

# Skype Enabled Child Contact

Support Guide for Child Contact  
Centres.



April 2020

THE NATIONAL ASSOCIATION OF CHILD CONTACT CENTRES.

## Top tips

- Ensure that the participants have signed a Contact Agreement for Technology Enabled Contact Session prior to arranging any sessions
- For security, ensure that individual invitations for the sessions are sent to each of the participants to guarantee that they are not furnished with the other parties' email address
- We would advise that the organiser produces a new email address when creating a Skype account. Refer to step 7 on the Downloading and setting up Skype guide
- The participants do not need a skype account the session can be accessed via the web version
- Before the first remote contact session have a practice call with the participants independently to ensure that they can log in and that all technology is working properly
- Use the practice session to encourage the participants to make the contact interesting and interactive by suggesting games that they could play etc
- Use the practice session to instruct or guidelines regarding appropriate behaviour etc
- Schedule one participant to join the session 5 minutes prior to the session commissioning and the participant to join at the time agreed
- Keep each session to the maximum of 30 minutes, remote contact benefits from shorter more regular sessions
- Ensure before you disconnect and the end of the call that you have disconnect all participants before you leave

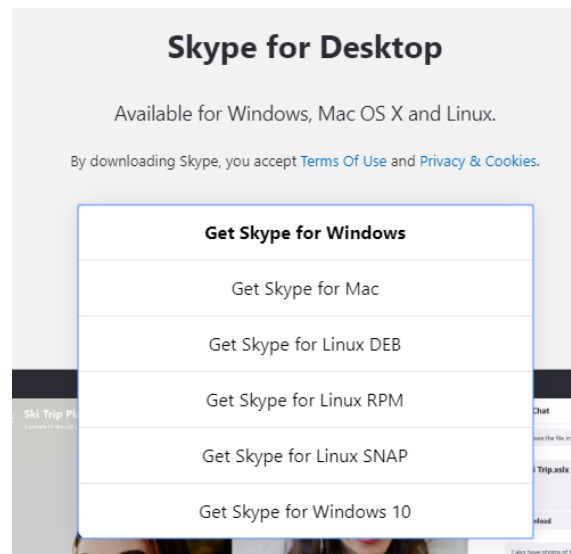
## Downloading and setting up Skype

Step 1: Download Skype: <https://www.skype.com/en/get-skype/>

Step 2: Click on the down arrow



Step 3: Select the download that you require for the operating system that is applicable to your computer

