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Overview

Dial-in Conferencing (referred to as “Conferencing” in the remainder of this guide) is a Skype for Business feature available to Michigan Medicine employees. Use Skype for Business Conferencing to set up an online phone conference directly through your Outlook calendar or to set up a conference for someone else (when that person delegates access). Join a meeting via an Outlook email or through the Skype for Business app. Once you are in a conference meeting, you have all the standard meeting options—like screen sharing—that are available through Skype for Business.

NOTE: Michigan Medicine has not implemented the recording function of Skype for Business Dial-In Conferencing at this time.

This quick reference guide will step you through the following processes using Skype for Business Conferencing:

- Attending an Already Scheduled Meeting
- Creating/Scheduling a Meeting
- Setting Custom Meeting Options (especially important for meetings in which sensitive information will be discussed)
- Setting Up a Conference for Someone Else (Delegate Access)

Creating (or Resetting) a Confidential Skype PIN

You will only need a Skype PIN if you are the meeting host/leader and are starting the meeting from your desk phone or mobile phone—not from the Skype for Business app. If you choose the “Call me at” audio option to have the Skype Meeting phone you instead of you dialing in (see screen to the right), you should not need your PIN.

- Once you have a PIN, you can use that for any meeting you host or lead.
- Your PIN will expire in one year. TIP: Create your PIN on a memorable date (for example, your birthday or the first day of the New Year) and then set a calendar tickler to remind you to change it on that day.
- The process for creating or resetting a PIN begins differently, depending upon whether you are working on a PC or a Mac.
Creating or Resetting a PIN (PC instructions):

This section presents instructions on two methods for creating (or resetting) your Skype PIN—one starts from an existing meeting request and the other starts from the Skype for Business window.

CREATING/RESETTNG YOUR PIN FROM AN EXISTING MEETING REQUEST

The quickest way to access the link for creating a new PIN or resetting an existing PIN is to use a link that can be found in an existing Skype calendar event, such as an upcoming meeting.

1. Double-click any existing Skype Meeting event on your calendar.

   ![Calendar event](image)

   Status Meeting
   Skype Meeting
   Ellen Skypster

2. Click the Forgot your dial-in PIN link:

   ![Join Skype Meeting](image)

   Join Skype Meeting
   Trouble joining? Try Skype Web App

   Join by phone

   734-232-5900 (Michigan Medicine)
   833-769-5882 (Michigan Medicine)

   Find a local number

   Conference ID: 5850969
   Forgot your dial-in PIN? Help

   Click here to reset your PIN if you forgot it.
3. Click the **Sign In** link.

![Skype for Business Server](image1)

4. Without changing anything in the **Dial-In Conferencing Settings and PIN Management** window, click the **Sign In** button.

![Skype for Business Server](image2)
5. Click the **Reset your PIN** link (A).

NOTE: The **Dial-In Conferencing Settings and PIN Management** window also displays the **Conference ID** (B) assigned to you for future meetings and the **Conference Dial-In Numbers** (C) you can use to phone in for meetings.

TIP: Ignore the red text message, like the one below, about your phone extension not being configured:
6. In the **New PIN** field, use the onscreen guidelines to decide on a new PIN and then type it in.

7. In the **Confirm PIN** field, re-type the same new PIN you chose.

8. Click **OK**.

   Make sure to keep a record of your Skype PIN for future reference.

**CREATING/RESETTNG YOUR PIN FROM THE SKYPE FOR BUSINESS CONFERENCING WINDOW**

If you cannot easily find an existing Skype calendar event for creating your PIN, you can start the process from the Skype for Business window as described in this section.

1. In your **Skype for Business** window, click the drop-down next to the **Settings** icon (A).

2. Click **Tools** (B).
3. Click **Dial-in Conferencing Settings** (☞)

4. Click the **Sign In** link, which will display similar to the following.

![Sign In Link](image)

5. Without changing anything in the **Dial-In Conferencing Settings and PIN Management** window, click the **Sign In** button, similar to the following.

![Sign In Button](image)
6. Click the **Reset your PIN** link (A).

