

# Frequently Asked Questions

## SKYPE

### **How do I screen share on skype?**

Sharing your screen on skype is possible during either an audio or video call, simply click the “screen share” button in the bottom right corner between the “open chat” and “reactions” button (The red heart symbol). If you have finished sharing your screen you can simply select the same button and stop screen sharing to return to the normal audio/video call.

### **How do I test my sound is working in Skype (make an Echo test call)?**

To check that your sound and microphone are working properly in Skype, you can make a test call to our friendly assistant Echo. She will prompt you to record a message, and then play it back for you – so you’ll know right away if your sound is working.

Search for the Echo / Sound Test Service contact.

Call Echo and follow the instructions.



## ZOOM

### **How do I schedule a meeting on Zoom?**

You can schedule a zoom meeting via a calendar invite in outlook, in the “Home” tab, click the “schedule” button on the bottom left. Here you will enter your meetings topic or subject, then pick the date, start time and duration. Leave meeting ID set to “generate automatically” and make sure “require meeting password” is ticked. You may enter your own password or keep the autogenerated one. Then select if you want the meeting to be video or audio and select “Outlook” as the calendar platform. Advanced options can allow you to customise your meeting settings, including recording your meeting.

### **Where do I find my meeting recording?**

By default, local recordings are saved to your documents folder. Cloud recordings can be found on the Recording page of your Zoom web portal.

### **Can I schedule a meeting with a basic Zoom account?**

Yes, you can schedule and attend meetings with the basic (free) Zoom account. However, when scheduling a meeting with a basic account, the meeting will be limited to just 40 minutes if there are 3 or more participants.

### **How do I invite others to join my meeting?**

You can invite others to join your meeting by copying the join URL or meeting invitation and sending it out via email. There’s a bit more information here <https://support.zoom.us/hc/en-us/articles/201362183-How-Do-I-Invite-Others-To-Join-a-Meeting->



### **There is echo in my meeting.**

Echo can be caused by many things, such as a participant connected to the meeting audio on multiple devices or two participants joined in from the same location.

### **How do I share my screen?**

Click Share in your meeting and choose the screen that you would like to share. For more information try this link <https://support.zoom.us/hc/en-us/articles/201362153-How-Do-I-Share-My-Screen-> .

### **My video/camera isn't working.**

Here's a great link that should be able to assist <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working> .

### **What internet speeds will I need for video conferencing?**

The minimum speeds listed by Skype and Zoom are around 512 Kbps for a group video call. This will be with the lowest quality possible for video and audio. To participate with reasonable quality, speeds of 1.2 Mbps will be required. A connection speed of 5+ Mbps (upload and download) should be more than sufficient for HD group video calls.

### **How much data does Zoom/Skype use?**

The amount of data these apps use depends on what you're doing with them. An audio only Zoom or Skype call will use very little data, regardless of how many participants are present. However, video conferences do require larger amounts of data, a standard video call with one other person will use roughly 1 GB of data per hour. A standard call with a group of participants will use around 1.35 GB of data per hour, although if you change your video quality



settings to HD you will use nearly 2.5 GB an hour. Zoom automatically sets video calls to standard definition by default, so we would recommend only changing to HD if you have an unlimited data plan at home.

## CITRIX

### **Citrix needs to refresh in my browser every 15 minutes when working from home, can I make it stop?**

Unfortunately this cannot be prevented, after logging into Citrix the log on screen will time out after a period of inactivity. We suggest that at the start of the day open all the programs you think you're going to need. Outlook, Skype for business, HPE Content Manager, Windows file explorer and Internet Explorer (DVA Intranet) are all programs that you will likely need at some stage during your day. Open these as soon as you log in and hopefully you won't need to refresh or log into Citrix again to open any other programs.

### **All the apps I had open on Citrix disappeared, have I lost all my work?**

No, the apps are still running on the server, just not on your connection. Log back in and open one of the programs only (opening internet explorer is a good option as it is a low resource app and will open quickly), this will re-connect your previous connection and you can get back to working on what you were doing without having to open all your apps again. It is a good idea to save regularly though just as a precaution.

