UBC Collaboration suite FAQ

The UBC Collaboration suite uses the Microsoft product **Skype for Business**. Not to be confused with Skype that many home users have used – **Skype for Business** is an enterprise enabled product with many enterprise features such as white boards, video recording, persistant chat, presentation features and more. There is no compatibility between **Skype for Business** and the home use Skype. UBC Vancouver's fasmail cool tech group does the department on boarding for the service and has an excellent Web site for faq, documents and training videos here:

https://it.ubc.ca/services/email-voice-internet/ubc-collaboration-suite#getting-started

https://collaborate.share.ubc.ca/s4b/Pages/S4B-FAQs.aspx

Skype for Business Getting Started

# Please note – the first time login process is somewhat tricky and must be followed exactly to work

1) Client Setup

    a. **PC:** Skype for Business: How to Setup Skype for Business on Windows

Connecting for the First Time

1) Open Skype for Business. If a shortcut wasn't created on your Desktop, you will be able to find Skype for Business 2015 by going to **Start → All Programs → Microsoft Office 2013 → Skype for Business 2015 (**if you do not have it skip to the end of this document for download links**).** Or if you have Office 2016 installed Skype for Business 2016 will be found via this pathway: **Start → All Programs → Microsoft Office 2016 → Skype for Business 2016.**

2) When Skype for Business opens, you will see the following login screen:
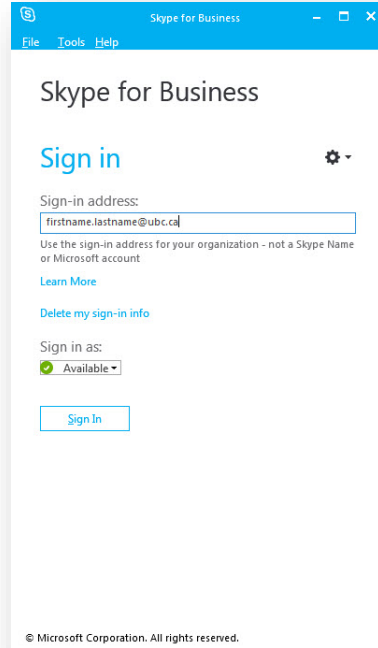
In the **Sign-in address** box, enter your address in the format of firstname.lastname@ubc.ca. For example, if your name were "John Doe", your address would be john.doe@ubc.ca. *If you are unsure, please check the UBC Directory to confirm or check with your department's Directory Administrator.* Click the **Sign In** button to continue.

3) A **Password** box will appear on the login screen. Enter your CWL password and click the **Sign In** button to continue.
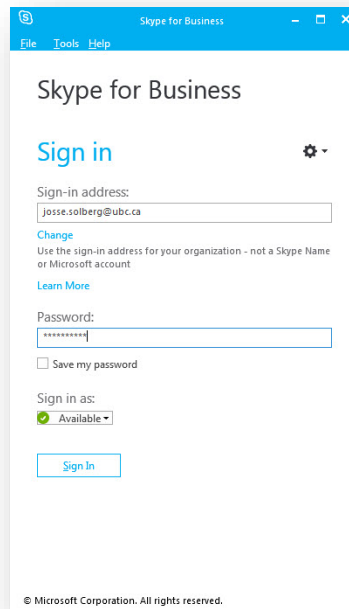
4) Skype for Business will ask you if you wish to save your login information. Click **Yes**.

5) You will see an error appear indicating that Skype for Business has failed to log you in; this is an expected behavior. You will see that the login screen has changed to display an additional field for a username. In the **User name** field, enter your CWL username in the format of "ead\<CWL username>". For example, if your CWL username were jdoe, you would enter "ead\jdoe".
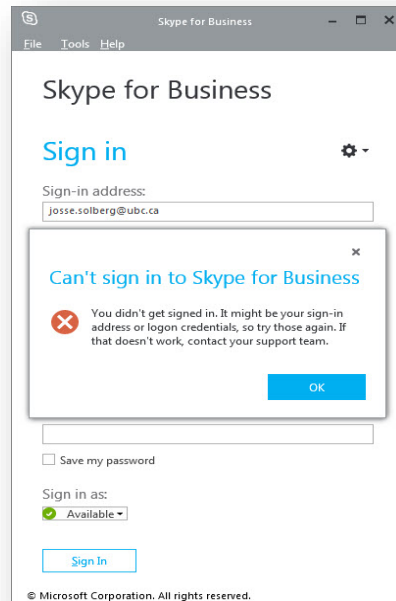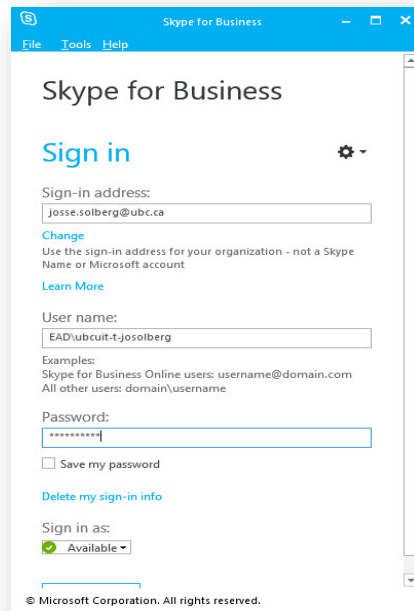
6) Skype for Business will ask you if you wish to save your login information. Click **Yes**.
7) You will now be successfully signed-in to Skype for Business.

