

HOW TO USE SKYPE TO COMMUNICATE WITH A FAMILY MEMBER

Let's be creative and positive! Even when the thought of technology is a little bit scary we can find a way to work it out!

If you do not have Skype already installed onto your computer or phone, and you wish to use it to have a video call with your loved one, do not fear! Follow this easy guide and we can have you chatting together as though you are in the same room!

Skype is free to download and use. You may come across an option to load money onto your account so that you can use it as a mobile device of sorts. Don't worry, you do not have to do this and you will still be able to use Skype to video call your family or friends.

To access Skype, you will need a device which has a connection with the internet. Once you have downloaded Skype and created a profile *(we are about to show you how), please contact your loved one's Douтта Galla Aged Care Home and provide them with your 'Skype Name'. The staff there will contact you from their own Skype Name and connect you with your loved one.

Step 1

On your computer/tablet/mobile phone, go to the internet search engine (e.g. Google) and type in Skype



Step 2

Click on either 'Skype' or 'Download Skype' options

www.skype.com › ... ▾

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Download Skype

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Skype Number

Get a local phone number & answer calls on Skype from ...

Download Skype

1 **Skype for Desktop**


Available for Windows, Mac OS X and Linux.

By downloading Skype, you accept [Terms Of Use](#) and [Privacy & Cookies](#).

[Get Skype for Windows](#)


[See system requirements.](#)

2 **Skype for Mobile**

 [Download on the App Store](#)

[GET IT ON Google Play](#)

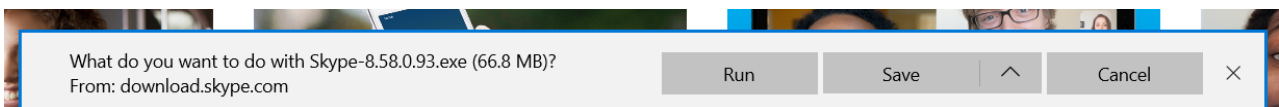
Available for Android and iPhone.



Step 3

You have 2 options for download.

1. Get Skype for Windows – this will enable you to download it on your computer
2. Skype for Mobile – this will enable you to download the Skype APP on your mobile phone.

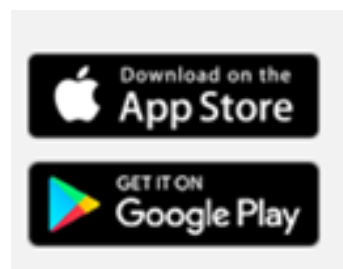


Step 4 (Skype for Windows)

Click on the  and choose where to save Skype. You can then click on  to get Skype started.

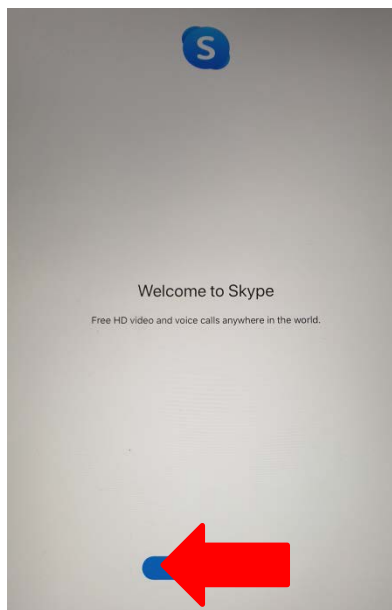
Step 4 (Skype for Mobile)

You will need to choose to install this app on your mobile phone from either the Apple or Google Play store. Once installed, press Open and it will be available on your phone.

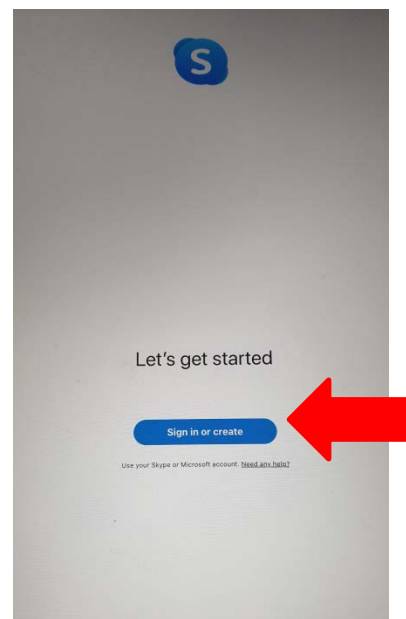


You will now be asked to create a profile. You can choose to create a profile using either an email address or a mobile phone number. It will also ask if you want to add a profile picture. You do not have to upload a photo however having a picture means people can make sure they have the right person when looking for you in skype directory!