NOTE: The **Dial-In Conferencing Settings and PIN Management** window also displays the **Conference ID** (B) assigned to you for future meetings and the **Conference Dial-In Numbers** (C) you can use to phone in for meetings.

TIP: Ignore the red text message, like the one below, about your phone extension not being configured:
7. In the **New PIN** field, use the onscreen guidelines to decide on a new PIN and then type it in.

![Guidelines](Image)

8. In the **Confirm PIN** field, re-type the same new PIN you chose.

9. Click **OK**.

Make sure to keep a record of your Skype PIN for future reference.

**Creating/Resetting your PIN from a Mac**

If you are using a Mac, use the following steps to get to the dial-in PIN reset area:

1. In a *Meeting Invitation* window, click **Set Access Permissions** from the Skype drop-down.

![Set Access Permissions](Image)
2. Click **Phone** from the options across the top of the window, then click **Get PIN**:

![Phone Settings](image)

3. Follow the prompts to select a new PIN. The prompts are very similar to those on the PC.

4. When you return to the Phone settings window, click **OK**.

**Attending an Already Scheduled Meeting**

Most people who use Skype for Business Conferencing will be using it to attend (i.e., join) an already established meeting. Whether you’re using your desktop, laptop, or a mobile device, the process for attending a meeting will be very similar.

Typically, you’ll receive a pop-up reminder about your meeting. Following is a sample desktop reminder (from Outlook) and a sample mobile reminder (from within Skype for Business, if you have the app open):

*Desktop meeting reminder*  
*Skype for Business mobile meeting reminder*
1. Click the **Join Online** or **Join** button to join the meeting.

An audio set-up window displays, similar to the following:

![Desktop audio set-up](image1)

![Skype for Business mobile audio set-up](image2)

2. Use the audio set-up window to select one of the following audio options:

   - **Use Skype for Business Full Audio** (A): Using the full audio/video options available through Skype. **NOTE:** If you select this option, you should have a camera and speaker(s) available on that device.

   - **Call me at** (B): Receiving a call from Skype for Business using the device phone number you specify in the field on this pop-up. **NOTE:** Provide a full telephone number, including area code, without spaces, parentheses, or hyphens.

   - **Don’t join audio** (C): No audio option. Only select this option if you plan to view the presentation without participating. **NOTE:** This option may not be available from every device.

3. Click **OK**.

If you are the meeting host/leader you may be prompted to type in a PIN.

   - You will only need the PIN when you are the meeting host and are calling in from a remote location using just your phone—not the Skype for Business app.

   - If you have forgotten your PIN, you can reset it using a link within the meeting invitation.
A Skype for Business meeting window displays, similar to the following:

If you selected **Full audio** or the **Call me at** option, you should be able to hear the meeting, and if the presenter chooses to share his/her screen, it should be visible to you.

**Options Available During a Meeting**

Presenters and participants will have a subset of the following options available during the meeting. **NOTE:** Icons may look slightly different depending on whether you are attending the meeting using a desktop PC or a mobile device like an Android or iOS.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>📨</td>
<td>Start an IM (instant message)</td>
</tr>
<tr>
<td>📺</td>
<td>Start/stop video camera</td>
</tr>
<tr>
<td>📞</td>
<td>Exit the meeting</td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| ![Present Screen](image) | Present/Share screen. Options include the following:  
- Present Desktop  
- Present Programs  
- Present PowerPoint Files  
- Add Attachments  
- More (Whiteboard / Poll / Q&A)  
- Manage Content (Start/stop sharing video content on the stage, lock to change who can download, remove content from call) |
| ![Mute Mic](image) | Mute/unmute microphone |
| ![More Options](image) | Other options—Click to select from the following options:  
- Manage Recordings (not currently offered at Michigan Medicine)  
- IM Text Display Size  
- Change font  
- High Priority  
- Meeting Entry Info  
- Skype Meeting Options  
- End Meeting  
- Skype for Business Help |
| ![Participant Actions](image) | Click to control the following participant actions:  
- Mute Audience  
- No Meeting IM  
- No Attendee Video  
- Hide Names  
- Everyone an Attendee  
- Invite by Email |
Creating a Basic Meeting from Your Computer

You can create a Skype for Business meeting using your desktop or laptop (PC or Mac).

