




Installing the Skype for Business Web App/Join a meeting using Skype for Business Web App

If possible, we are asking each attendee to try signing into the meeting one week in advance to ensure you can access the webinar. If not, please join the call 30 minutes ahead of time to trouble shoot any issues

If you still cannot access the call please call in at +1 (647) 317-3399 Conf# 364516. and follow along with the provided slides. A video recording of this presentation will be available on the CCHCSP website.

1. If you have ANY of the Skype for Business Clients already installed in your computer (Skype for business , Lync , Communicator ) DO NOT use them. Please use **Skype for Business Web App** which is the link I have sent you.
2. Open the meeting request in your email or calendar, and select **Join Skype Meeting** or **the link** emailed to you by the organizer. In order for the Skype for Business Web App to work, you must have one of these supported operating system and browser combinations:

Operating system	Edge	32 & 64-bit Internet Explorer 11	32-bit Internet Explorer 10	64-bit Internet Explorer 10	32-bit Internet Explorer 9	64-bit Internet Explorer 9	32-bit Version of Firefox 12.X	64-bit Versions of Safari 5.X, 6.X, 7.X	32-bit Version of Chrome 18.X
Windows 10	Yes	Yes	N/A	N/A	N/A	N/A	Yes	N/A	Yes ⁴
Windows 8.1 ¹	N/A	Yes	N/A	N/A	N/A	N/A	Yes	N/A	Yes ⁴
Windows 8 (Intel based) ¹	N/A	N/A	Yes	Yes	N/A	N/A	Yes	N/A	Yes ⁴
Windows 7 with SP1 ²	N/A	Yes	No	No	No	No	Yes	No	Yes ⁴
Windows Server 2008 ³ R2 with SP1 ²	N/A	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes ⁴
Mac OS X 10.8 and later (Intel-based) ²	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	Yes ⁴

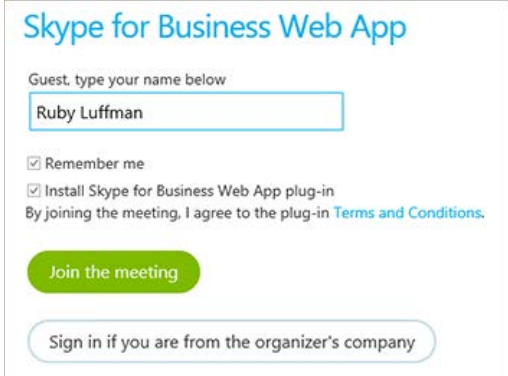
¹On Windows 8, and Windows 8.1, the plug-in required to use computer-based audio, video, application viewing, application sharing, desktop viewing, and desktop sharing can be installed only if you're running Internet Explorer 10 or Internet Explorer 11 for the desktop. These features are not available with non-desktop versions of Internet Explorer 10 and 11.

²On supported Windows 7, Windows Server 2008 R2, and Macintosh operating systems, all features are available including computer-based voice, video, application viewing, application sharing, desktop viewing, and desktop sharing. To use these features, you must install a plug-in when prompted. Note that Mac OS X version 10.7 is no longer supported.

³On supported Windows Server 2008 operating systems, computer-based voice and video are not available. Application viewing, application sharing, desktop viewing, and desktop sharing are available.

⁴ Accessing the Web App from Chrome will launch a small program which loads the Web App in an embedded Internet Explorer frame. This program requires one of the supported versions of Internet Explorer be installed for the Web App to load properly.

3. On the Skype for Business Web App sign-in page, enter your name, and select **Join the meeting**.
4. Make sure "Install Skype for Business Web App plug-in" is checked off
5. Follow your browser's instructions for installing the Skype for Business Web App plug-in, which is required for audio, video, and screen sharing. Once you are in the meeting, you may be asked to install it again. Please do so.
6. Now that you are in the meeting please open and review the "**SfB CCHCSP Webinar Participation Instructions**" sent to you via email with the invitation to this meeting.

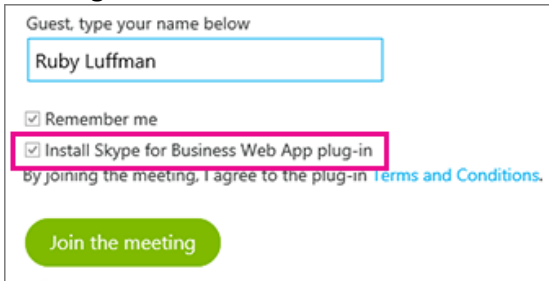


Trouble installing the Skype for Business Web App plug-in?

The Skype for Business Web App plug-in is required for audio, video, and screen sharing during a Skype Meeting. If you joined the meeting but can't connect to the Skype Call or can't see meeting content, try the basic troubleshooting steps first, and then review the list of common issues and errors if necessary.

Basic plug-in installation troubleshooting steps

1. Exit the meeting and close all browser windows.
2. Open an InPrivate browsing session in Internet Explorer, a Private window in Firefox or Safari, or an Incognito window in Chrome.
3. Make sure that your browser allows ActiveX controls to load and run.
4. Click or tap the **Join Skype Meeting** link in your meeting request or the **link** sent by the organizer
5. On the sign-in page, make sure **Install Skype for Business Web App Plug-in** is checked, and then select **Join the meeting**.



Guest, type your name below

Remember me

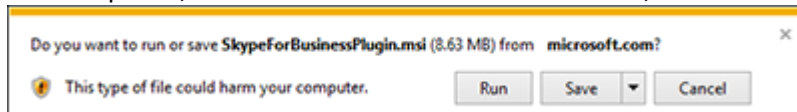
Install Skype for Business Web App plug-in

By joining the meeting, I agree to the plug-in [Terms and Conditions](#).

Join the meeting

6. Do one of the following:

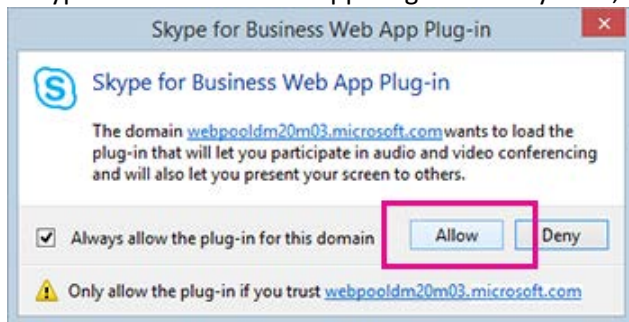
In Internet Explorer, at the bottom of the browser window, select **Run** to install the plug-in.



OR

Follow your browser's instructions for installing and running the plug-in.

7. In the Skype for Business Web App Plug-in security alert, select **Allow**.



8. In the Windows Firewall security alert, select **Cancel** if you don't have administrator privileges on your computer. This won't have any effect on your meeting.

Tip: If you're able to install the plug-in by following these steps, consider clearing your browser cache to remove obsolete credentials that might be interfering with sign-in.

If that didn't work, here are a couple more things to check:

1. Make sure your computer operating system and web browser are on the list of supported platforms.
2. Go to **Control Panel > Programs and features**, uninstall existing versions of the plug in, and then try signing in again.

Windows help Video: <https://www.youtube.com/watch?v=IT2z1wu0o48&t=6s>

MAC help Video: https://www.youtube.com/watch?v=BkiTHxedk_Y&t=44s

Audio Trouble Shooting: https://support.office.com/en-us/article/Set-audio-device-options-in-Skype-Meetings-App-Skype-for-Business-Web-App-7079ef09-0c45-4dd5-b567-7e491e7000d3#ID0EBABAAA=Skype_for_Business_Web_App