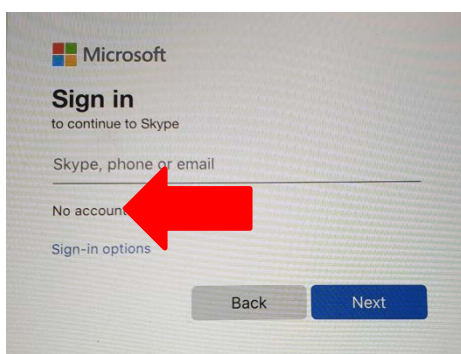
A. Click on 'Let's go'



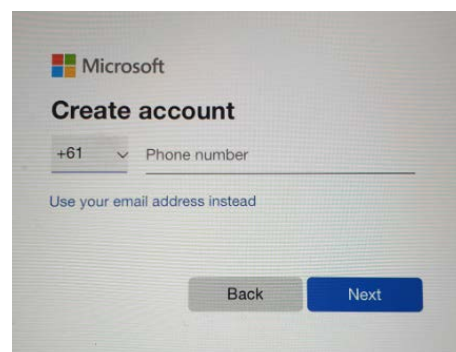
B. Click on 'Sign in or create'



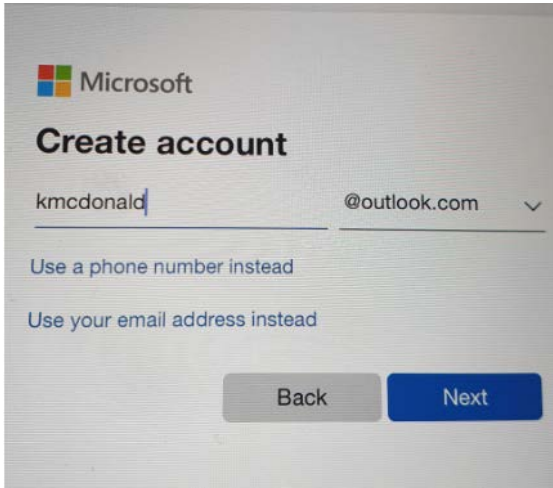
C. Click on 'Create one!'



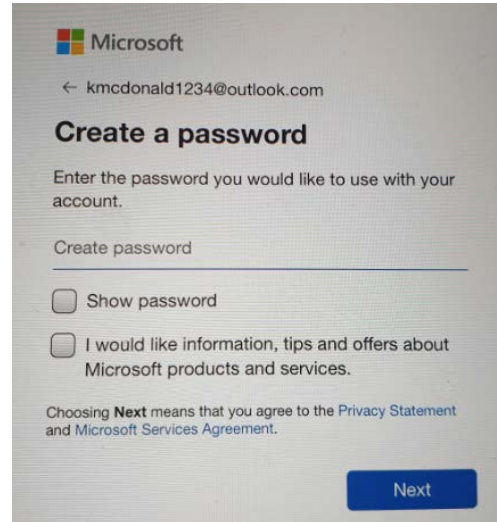
D. You can insert a phone number or an email. If you would prefer to not use your phone number, you can choose the email option even if you do not have one! (see the following instruction)



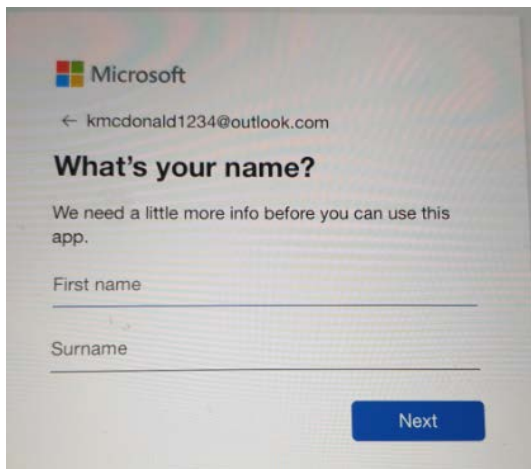
E. You can choose for a new email to be created for you



