

# How-To Guide – Skype™

## Tips on installing and using Skype™

Making long-distance calls can be costly. If you and the person you want to talk to have a good internet connection, you can chat for hours, and see each other whilst you talk, all for free using Skype.

To be able to do this you need to install Skype on your computer, smartphone or tablet:

### On your computer:

1. Open your web browser and go to [skype.com](https://skype.com)
2. Click on the green 'Get Skype' circle which appears in the middle of the page.
3. Then click the green 'Get Skype for Windows' button or 'Get Skype for Mac', (if you're using a Mac computer).
4. Skype should start downloading a file onto your computer. Once it's finished, click on the file to open it.
5. If you're using a Windows™ computer, simply follow the on-screen instructions. If you're using a Mac™, you'll need to click and drag the Skype icon into the Applications folder, before clicking on it to launch Skype for the first time.
6. In both cases, you'll need to create a Skype name and a password for your new Skype account.

### On your phone or tablet:

1. Go to the App Store or Play Store and search for Skype.
2. Select Skype and click on the 'Install/Download' (blue cloud) button and click 'Accept'. Once it's done, the Skype icon will appear on your phone or tablet.

### Now you have installed Skype, open it up and follow the sign up or sign in instructions.

1. Create a 'Skype name' similar to your own name so people can easily find you.
2. Include a photo, your email, phone number and country to make contacting you simpler.
3. Always remember to use a secure and memorable password. A mixture of letters (upper and lower case) and numbers is most secure.

### As a new user you won't have any contacts, but it's easy to add some.

1. Go to 'contacts/people' and select 'Add contacts/people'.
2. In the search box type in their name or their 'Skype name', if you know it.
3. Once you find the right person, click on the name or the green button next to the name and click 'Add to contacts'. A contact request will be sent to them, which they can accept next time they log on to Skype.
4. Once they accept, select the contact and click the phone icon to make a telephone call, the video icon to make a live video call, or simply type a message to send a text.

### Advanced tip: Skyping non-Skype users

If you have a friend who is not on Skype, you can still use it to contact them by adding their phone number to your contacts. This is still a lot cheaper than using a phone but it is not free, and you'll need to add credit to your account.

To add credit:

1. Look under your Skype name and click 'Add Credit' or 'Skype Credit'.
2. You can choose to subscribe for a monthly charge or pay as you go. There are lots of options, so make sure you choose the right one for you.
3. Follow the payment instructions - there should be a green padlock in the address bar confirming the site is secure for payment. You will receive an email confirming payment.
4. Click 'Continue' and you will get back to the Skype homepage. From here you can have a look at your settings or go back to the app to make some calls.

## To find out more ask a Barclays Digital Eagle in branch or go to [barclays.co.uk/digitaleagles](https://barclays.co.uk/digitaleagles)

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