' at the bottom of the dialog box so these settings apply to all subsequent meeting invitations created.



Desktop Sharing

If you require to share content to supplement what you are talking about, you can use the desktop sharing functionality whilst engaging in a peer-to-peer or A&VC call.

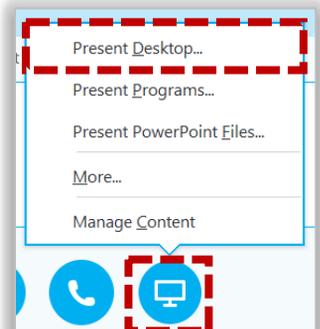
To share your desktop:

1

In the meeting window, click the Present button

2

Click Present Desktop to show everything on your desktop screen or click 'Present Programs' to share a specific document e.g. PowerPoint



Clinical Considerations for Desktop Sharing



There are a few important clinical considerations to think about prior to sharing your desktop:

- ❖ Be mindful that if you share your desktop, it will present everything that you have open. Ensure prior to sharing that you have closed any documents, clinical programmes, browsers, emails that may be of a confidential or sensitive nature and shouldn't be shared. TIP: sharing only a specific application or a secondary monitor screen can help reduce this risk.
- ❖ Be cognizant that your audience could screenshot the content you share and could store it in an unsecure location. Brief audiences that such behavior could breach local Information Governance and Policy and only share clinical information of a highly sensitive nature to a trusted audience.
- ❖ When you have finished sharing the content with your audience, click 'Stop Presenting' at the top of the meeting window. Your desktop will continue to share until this point.

Troubleshooting Connectivity Issues

Whilst holding a peer-to-peer or A&VC call, you may wish to check that your connectivity to the service is supportive of good quality A&VC.

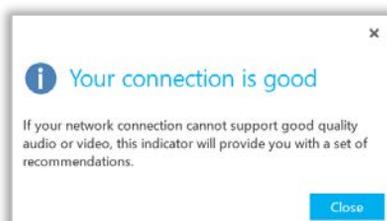
1

Click the Call Quality Icon at the top right of the meeting window



2

A connection quality summary will pop up



3

If your connection is poor, check your internet connection or consider dialing into the conference via a landline