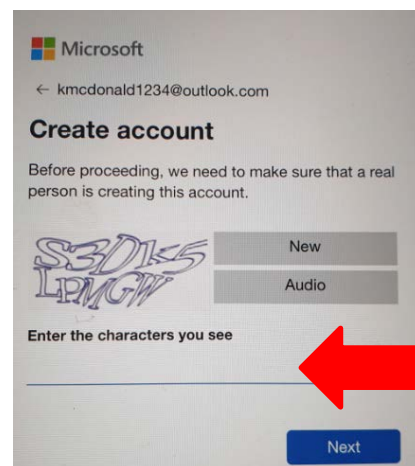
F. You are almost there! Now create a password (make sure to write it down!)



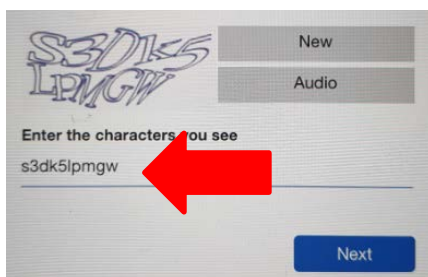
G. Provide your first and last name.



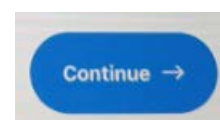
H. Answer the following question by clicking onto the blue line



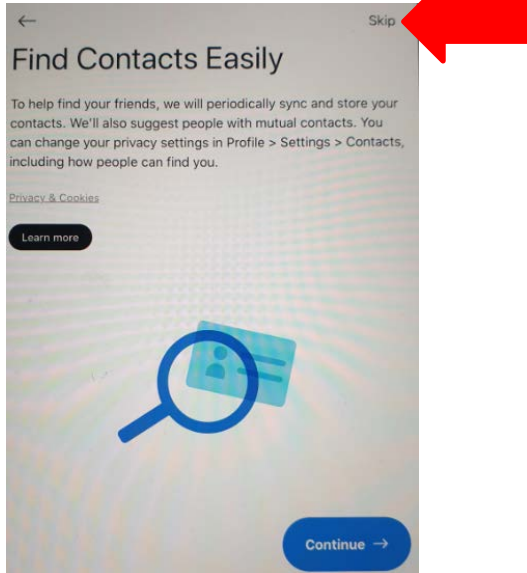
I. An example below



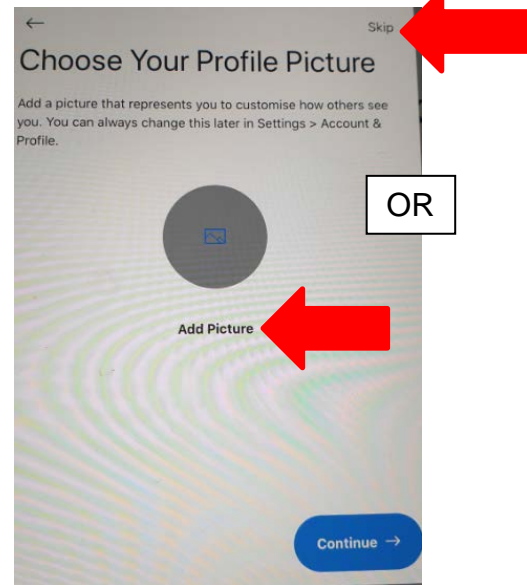
J. When asked to choose your theme, you can just press



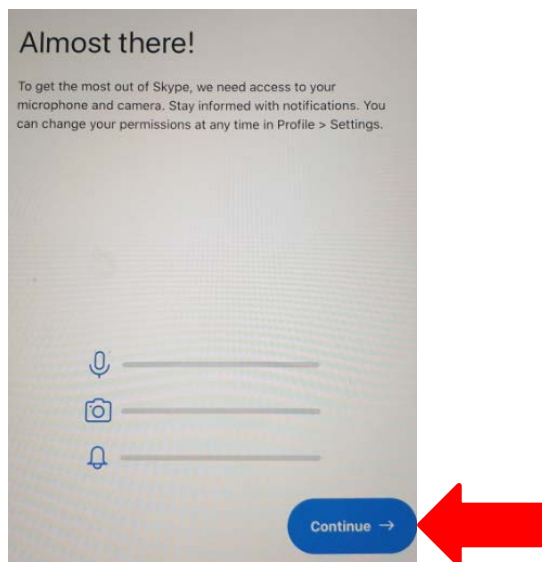
K. To get started you can press 'Skip' here



