

How to use Skype

We are offering all our clients the option of Skype appointments while the COVID-19 coronavirus situation is ongoing. If you wish to utilise this service, please let your clinician know as soon as possible.

1. What is Skype?

Skype is a popular video conferencing app. You can use it on your computer or on your phone. It allows you to speak to someone “face-to-face” using a video and audio feed.

2. Why are we using Skype?

We understand that social distancing and social isolation is going to have an impact on our clients. We want to continue therapy, assessments and support as far as possible while the coronavirus situation is ongoing.

While video calls are not always as beneficial as face-to-face sessions, we believe that it is essential for support to continue. We will be offering Zoom, Skype and other video options to all our clients for the duration of the coronavirus pandemic.

Skype is a useful option for clients, as many will have already used the platform before. If you have not used Skype before, please be reassured that it is easy to use.

3. What equipment do you need?

You don't need special equipment to use Skype. If your laptop has an in-built webcam and speakers, that should be sufficient for video sessions to take place. If your computer does not have this functionality, you could use your mobile phone instead.

You will need an internet connection or 4G to use Skype on your phone or laptop.

It is beneficial to download Skype on your computer or phone to join your video session. Follow this link to download Skype: <https://www.skype.com/en/get-skype/>

iPhone: <https://apps.apple.com/app/apple-store/id304878510>

Android: <https://play.google.com/store/apps/details?id=com.skype.raider>

You will need to register for a Skype account if you do not have one if you download the app.

You do not need to download Skype on your laptop or phone if you do not want to. You can join your video session without an account.

We suggest using earphones with a microphone (like your iPhone or Samsung earphones) when joining the meeting. This will help you hear the audio clearly, as well as help your clinician hear you clearly.

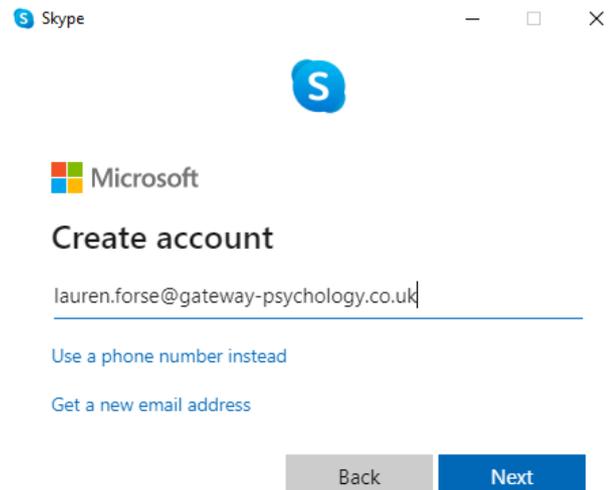
4. How to install Skype on your device

To download Skype on your computer, click on this link: <https://www.skype.com/en/get-skype/>. Use the below links to install it on your phone or tablet.

iPhone: <https://apps.apple.com/app/apple-store/id304878510>

Android: <https://play.google.com/store/apps/details?id=com.skype.raider>

1. Follow the instructions on your device to install the app. Click 'Allow' on every pop up that appears (for example, requests to make changes to your computer or phone, or access your microphone and speakers).
2. Click on the option to create your Skype account.
3. You will need to input your phone number or email address to begin.
4. Click 'Next' when you are ready to proceed.
5. Create a password on the next screen and click 'Next' when you are ready to proceed.
6. Put in your first and last name on the next screen. Click 'Next' when you are ready to proceed.
7. Input your date of birth and country of residence. Click 'Next' when you are ready to proceed.
8. Skype will send a confirmation code to your email address. Open your inbox in your internet browser to verify your account.
9. Copy the 4 digit code and paste it into the Skype app. Click 'Next' when you are ready to proceed.
10. Input the 'CAPTCHA' code to verify that you are a real person on the next screen. You can use an audio option if you struggle to read the image provided.
11. You will be given the option to add a profile picture. You do not need to do this if you do not wish to. Click 'Continue' when you are ready to proceed (even if you have not added an image).
12. On the next screen, you can test your audio and microphone. You can also make a test call if you wish to do so. Click 'Continue' when you are ready to proceed.
13. The next screen will allow you to test your webcam or video feed. Click 'Continue' when you are ready to proceed.
14. Press 'OK' on the next screen.
15. You're all set!



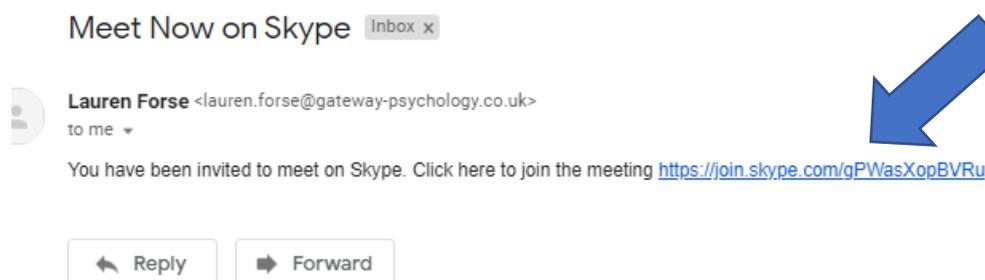
5. How to join a video call with your clinician

You do not need to download Skype to join a video call with your client. However, you may wish to do so. Please follow the details on Step 4 if you need to install Skype on your device.