**NOTE:** Creating a Skype for Business meeting on a mobile device such as an iPhone or an Android can be done but is not recommended. Instructions for creating a meeting on mobile devices can be found later in this guide.

Using Desktops or Laptops to Create a Meeting

To create a new meeting from your desktop or laptop:

1. Open your calendar in Outlook.
2. From the ribbon on your Outlook calendar, click **New Skype Meeting**.

**MAC USERS:** The **New Skype Meeting** option does not display in the main Outlook calendar ribbon on the Mac. Instead, click **Meeting** in the calendar ribbon and then click **Skype Meeting** in the ribbon in the resulting **Meeting** window.
PC & MAC ALTERNATIVE: On both the PC and the Mac, in the Calendar window, you can double click on the timeslot for the meeting. In the resulting Meeting window, click Skype Meeting and continue to the next step.

A meeting window is displayed, similar to the following:

3. In the meeting window, provide the following information:

- In the To... field (A), type the names or uniqnames of the people you are inviting to the Skype Meeting.

  NOTE: Click the To... button if you prefer to select attendees from the address book.

- In the Subject field (B), type the meeting topic or title.

- Use the Start time and End time fields (C) to verify the dates provided or to change them to indicate a different date and time for the meeting.

  NOTE: Click the calendar icons to the right of the dates if you prefer to select dates rather than type them in.

- The conference Join link, phone numbers, and Conference ID will automatically display in the message area (D). You can also use this area to type any other pertinent meeting details you
want to include with the meeting invitation. For example, if you need attendees to review a particular document before the meeting, you can type that reminder here.

**NOTE:** If you want to include an attachment with this meeting invitation, click the Insert menu ( צורך ) and then click the Attach File paperclip tool in the ribbon. Then browse to find the file you want to send as an attachment with the meeting invitation.

4. If you want to change meeting options, such as permissions or phone settings, click the Meeting Options button ( thuế ) in the message ribbon.

   For details on these configurable meeting options, refer to Setting Custom Meeting Options, later in this guide.

5. When all of the fields in the Meeting window are filled in and any meeting options changed (if needed), click Send (getClass).

   The meeting invitation will be distributed to all invitees. Just as with Outlook meetings, Skype for Business conference invites are delivered to invitee inboxes in Outlook. They will also show up in the Skype for Business app if invitees have installed the app on their mobile devices.

### Setting Custom Meeting Options

If you are setting up a Skype for Business conference for smaller, more casual meetings with coworkers, the default settings are generally fine. If any of the following apply to your meeting, you may want to adjust meeting options:

- You are planning to invite a larger group (more than 10 – 15 people)
- You are inviting attendees external to Michigan Medicine
- You have specific meeting permissions you want to set. Recommended if protected health information (PHI) or other sensitive information will be discussed in the meeting.

The process for setting custom meeting options looks somewhat different, depending on whether you are working on a Mac or PC.

### Setting Customer Meeting Options on a PC

To adjust meeting options on a PC:

1. Click Meeting Options from the ribbon in the Meeting invitation window:
The Meeting Options window displays, similar to the following:

![Meeting Options Window](image)

2. Make whatever changes you need to the permissions or phone options (both are described below), then click one of the following:

   - **Remember Settings**: Click this button if you want to use the settings you change to remain as your default settings.

   - **OK**: Click this button if you want the changed setting to be used for only this one meeting.

**CHANGING PERMISSION OPTIONS**

To change options pertaining to meeting permissions:

1. Click **Permissions** in the left-hand list of options.
2. Select one of the radio buttons under **Where do you want to meet online?**

- **My dedicated meeting space (less secure)** is the default for standard meetings. When this option is selected, none of the other Permissions options are available for selecting.