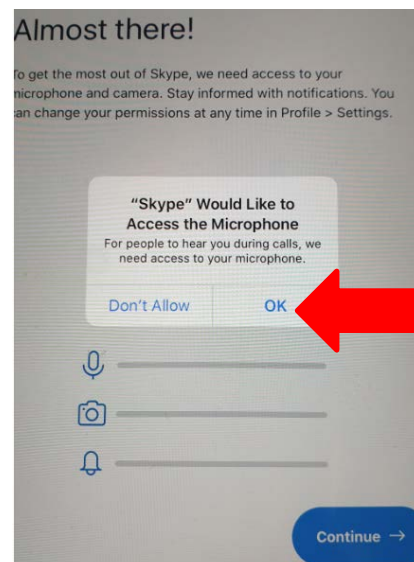
L. You can also 'Skip' this box OR you can add a picture by clicking on 'Add Picture'. You can then use the camera on your device to take a photo



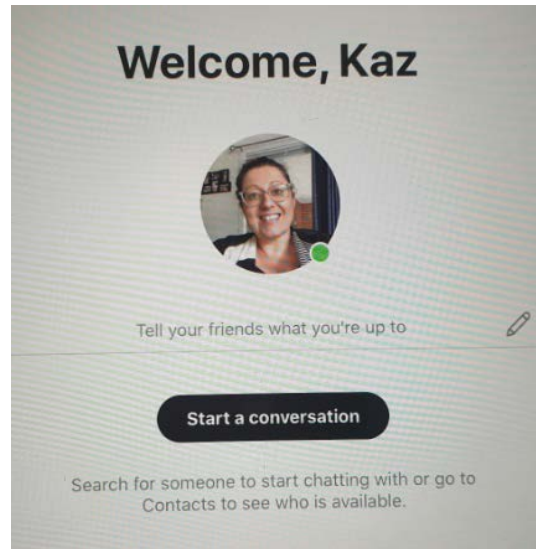
M. Click 'Continue'



N. Click 'OK' on the next 2 boxes



O. Once you have successfully created a profile you will see a screen like this!



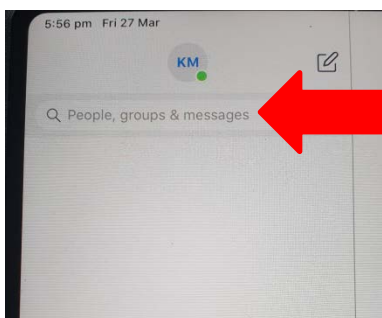
Don't forget to now contact the Douтта Galla Aged Care home where your loved one lives and provide them with your new Skype contact name.

The home will then send you a Skype invitation through your Skype, be sure to accept it so that you can start chatting.

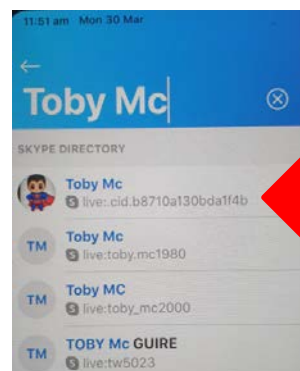
HOW TO ADD A CONTACT AND MAKE A SKYPE CALL

You can use Skype to contact other friends and family as well. Here are some helpful instructions on how to do this:

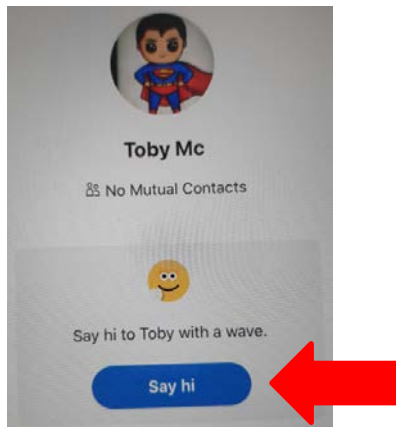
A. On the top left of your screen you will should see the below; a circle with your initials and a place to type in a contact name to search