b. **Mac:** Skype for Business: How to Setup Skype for Business on MAC

## Installing Skype for Business

Skype for business is installed on many UBCO Mac computers

If not a copy of Microsoft Skype for Business 2016 for MAC can be downloaded from the Microsoft website.

https://www.microsoft.com/en-us/download/details.aspx?id=54108

Follow these steps to complete your Skype for Business install:

1. Download and save the Skype for Business installation file "**SkypeForBusinessInstaller-16.1.0.456.pkg**".

2. Open file and start installation. Click **Continue** to begin the installation.
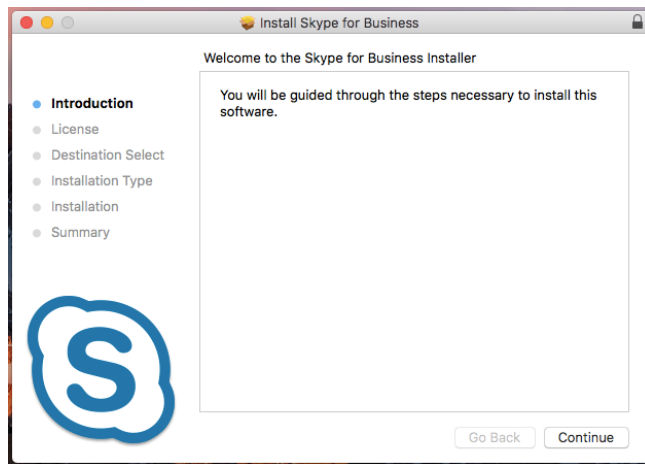
3. **Agree** to terms of the software license agreement then **Continue**.

4. Click **Install** to install the software on your computer. Change Install Location if you wish to use an install location other than your system's hard drive (you may need to enter your Mac password to continue).

Connecting for the First Time

1. On your MAC, navigate to Applications folder.
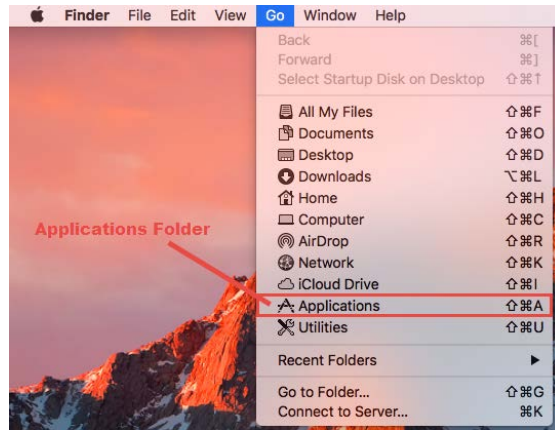
2. Locate and launch Microsoft Skype for Business.

3. Enter your Login credentials based on example below. Specify if you want Skype for Business to save your login credentials for Automatic Login and click **Sign In**.

c. **iOS:** Skype for Business: How to Setup Skype for Business on iOS

Installing Skype for Business

A copy of Microsoft Skype for Business for iOS can be downloaded from the AppStore on

your device.

Follow these steps to complete your Skype for Business install:

1. Open the App Store and search for "Skype for Business".

2. Open the application from the store and click "Get"

3. **Agree** to the terms of the software license agreement, then click **Accept**. The application will be downloaded and installed on your device.