  **NOTE:** Do not use this option if PHI or other sensitive information will be discussed in the meeting. Instead select the radio button for generating **A new meeting space**.

- **A new meeting space (I control permissions)** ensures a more secure meeting and is definitely recommended if PHI or other sensitive information is to be discussed. When creating a new meeting space, select from the choices described in A through C:

  **A. These people don't have to wait in the lobby:**

  Use the drop-down list to select who does not have to wait in the lobby. The drop-down list will be similar to the following:

  ![These people don't have to wait in the lobby](image)

  Attendees who are waiting in the lobby cannot hear meeting conversation or view any meeting presentations.

  In addition to selecting who can enter the meeting, you can use checkbox options to select whether you want callers from the selected group to join directly or be announced when they enter or leave. **NOTE:** Some groups do not have both options available to select from.

  ![Calers get in directly](image)

  ![Announce when people enter or leave](image)

  **B. Who's a presenter?**

  Presenters can share content and let others into the meeting who are waiting in the lobby. Use the **Who's a presenter** drop-down list to select from groups that are available to be presenters.
If you choose a group from the list (instead of the Only Me... option), click Choose presenters to display a pop-up window for moving people from the Attendees column to the Presenters column, similar to the window shown next.

![Meeting Options Presenters](image)

**NOTE:** The names displayed in the Attendees column are populated based on who you've invited to the meeting. Use the Add>> and <<Remove buttons to populate the Presenters column, then click OK to return to the Meeting Options window.

C. **Do you want to limit participation?**

Use the checkbox options in this section to help minimize disruptions during your meeting. Any checkboxes you select in this section apply to attendees only, not presenters.
CHANGING PHONE OPTIONS

The only phone option you can change is your PIN. The only time you need a PIN to call in is when you are the meeting leader calling into a meeting from a phone outside of the Skype for Business application.

To change available phone options for the meeting:

1. Click **Phone** in the left-hand list in the *Meeting Options* window.

Currently, you cannot change the setting for **Where will most people call in from?** This setting controls the local number that displays in the meeting invitation window, and it currently defaults to the local Michigan Medicine Skype for Business Conferencing number.

2. If you forgot your Personal Identification Number (PIN), click the **Get your PIN now** link.

   A window pops up with a link for signing in to get your PIN.

3. If you are not already signed in, do so using your Michigan Medicine (Level-2) password.

   Once you are signed in, you will be directed to the window for resetting your PIN, which is similar to the following:
4. Type in a **New PIN** and then retype it in the **Confirm PIN** field.

5. Click **OK** to return to the **Meeting Options** window.

**Setting Customer Meeting Options on a Mac**

To adjust meeting options on a PC:

1. From the Skype drop-down, select **Set Access Permissions** from the ribbon in the Meeting invitation window:

   ![Meeting invitation window](image1)

   The **Meeting** window displays, similar to the following, with the default of **Access** settings selected.

   ![Meeting window](image2)

   The **Who gets directly into the meeting without waiting in the lobby** choices are displayed.

2. Click one of the options:
   - Only Me
3. If desired, select the **People dialing in by phone can bypass the lobby option** checkbox.

4. Click **Presenter** to determine who can present for your meeting(s):

![Presenter tab in Skype for Business](image)

5. Use the **Who can be a presenter** drop-down to select from the list of available presenters:
   - Only Me
   - People I choose…
     - If you select People I choose…, click your choice of presenters from the resulting pop-up window. The names displayed in the Attendees column are populated based on who you’ve invited to the meeting.
   - Everyone from my company
   - Everyone (no restrictions)

6. Click **Phone** to adjust phone settings for your meeting(s):
7. Use the drop-down to select the Location most people will dial in from.

8. Select the Play entry and exit announcements if you want participants to be announced when they join or leave the meeting.

9. If you don’t have a Skype PIN or you can’t remember your Skype PIN, click the Get PIN button and follow the prompts to select a new PIN.