Your clinician will always make contact with you. You do not need to contact them yourself. In most cases, your clinician will not answer your call if you make contact.

If you have Skype downloaded:

Your clinician will call you, and you will hear ringing on your device. Click to answer the call to begin video chatting. You may also get an email to your inbox. It will look something like the below:



Click on the link to join the meeting.

This will give you the option to open the Skype app. Click on 'Open Skype' to launch the app.

If you do not have Skype downloaded:

The same process as above applies. Your clinician will send you a link to create your video session. It will look something like the below.

This will open a new tab in your internet browser, taking you to the Skype Web application. Click on 'Join As Guest' to join your call. You will be asked to input your name.

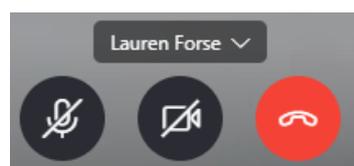
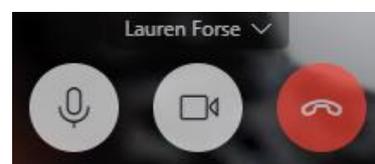
Click on 'Join Call' to join the meeting.

6. Useful tips and features when using Skype

Skype is very user-friendly, which means you should hopefully find it simple to use. There are some tips and features below that might help you make the most of your experience when using Skype.

- Turning on your video and microphone

If you are struggling with your video feed or audio, make sure they are turned on in the Skype app. When they are turned on, they look like this:



If they are turned off, they will have a line through them. They will look like the image to the left.

Simply click on the microphone or video icon to turn on your video and audio feed.

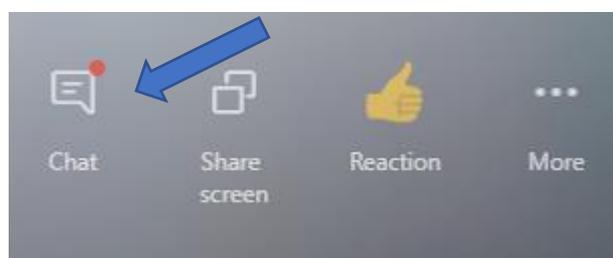
Don't forget to check that your laptop or phone audio is turned on. On your PC, this is usually found in the bottom right corner of your screen.



Look for the little speaker symbol to adjust your audio.

- Using the chat feature

You can also send text-based chat messages to your clinician. Look for the 'Chat' icon on your Skype screen. This is in the bottom right-hand corner.



Click the icon to open the chat window.

- Ending the meeting

If you need to close your session, click on the big red phone icon.



- Accessing more advice

For more help with using Skype, please visit this link: <https://support.skype.com/en/skype/all/>

7. Chatting on Skype

If you prefer not to use a video call, there is an option to utilise the chat feature on Skype. You will need to download the Skype app and log in with your preferred email address.

You will also need to have your clinician added as a contact on your Skype programme. They will be using their usual Gateway email address for this.

At the allocated time for your appointment, log in to your Skype app. Your clinician will start a new chat with you.

8. Technical difficulties

We will do our best to minimise any technical challenges, but please be aware that these might occur.

Issues like:

- Internet speed
- Speaker quality
- Microphone quality
- Problems with Zoom

Could all impact on your session. If we experience any technical issues, we will endeavour to continue the session with the video feed turned off. If this does not work, we will continue the session by telephone.

Please be patient with us while we begin using this technology!

9. Tips for helping your session go smoothly

While the coronavirus pandemic is ongoing, we may make adjustments to ensure you receive support. That could mean that we change the way we use your sessions, and they might be quite different from what we usually do face-to-face. It could mean that we do more therapeutic support work with the parents/carers, for example.

Please be reassured that any adjustments will be made with your situation in mind. Your clinician will think very carefully about how best to approach using video technology. If you have any questions, please speak to your clinician.

Some other tips for helping your video sessions go smoothly include:

- Choose a quiet place for your video session. Somewhere with a neutral background and not too much noise is usually best.
- Use earphones with a microphone attached to improve sound quality (just earphones could be fine too!).
- Try to avoid interruptions as much as possible. If you are a parent/carer and are able to, ask your partner to watch your children while the session is underway.
- Ask all family members to keep noise down while your session is underway.
- Keep pets away from the room while the session is underway to avoid distractions.
- Test your microphone and video before you join the call.

- If you want to, you could restart your computer 30 minutes before the session to make sure your technology is running as quickly as possible.
- The same attendance rules apply to video sessions. Please attend your appointment on time. If you are unable to attend, please let the clinician know at least 24 hours before your session is due to take place.
- If you need any adjustments making to the schedule of your call (for example, if you would prefer two 30 minute sessions a week rather than one 1 hour session), we may be able to accommodate you. Please speak to your clinician about this.
- If you have any technical difficulties, please contact Lauren (lauren.forse@gateway-psychology.co.uk) or Charles (charles.forse@gateway-psychology.co.uk). We will do our best to help.
- If you have any other questions or concerns, please speak to your clinician.

8. Thank you for your patience!

We know it is a difficult time at the moment, with guidance from the government rapidly changing as the situation progresses.

We are doing our best to ensure our clients still receive support from Gateway Psychology. We hope that video sessions will help us do just that and will endeavour to keep all appointments in the diary.

We will keep you updated with how the situation is progressing and advise when appointments can return to normal.