Connecting for the First Time

1. On your iOS device, navigate to the applications location.
2. Locate and launch Microsoft Skype for Business.
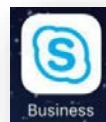
3. When Skype for Business App comes up, please select "Show Advanced Options" to extend login parameters.
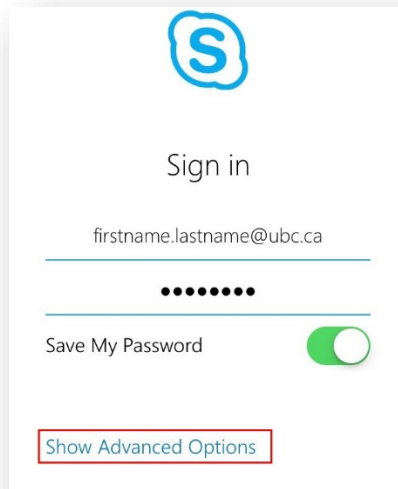
4. In the Login screen enter your Login credentials based on the example below. Specify if you want to save your login credentials for Automatic Login and click **Sign In**.
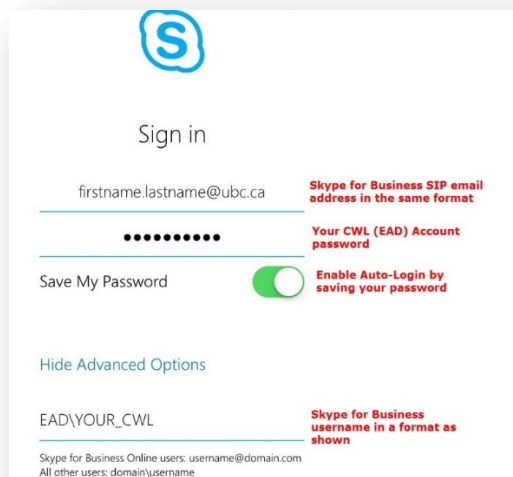
6. After signing in, you will be asked for your phone number confirmation. Ensure you enter your phone number, then click "Continue".

d. **Android:** Skype for Business: How to Setup Skype for Business on Android

Installing Skype for Business

A copy of Skype for Business for Android can be downloaded from the Google Play app on your device.

Follow these steps to complete your Skype for Business install:

1. Open Google Play and search for "Skype for Business".

2. Open application from the store and click "Install"
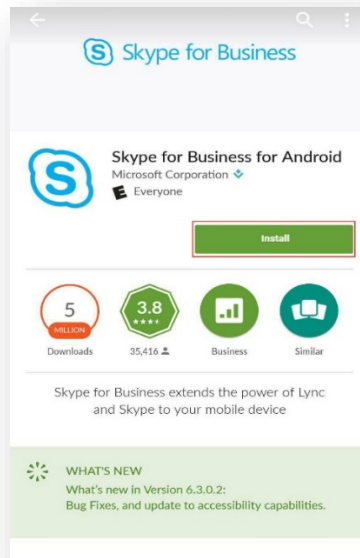
3. **Agree** to the terms of the software license agreement, then click **Accept**. The application will be downloaded and installed on your device. Close Google Play after the installation is complete.

Connecting for the First Time

1. On your Android device, navigate to Applications folder.
2. Locate and launch Skype for Business.
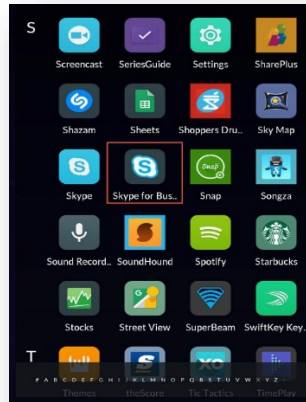
3. When Skype for Business starts the very first time the "Terms of Use" agreement will appear on your screen, click on "Accept".
4. The "Before You Start" screen will appear, click "OK".
5. In the Login screen enter your credentials based on the example below. Specify if you want Skype for Business to save your login credentials for Automatic Login, then click **Sign In**.
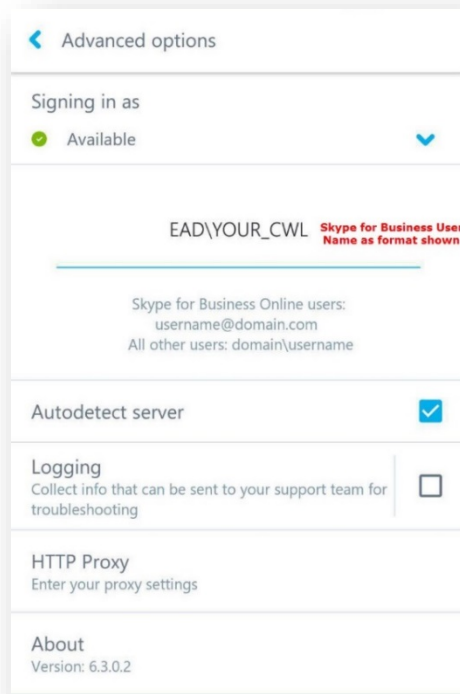
6. After signing in you will be redirected to a security certificate trust page, select the checkbox "Do not show this again", then click "Continue".
7. The next screen will ask for your phone number confirmation. Ensure the correct phone number is entered and click "Continue".
8. The last configuration screen offers to sync Skype for Business contacts onto your Device, enable it and click "Continue".

2) Client Acquisition and Installation

a. **UBCO IT**
   i. Skype for business is currently included in the UBCO computer templates for mac and pc computers that have office 2016 . If you have an earlier template you can download the client from Microsoft.

   ii. To Download the mac client follow this link: https://www.microsoft.com/en-us/download/details.aspx?id=54108
   iii. For the pc basic client : https://www.microsoft.com/en-us/download/details.aspx?id=49440