10. Select the Remember Settings checkbox if you want these settings to be retained as your default Skype settings.

11. Click OK to save these settings.

Setting Up a Conference for Someone Else (Delegate Access)

People can set up conferences for others if the person hosting the conference has granted shared calendar permission to the person setting up the conference—in other words, they need to delegate access to their calendars. For example, supervisors should use the instructions in this section if they need an administrative assistant to set up a conference.

Granting Shared Calendar Permissions (Delegating Access)

To grant shared calendar permissions (also referred to as “Delegate Access”) so someone else can set up a conference for you:

1. Open Outlook.

   NOTE: This procedure will not work in Outlook on the web.
2. From the **File** menu, select the **Account Settings** drop-down (A).

3. Click **Delegate Access** (B).

   The *Delegate Access* window displays, similar to the following:

4. In the *Delegates* window, click **Add**…
5. In the Add Users window, begin typing the last name of the person you are delegating access to for setting up the conference.

![Add Users window with a name typed in](image)

6. When you see the person’s name in the resulting list, double click the name (A), click Add (B), then OK (C).

![Delegate Permissions window](image)

A Delegate Permissions window displays.

7. In the Calendar drop-down, select Editor (can read, create...).
8. Optionally, you can uncheck the checkbox for **Delegate receives copies of meeting-related messages sent to me.**

9. Click **OK**.  
   
   You will return to the **Delegates** window.

10. Click **OK** in the **Delegates** window.

   You have now added a delegate for setting up calendar items on your calendar. However, in order for that person to begin adding conferences to your calendar, you must complete the following steps.


12. Close and restart Skype for Business.

   After you’ve restarted your Outlook and Skype for Business, a notification will pop up in the Skype for Business window of the person to whom you granted access. The notification will look similar to the following:

   ![Notification Message]

   The person you delegated to will see this message in Skype for Business.
If you look in your own Skype for Business window, under the Groups tab, you'll see the name of the new Delegate you have just added, similar to the following:

![Delegate in Groups tab](image)

**Setting Up the Conference after Calendar Access is Granted**

To set up a conference for another person:

1. Open that person’s calendar and follow the steps for [Creating a Basic Meeting](#), earlier in this guide.

2. Anywhere the instructions reference your calendar, substitute the calendar of the person for whom you are setting up the conference.

**NOTE:** If you see an error like the following when attempting to open the calendar, contact the person who requested that you set up the conference. It is likely this person did not step through the [Granting Shared Calendar Permissions](#) procedure, earlier in this guide. The other possibility is that the delegator may need to restart Skype for Business and/or the Outlook client.

![Error message](image)

**Removing a Delegate Designation**

Removing a delegate designation is a two-pronged action—one step takes place in Outlook and the other in Skype for Business. Both are required before the delegate designation is completely removed.

**REMOVING THE DELEGATE DESIGNATION IN OUTLOOK**

1. Open Outlook.
NOTE: This operation must be accomplished in Outlook Exchange (i.e., it is not a valid operation in Outlook for the web).

2. From the **File** menu, select the **Account Settings** drop-down (A).

3. Click **Delegate Access** (B).

   The **Delegate Access** window displays, similar to the following:

4. Click the name of the person you no longer want to delegate access to for your calendar.

5. Click **Remove** and then click **OK**.
The person you are removing will see a message like the following in the Skype for Business client:

6. Exit Outlook and then re-open Outlook.

This step is necessary before moving onto the Skype for Business portion of this delegate removal procedure.

REMOVING THE DELEGATE DESIGNATION IN SKYPE FOR BUSINESS

1. In your Skype for Business client, begin by signing out of Skype.

   **Note:** Be certain to select **Sign Out**, not Exit.

2. Log back into Skype for Business.
3. Under the **Groups** tab (A), click the delegate’s name (B) and then click **Remove from Group** (C).

![Image](image.png)

The delegate’s name is removed from your list of delegates. If that was your only delegate, the DELEGATES list no longer appears in your list of groups in Skype for Business.

**Using Mobile Devices to Create a Meeting**

Creating a new meeting on a mobile device is accomplished through the “Outlook on the web” (OWA) application. Keep reading to learn how to set up a Skype conference on either an Apple iOS device or an Android device.

