

# NHSmail Skype for Business

## Mobile device installation guide

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## Introduction

**Target Audience: NHSmail end users who wish to download and install or remove the Skype for Business application on their mobile device**

This guide provides information on downloading, installing, signing in and removing the Skype for Business application (app) on a mobile device.

A mobile app is a computer program designed to run on mobile devices such as smartphones and tablet computers. This means that users are able to connect to their Skype for Business account from their phone, taking advantage of the NHSmail Instant Messaging and Presence (IM/P) service while on the move.

This guide gives instructions on downloading the Skype for Business app for Apple (iOS), Windows Phone and Android devices. This does not represent a complete list of every device on the market, but three of the most popular smartphone operating systems. If you have a device that cannot be matched to the information in this guide, please contact the device manufacturer for further information or search online.

## Exchanging Patient & Sensitive Information

As with any other form of communication, exchanging patient or sensitive information via Skype for Business IM/P should be done in accordance with local information governance policy and procedures. Please ensure you abide by local policies.

For more information see the Sharing Sensitive Information Guide, available on the Training and Guidance pages.

## iOS (Apple) Devices

Follow the instructions below to download, install and sign in to and remove the Skype for Business app for Apple iOS devices.

### Installing

1. From your device's main menu, tap the **App Store** logo (shown below)



2. Select **Search** from the bottom toolbar, and search for **Skype for Business**
3. The first search return will show **Skype for Business (formerly Lync 2013)**. Tap **Get** then **Install**

4. You may be asked for your iTunes password. Follow instructions and your download will begin automatically

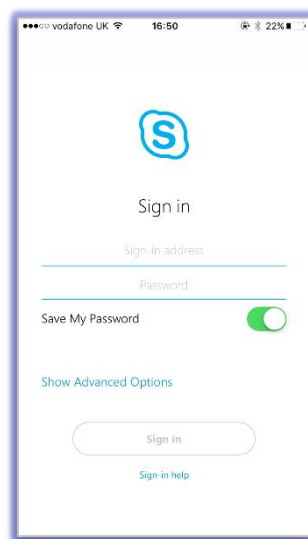
## Signing in for the first time

1. On your device's main menu, swipe through your apps until the **Skype for Business** icon (shown on the right)
2. Tap the **icon** to open the app
3. Enter your sign-in details.



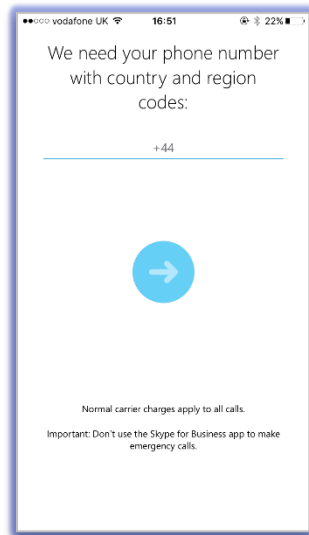
you find

The **Sign-in address** is the username you use to sign in to your NHSmail account, while the **Password** is your NHSmail account password



4. You will then be asked to provide your **mobile number** with country code on the screen below.

**N.B:** If your organisation has upgraded to the Skype for Business audio and video service (a top-up service available from NHSmail), Skype for Business calls will be forwarded to this number when you do not have a Wi-Fi or network data connection. Please note this may affect your mobile data usage.



5. Tap **Next** when you have provided your mobile number
6. Read and accept the app's licensing agreement, and then click **Done**

## Signing out

1. Tap your picture in the top left of the Skype for Business screen
2. Select **Sign Out** from the bottom of the menu

Once you have signed out, you will no longer be able to receive instant messages, calls or notifications from the app.

## Removing the app from your iOS (Apple) device

1. Tap and hold the app icon until it shakes
2. Tap the small **x**, and then tap **Delete**. This also deletes associated data, as well as the app itself
3. Tap the Home button on your device to return to the main menu

## Windows Phone Devices

Follow the instructions below to download, install and sign in to and remove the Skype for Business app for Windows Phone devices.

**Note:** these instructions are for devices with the Windows Phone 8.1 operating system. For instructions for other devices, please contact the device manufacturer or search online.

## Installing

1. From your device's **Start** screen, go to the **Store**



2. Use the search function to find **Skype for Business**
3. Tap on **Skype for Business** and then tap **Install** at the bottom left of the screen. You may be asked for your Store password. Follow instructions on screen

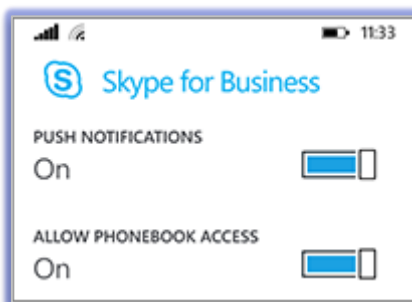


## Signing in for the first time

1. From your device's **Start** screen, swipe left to view your installed apps
2. Search for **Skype for Business**, and tap the icon to open the app



3. Enter your sign-in details, and then tap **Done**.  
The sign-in address is the username you use to sign in to your NHSmail account, while the password is your NHSmail account password
4. You will next see the **Customer Experience Improvement Program** screen. You can tap **Join** to opt-in to sending anonymous data about any app issues and usage to Microsoft, or tap **No thanks** if you prefer not to participate
5. Next, review the **Push Notification** and **Phonebook Access** settings:



- Set **Push Notifications to On**, if you want to get an alert when you receive a new call or instant message.
  - Set **Allow phone book access to On**, if you want to be able to search your device's contacts from the Skype for Business contact list. These settings can be changed at a later date if required.
6. Tap **Next** when finished

## Signing out

1. Tap **More** on the main Skype for Business screen
2. Select **Sign Out**

Once you have signed out, you will no longer be able to receive instant messages, calls or notifications from the app.