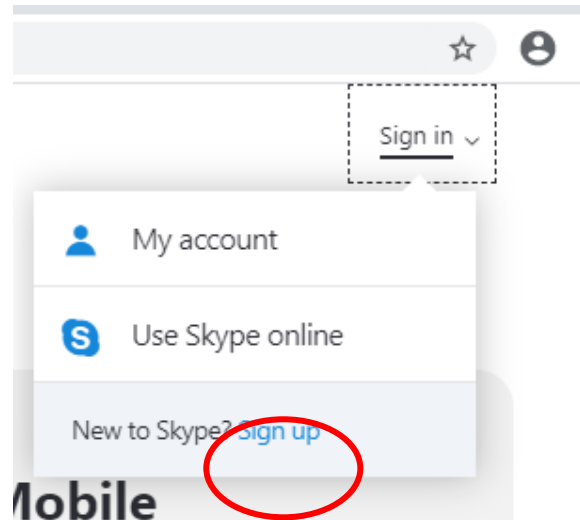


Step 4: Go to sign in

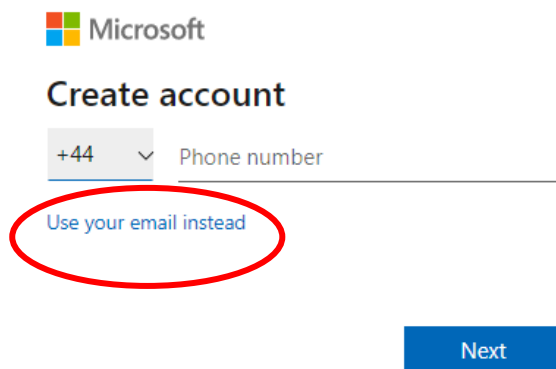
Click the down arrow



Step 5: Click - New to Skype? Sign up



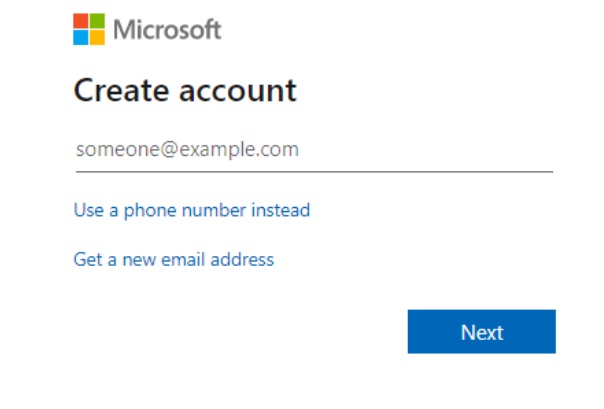
Step 6: Click - Use your email instead



Step 7: Enter email address or get a new email address

Each user will have to follow this process do not share email addresses or passwords

Click - Next



Step 8: Create a password. Ensure for security that the password used is the minimum of 8 characters including capitals, numbers and special characters i.e. &

Click - Next



← nacc\_ho@outlook.com

## Create a password

Enter the password you would like to use with your account.

Create password

Show password

I would like information, tips, and offers about Microsoft products and services.

Choosing Next means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

Next

Step 9: Enter a name that you want to appear on the account

Use the company or the centres name rather than your personal details

Click - Next



← nacc\_ho@outlook.com

## What's your name?

We need just a little more info to set up your account.

First name

Last name

Next

Step 10: Ensure that the country is defaulted to United Kingdom and the date of birth entered is equivalent of being over the age of 16. Use a date of birth that you can remember as this may be asked for as security when using Skype.

Click - Next



← nacc\_ho@outlook.com

### What's your birth date?

We need just a little more info to set up your account.

Country/region

United Kingdom

Birthdate

Month

Day

Year

Next

Complete the security verification

Click - Next



← nacc\_ho@outlook.com

### Create account

Before proceeding, we need to make sure a real person is creating this account.



New

Audio

Enter the characters you see

4VV4WVK

Next

To add your logo to your profile, save your logo to your desktop click upload photo. The image must be in a JPG format

Alternatively, you can drag and drop the image

Once complete click - Continue

If you do not wish to add an image, click - Skip

Allow skype to use your microphone and speakers

Test Audio to ensure that you can hear by clicking Test audio, if you hear audio it is working

Click - Make a free call, follow the audio instructions, you will be asked to record a short message. This will be played back to you, if you can hear your recorded message this is working correctly.

If not follow the troubleshooting instructions

Click - Continue

## Choose Your Profile Picture

Skip

Add a picture that represents you to customise how others see you. You can always change this later in Settings > Account & Profile.



Upload photo

### Add Image

You can also drag and drop a picture

Continue →



Skip

## Test your audio

Let's make sure that your equipment is on and working properly. You can always change this later in Profile > Settings > Audio & Video.

### Microphone

Microphone (Realtek(R) Audio) ▾

### Speakers

Speaker/Headphone (Realtek(R) Audio) ▾

▶ Test audio

📞 Make a free test call

Continue →

Allow skype to use your camera. When you authorise Skype, you should be able to see yourself on screen

If not follow the troubleshooting instructions

Click - Continue



Skip

## Test your video

Let's make sure that your equipment is on and working properly. You can always change this later in Profile > Settings > Audio & Video.

VIDEO

Camera

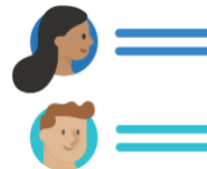
HP Webcam (04ca:707d) ▾



## Find Contacts Easily

To help find your friends, we'll suggest people with mutual contacts. You can change your privacy settings in Profile > Settings > Contacts, including how people can find you.

[Privacy & Cookies](#)



Skype is now set up

Click - OK

OK →



## Setting up a remote contact session

You are now ready to start scheduling virtual contact

Arrange via email times for the virtual contact.

