

SIRA DRS |

**Claims Assessment
Conferences using Skype
for Business |**

Participant User Guide



TABLE OF CONTENTS

- 1. Confirmation of virtual Assessment Conference via Skype for Business.....3
- 2. How to - Assessment Conference using Skype for Business.....3
 - 2.1 Technology Check List.....3
 - 2.2 Downloading Skype for Business for the first time.....4
- 3. On the day - Logging into your Assessment Conference using Skype for Business.....6
 - 3.1 Logging into your Skype for Business Video Conference.....6
- 4. Skype for Business Tips, Tricks and Etiquette.....8
 - 4.1 System Requirements.....8
 - 4.2 Internet Speed.....8
 - 4.3 Check your appointment time if across a different time zone.....8
 - 4.4 Interview Room and Equipment Set-up.....8

SIRA DRS | Claims Assessment Conferences using Skype for Business | Participant User Guide

1 | Confirmation of virtual Assessment Conference using Skype for Business

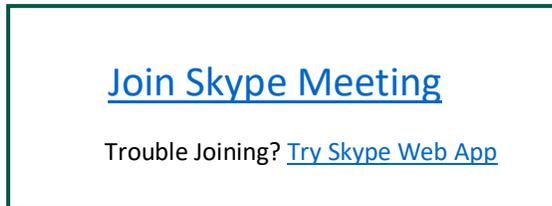
You will receive an email meeting invitation for the date and time of your Assessment Conference. This invitation will also contain a set of instructions and this User Guide. Please read carefully and as soon as possible.

2 | How to - Assessment Conference using Skype for Business

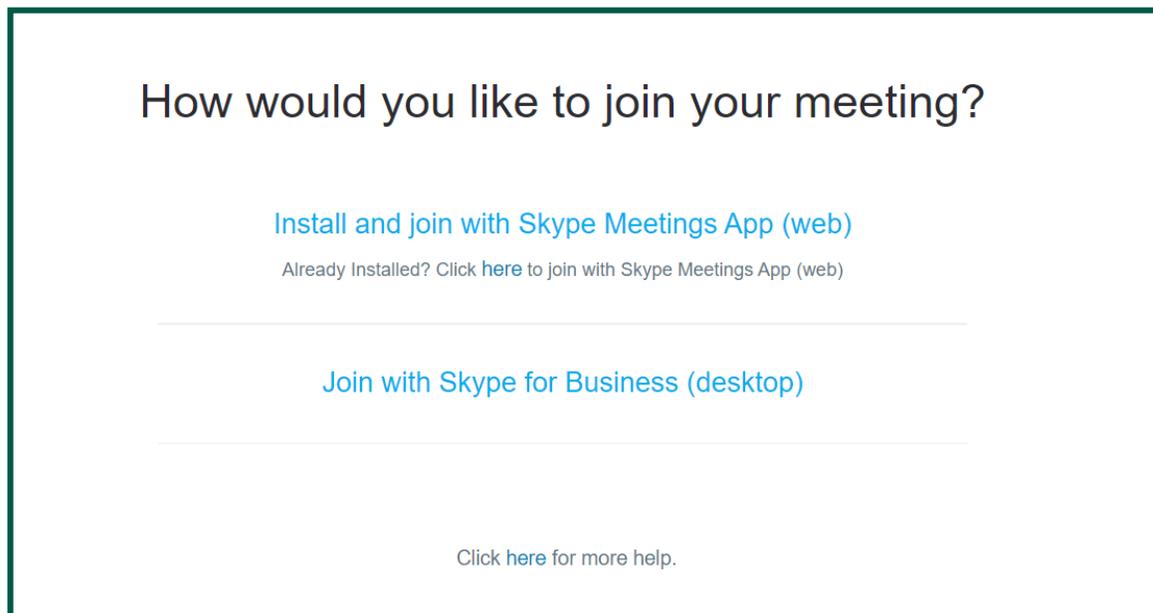
<u>2.1 Technology Check List</u>	
Item	Yes/No
Computer, Laptop, iPad or Smart Phone NOTE - For full functionality please use computer or laptop	
Webcam Connection	
Speaker and Microphone NOTE - For best quality results please use an independent headset instead of your devices inbuilt speaker and microphone	
High Speed Internet	