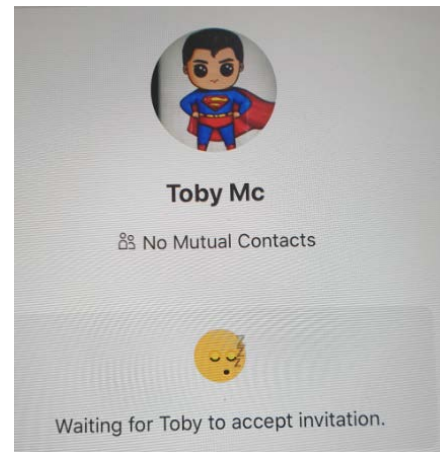
B. As you start typing in letters a list of potential contacts will come up. There may be quite a few names that come up, so profile pics are useful. Once you have the right contact name, click on it.



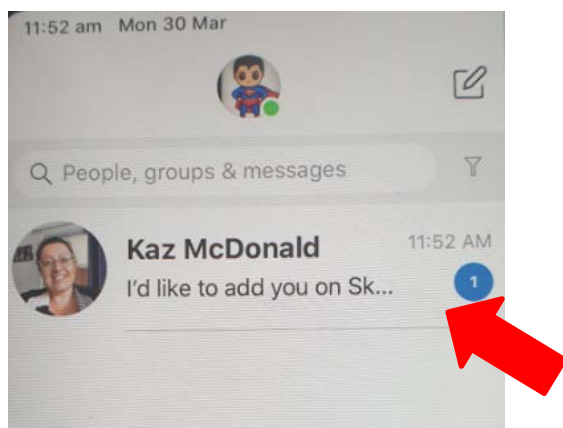
C. Click 'Say hi'. You will then have to wait for the person to accept your invitation



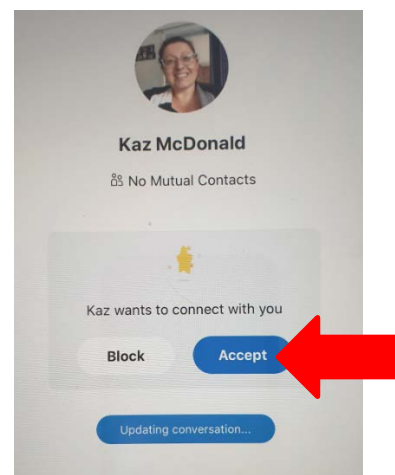
D. Your screen will then look like this



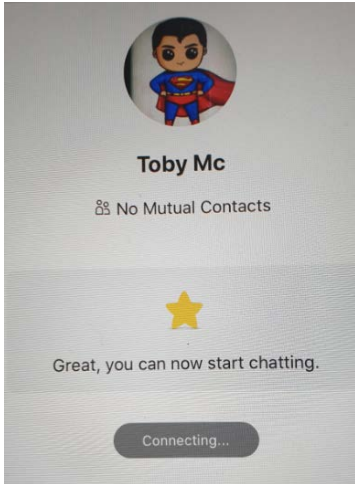
E. When somebody sends a contact invitation, It will appear on the left hand side of your screen. To accept it, click on the contact



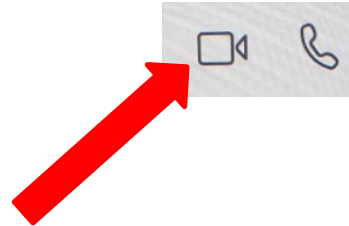
F. Click on 'Accept' to add them or Block if you do not wish to add them



G. You have now accepted the contact and you can now start chatting through video calls or text



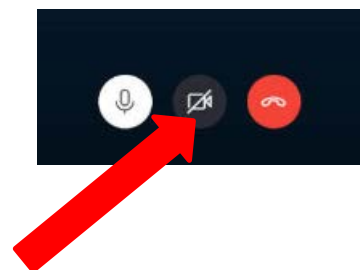
H. To make a Skype video call, simply press on the camera symbol on the top right hand of the screen



I. You should be able to see the person you have called in the main part of the screen, and yourself in a smaller square on the top right of the screen..



If you cannot see yourself, they cannot see you. You may have clicked on the phone symbol by mistake. Just look at the bottom of the screen and click on the camera symbol to turn it on.



J. To end the skype call, click anywhere on the screen to bring up the symbols on the bottom of the screen, just click on the red phone symbol