Schedule one participant to join the session 5 minutes prior to the session commissioning and the participant to join at the time agreed. This ensures that the first participant is happy and comfortable with the situation

To prearrange the virtual contact, click - Meet Now

## Welcome, NACCC

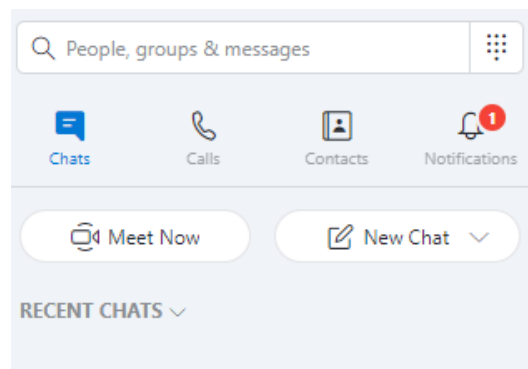


Tell your friends what you're up to



**Start a conversation**

Search for someone to start chatting with or go to Contacts to see who is available.





Click - Continue

×

### Meet Now

We will create a call for you, all you need to do is

 **Share**  
Share the invite with anyone even if they aren't on Skype

 **Join**  
Anybody can join your call - no Skype account needed!

[Continue](#)

Below is the window what you will be now viewing, this is where the call is arranged

**Hello NACCC!**  
Are you ready to Meet Now?

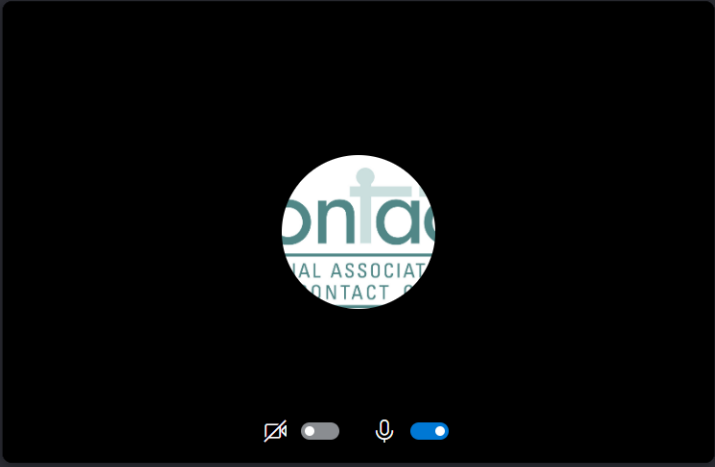
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Your call link has been generated.  
Share the link to invite others.

[join.skype.com/njkTn4OFNNL0](https://join.skype.com/njkTn4OFNNL0)

[Share invite](#) ▾

[Start call](#)

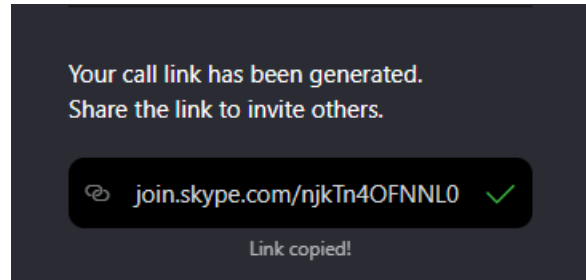


Click - [join.skype.com](https://join.skype.com)

Your call link has been generated.  
Share the link to invite others.

[join.skype.com/njkTn4OFNNL0](https://join.skype.com/njkTn4OFNNL0)

This will copy the link that will be sent to the participants of the call



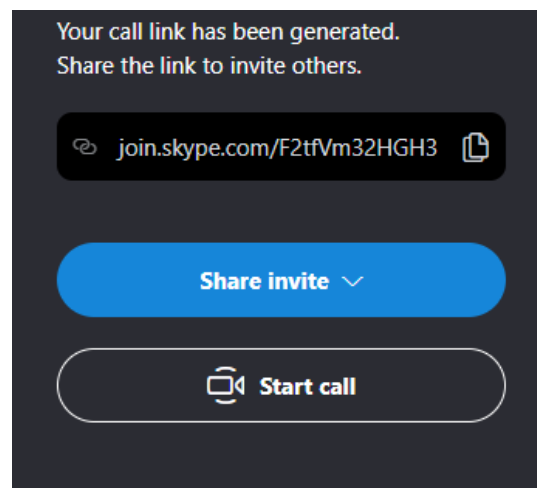
Open a new email and paste the link into the body of the email or in the subject line



Sent to the participants separately on new emails advising the participants to click the link at the prearranged time

When the call is due to start click on Start call and wait for the other parties to join