2.2 Downloading Skype for Business for the First Time

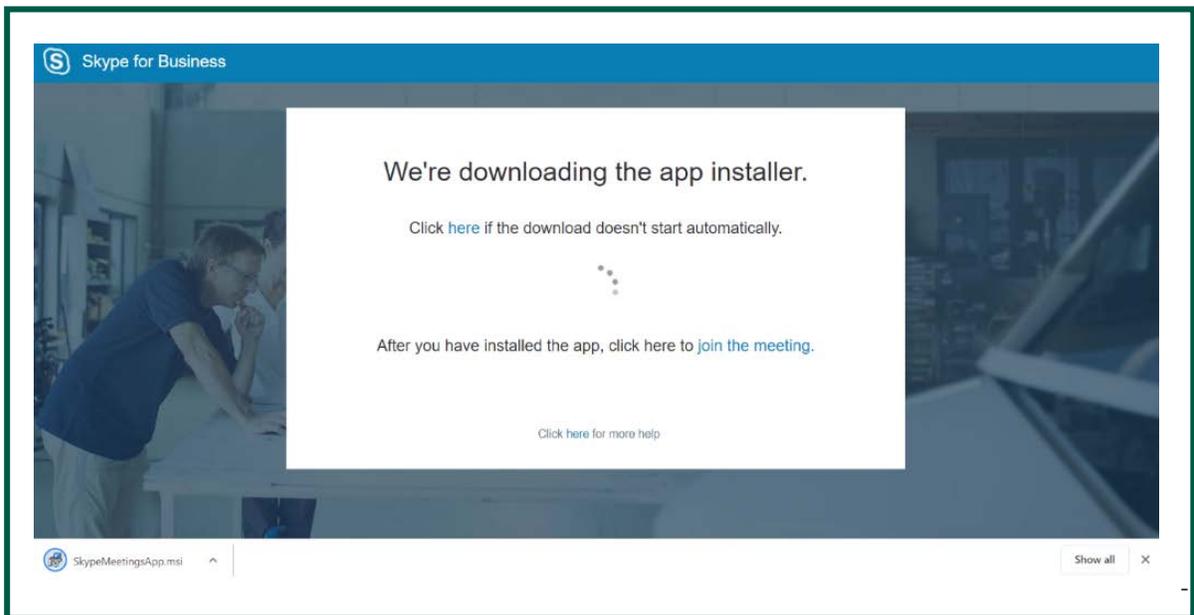
- As soon as you receive the Assessment Conference invitation, click on the “Join Skype Meeting” button



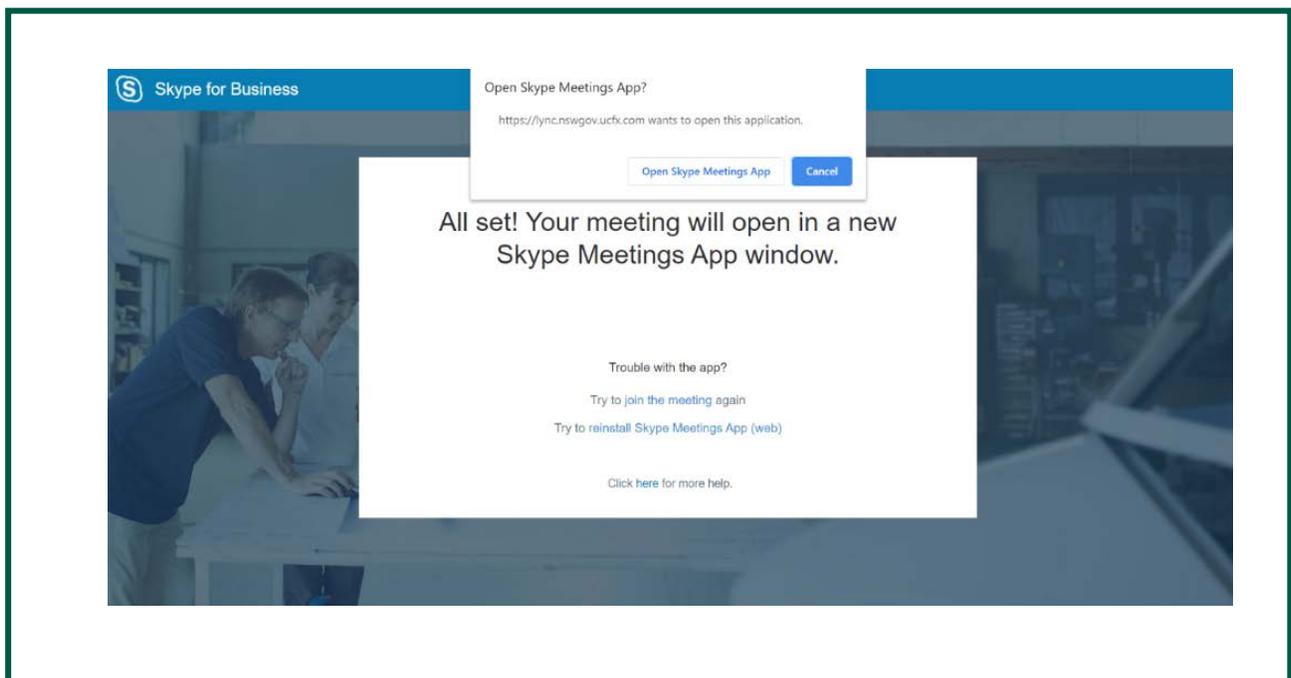
- After clicking the above link, you will be provided with two options;
- If you are a **Mac** user, you will need to download Skype for Business (desktop) when prompted
- If you are a **PC** user, we encourage you to join by the web app. You can do this by clicking **“install and join with Skype Meetings App (web)”**
- Follow the download prompts



