This week’s Did You Know:

**USING SKYPE FOR BUSINESS**

Office 2016 includes a useful tool called Skype for Business. This is a different program from your average Skype installation - it is an upgraded version of Microsoft Lync. It includes tools to communicate and collaborate within the Pitt community.

Skype for Business is designed to facilitate communication within an organization. Use your Pitt email address and password to log in. You can:

- Start an instant message conversation and add audio or video to it instantly
- Schedule web conferences for up to 250 participants
- Share a document, PowerPoint presentation, whiteboard, or your computer’s desktop
- See which of your contacts are available, in a meeting, or away from their desk
- Record online meetings and share them with others
- Send and share files with a simple drag and drop
- Attend online meetings from your computer or mobile device

How do I get Skype for Business?
If you have a Katz-owned computer with Office 2016, it is already installed. Just go to your Start button, then choose All Programs > Skype for Business 2016.

Can students use Skype for Business?
Yes, students can use Skype for Business to schedule online meetings and instant message students, faculty, and staff at Pitt.

Where can I learn more about what is possible?
Check out the getting started guide or the two-page quick start guides from Microsoft.

Is there a Mac version available?
Yes, Office 2016 for Mac includes Skype for Business. In all Office for Mac versions, Skype for Business is called Lync. Older versions of Office for Mac do not include Lync/Skype for Business, but it can be downloaded and installed.

If you have questions about Skype for Business, or if you have any trouble logging in, please contact the Help Desk at it@katz.pitt.edu.

**AVAILABILITY STATUS AND ACCESS LEVELS**

When you’re logged in to Skype for Business, other users at Pitt can see your color-coded availability status (available, busy, away, etc.) next to your name in Skype, and also in other Office applications, like Outlook. This availability information comes from your default Outlook calendar, and can also be set manually in Skype for Business.

Skype for Business uses relationships to determine who can view different pieces of your organization’s information. By default, those inside of your organization (Pitt) will show up in the Colleagues group. Colleagues can see your status, title, office information, and other work-related information. Those you place In your Workgroup can see some additional information, and those in your Friends and Family group can see everything but your meeting locations and SharePoint site information. To change a contact’s relationship group, click on the Relationships tab in Skype for Business, then drag your contacts to the appropriate group.

You can read more information about your business presence and access levels at Microsoft’s support site.

**And don't forget:**
To request IT assistance, email our help desk at it@katz.pitt.edu. This email is constantly monitored, and tickets are created by our help desk staff. If you are trying to reach an Individual Katz IT staff member for support, it’s fastest to email the help desk for new issues instead. Jen, signing off.