Always set the call up yourself to ensure a secure link and to ensure safety and security for the participants



## Managing the remote contact session

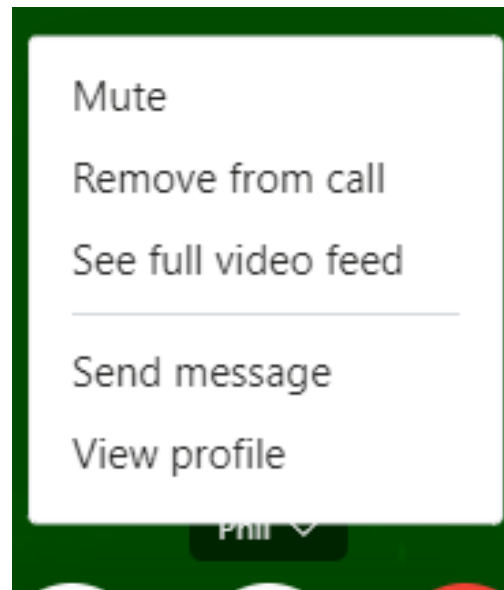
The person who set up the call can manage and control the call, for instance if a participant is verbalising or acting in an appropriately manner, the participant can be removed from the call or muted.

When hovering the cursor over a participant these options will appear

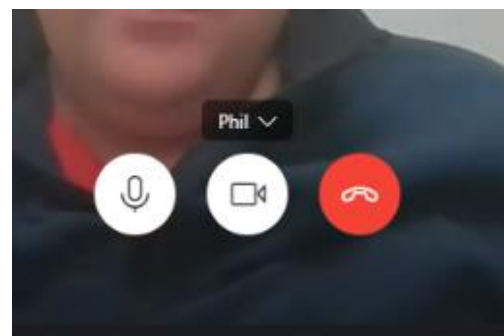
Mute: will silence that participant so the other participant(s) cannot hear what they are saying

Remove from call: will disconnect the participant and they will not be allowed to re-join without a new invitation being received from the organiser. The original link will be disabled on termination of the call

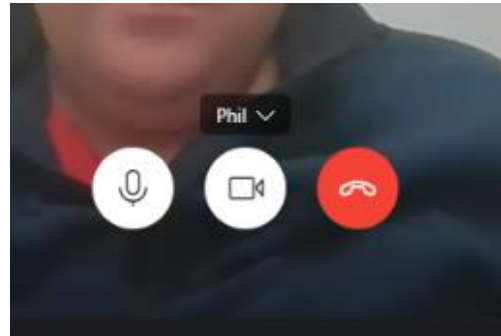
Send message: typed instant messages can be sent to that participant solely from the organiser



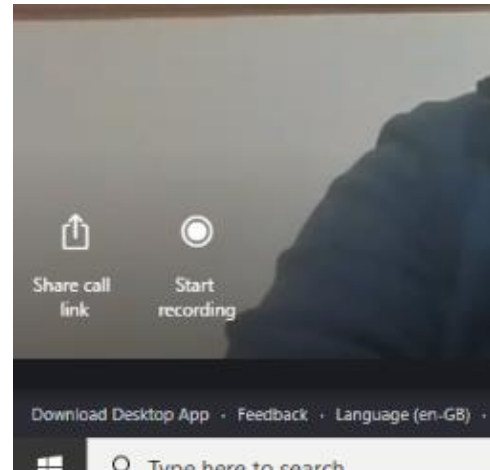
To disable your microphone and webcam click - the symbols in the white circles



When the remote contact session has concluded ensure that the other participants have disconnected from the call before the organiser does. To disconnect from the call, click - red circle



All participants will see in the bottom left hand corner of the screen a Start recording button. If the participants click this, they will automatically get disconnected from the call



## **Ideas for interactive remote contact**

To keep the remote contact interesting there's quite a few websites on Google which have some lovely ideas... just typed in 'virtual contact ideas for children'

Examples below:

<https://www.mother.ly/lifestyle/virtual-activities-to-entertain-kids-during-self-quarantine>

<https://www.sittercity.com/sitters/virtual-babysitting-activities-for-kids>

There's even a virtual birthday party

<https://www.mother.ly/lifestyle/throw-virtual-birthday>



### **National Association of Child Contact Centres**

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