- Once the download has completed you will find the program at the bottom left of the screen – please click this and select “run”



- Select “Open Skype Meetings App”. Sometimes, in addition to this you may be prompted to select “allow” to facilitate the software



- On the Skype for Business Meetings App, a sign-in page will appear where you will need to enter your name and click [Join the meeting or Join as Guest](#).
- You are now in the Skype for Business lobby.
- **NOTE** - As you are testing outside of the meeting time, you will not be admitted into the session. You can now close Skype and follow this process to join the Assessment Conference on the official date and time

Welcome

Enter your name

Join

[Sign in if you are from the organizer's company](#)

[Use my Skype for Business desktop app instead](#)

3 | On the day - Logging into your Assessment Conference using Skype for Business

3.1 Logging into your Skype for Business Video Conference

- Click on the **“Join Skype Meeting”** link using the meeting invitation you will have received

You should have by now carried out Skype for Business testing, downloaded the software and ensured your equipment is compatible with the platform.

- A sign-in page will appear where you will need to enter your name and click **Join the meeting or Join as Guest**.
- You will be placed in the virtual meeting room lobby and admitted by the host who will be a DRS staff member
- Once in the room, you will need to give Skype access to your audio and video if prompted.
- Turn on your **camera** by clicking on the camera symbol and then click “start my video” when prompted. **Unmute** yourself by clicking on the microphone symbol.

NOTE -:

- For **PC** users these symbols are located at the bottom on your screen.
- For **Mac** users these symbols are located at the top right of your screen



1. Video on / off
2. Microphone on / off
3. Screen Layout - Full screen
4. End call

- The DRS Virtual Assessment Conference Facilitator will begin the meeting and ensure that you have everything you need before muting themselves and allowing you to begin the Assessment Conference privately. If you require any support, send them a message in the chat box or send them an email

4 | Skype for Business Tips, Tricks and Etiquette

4.1 System Requirements

For the best version of Skype, you will need to have the following system requirements:

- Desktop: minimum of Windows 7 with at least 512MB of RAM
- iOS System (Apple iPhone or iPad): minimum of iOS 10 or higher
- Android System: minimum of Android OS 4.0.4 or higher with at least 32MB of free space.

4.2 Internet Speed

Please check the speed of your Internet connection. A minimum download/upload speed of 400 Kbps is required (0.4 Mbps.) You are able to check your internet connection speed using a number of free services on the Internet. For example, Speed Test is found at:

<https://www.speedtest.net>

Users can select the location to be tested, if preferred. Most assessments are located in Sydney. You are able to test the internet speed between your computer and a server in Sydney.

4.3 Check your appointment time if across a different time zone

The Case Manager will indicate your local time if you are in a different time zone. There are also a number of online services where times can be checked to make sure you attend the meeting at the correct time. An example of where a time zone check can be found at:

<http://www.timeanddate.com/worldclock/>

4.4 Interview Room and Equipment Set-up

- The **computer /iPad/laptop/mobile smart phone** must be set up in a quiet room, where the door can be closed. NOTE: If you want to see all participants simultaneously you will need to ensure you are using a laptop or computer and not any other small portable device
- We recommend the use of a headset with **speaker and microphone** over inbuilt device speaker and microphone. We recommend - [Jabra EVOLVE 30 II MS Stereo USB Headset for MS Lync](#). This will alleviate any issues with echoing.
- Keep yourself **muted** unless you are speaking
- **The room** must be well lit, and a light source must face you. Any light behind you, such as a window, will make you appear as a dark shadow. Consider placing a desk light next to the computer monitor.
- You must sit in front of the device, facing the camera. If the camera is not built into your device, then your portable camera should be situated above the screen, so you can be seen by all parties.
- If you plan to use an iPad or other tablet computer, please ensure you set it up at eye level, in a fixed position.