## Removing the app from your Windows device

1. From your device's **Start** screen, swipe left to view your installed apps
2. Tap and hold the **Skype for Business** icon, and then tap **Uninstall**
3. Tap **Yes** to confirm

## Android Devices

Follow the instructions below to download, install and sign in to the Skype for Business app for Android devices.

## Installing

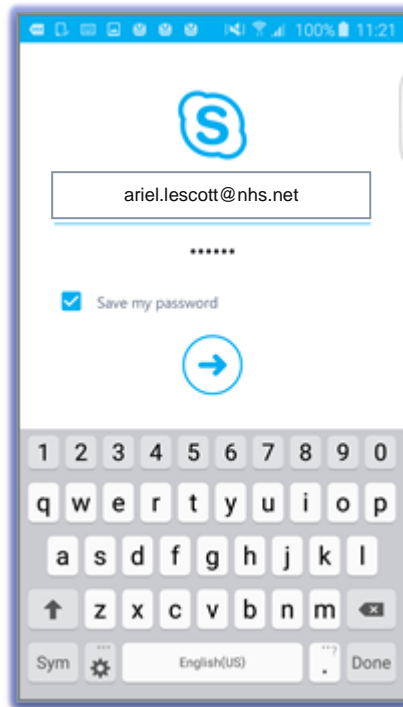
1. From your device's home screen, tap the **Google Play Store** icon (shown below)
2. Click on the Search icon (magnifying glass), and search for **Skype for Business**



3. Tap **Install**. You may be asked for your Store password. Follow instructions and your download will begin automatically

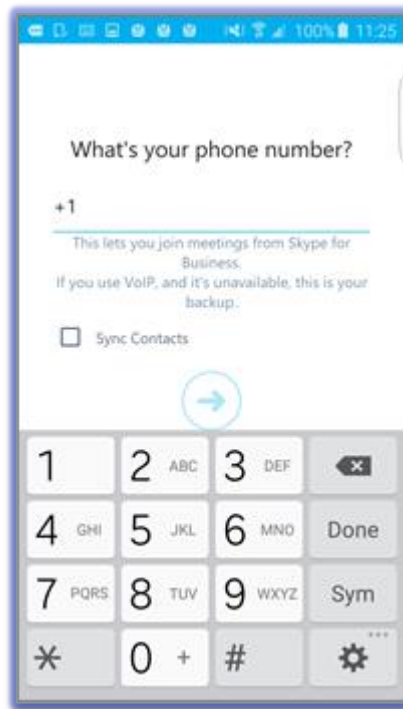
## Signing in for the first time

1. On your device's main menu, browse your apps until you find the **Skype for Business** icon (shown on the right)
2. Tap the **icon** to open the app



3. Enter your sign-in details. The **Sign-in address** is the username you use to sign in to your NHSmail account, while the **Password** is your NHSmail account password. Then tap the **Advance** button
4. You will then be asked to provide your **mobile number** with country code on the screen below. If your organisation has upgraded to the Skype for Business audio and video service (a top-up service available from NHSmail), Skype for Business calls will be forwarded to this number when you do not have a Wi-Fi or network data connection. Please note it is not mandatory to enter your mobile number





5. If you select **Sync Contacts**, the contacts stored on your device will be accessible from the Skype for Business app. When you have finished, tap the **Advance** icon

## Signing out

1. Tap **your picture** on the main app screen
2. Select **Sign Out**

Once you have signed out, you will no longer be able to receive instant messages, calls or notifications from the app.

## Removing the app from your Android device

1. Open the app by tapping on the **Skype for Business** icon from your device's home screen
2. Select **Uninstall** from the top of the page, and then click to confirm the deletion

## BlackBerry Devices

The Skype for Business app is not available for BlackBerry devices.

## Frequently asked questions

### **Do I have to pay to download the Skype for Business app?**

No, the app is free to download for all mobile devices. However, your mobile carrier may charge for the data used to download the app. As this may be a significant amount of data, we recommend that you download the app when connected to a Wi-Fi network.

### **Who should I contact if instructions to download the app for my device are not listed in this guide?**

This guide gives details of how to download the Skype for Business app for three of the most popular smartphone operating systems. If instructions for your device are not listed in this guide, please contact your device manufacturer for further information.

### **What if I already have the Skype app installed on my device?**

It is important to note that *Skype* and *Skype for Business* are completely separate applications. You may already have the Skype application on your device which you use for your personal Skype account, but will still need to download the Skype for Business application to use your NHSmail account. This means that it is possible to have both a personal (through Skype) and business (through Skype for Business) account on one device.