**NOTE:** Do not use the regular Outlook app or the Skype for Business app on your mobile device to try to set up a meeting.
MEETING SET-UP INSTRUCTIONS FOR iOS USERS

The following instructions provide a basic framework for how to set up a Skype for Business phone conference using Outlook on the Web from most iOS mobile devices.

To create a new meeting on an Apple iOS device:

1. Open the “Outlook on the web” app (OWA) and do the following:
   
   A. Open your calendar.
   
   B. Click the icon to add an event.
   
   C. Fill in the Event name, Location, Start date/time, and Duration. Then click More details.
D. Fill in the remaining details, then click **Online Meeting**.

E. In the Notes: area, type any additional explanation you want to distribute about this meeting (for example: “Don’t forget to review the project plan before attending meeting”).

F. Optionally, you can click **Online meeting settings** to view the access, lobby, and presenter options that are set for this meeting; however, from mobile devices, you cannot change these options.

G. If you clicked **Online meeting settings**, view the options, then click **Close** to return to the **Event details** screen.
H. When you are finished providing all pertinent event details, click the message send button to create the event.

**NOTE:** The message send button may look different depending on the iOS model you are using.

2. Verify the event now shows up on your calendar.

Clicking on the event in your calendar will result in an event window that includes a Join link as well as phone numbers for calling in locally or using a toll-free number.
MEETING SET-UP INSTRUCTIONS FOR ANDROID USERS

Android mobile devices can differ somewhat from device to device. The following instructions provide a basic framework for how to set up a Skype for Business phone conference using “Outlook on the web” from most Android devices.

To create a new meeting on an Android device:

1. Open the Outlook on the Web application (OWA) and do the following:
   
   A. Open your calendar.
   
   B. Click the icon to add an event.
   
   C. Fill in the Event name, Location, Start date/time, and Duration. Then click More details.
D. Fill in the remaining details, then click **Online Meeting**.

E. Scroll down so the **Notes** area is visible; type any additional explanation you want to distribute about this meeting (for example: “Don’t forget to review the project plan before attending meeting”).

F. Optionally, you can click **Online meeting settings** to view the access, lobby, and presenter options that are set for this meeting; however, from mobile devices, you cannot change these options.

G. If you clicked **Online meeting settings**, view the options, then click **Close** to return to the **Event details** screen.
H. When you are finished providing all pertinent event details, click the **message send** button to create the event.

**NOTE:** The message send button looks different depending on the Android model you are using. For example, it may resemble an envelope, like the one shown here, or it may simply be an arrow or the word SEND.

2. Verify that the event now shows up on your calendar.

Clicking on the event in your calendar will result in an event window that includes a **Join** link as well as phone numbers for calling in locally or using a toll-free number.
Frequently Asked Questions (FAQs)

This section presents the answers to some frequently asked questions about Skype for Business Conferencing. For urgent issues and immediate concerns, please contact the HITS Service Desk at 734-936-8000 (available 24 hours a day, 7 days a week). If you need assistance and it’s not urgent, click here to submit a ticket or visit a Help Me Now location in person.

Conferencing PINs

- **QUESTION:** When do I use the dial-in PIN?

  **ANSWER:** You will only need the PIN when you are the meeting host/leader and starting the meeting from your phone rather than from the Skype for Business app. You will NOT need a PIN if you are using the Skype for Business app and you select the onscreen option for the system to phone you (instead of you phoning in). This option is highlighted in the window below:

  ![No PIN needed when you select this option](image)

- **QUESTION:** What if I forget my dial-in PIN?

  **ANSWER:** You can reset your PIN using a Forgot your dial-in PIN? link within the meeting invitation on your calendar. See the link in the following screen example. If you need more information about resetting your PIN, click here.
• **QUESTION:** How do I reset my dial-in PIN?

**ANSWER:** Within the meeting invitation there is a **Forgot your dial-in PIN?** link to take you to the page where you can reset your PIN, similar to the one shown below. If you need more information about resetting your PIN, click [here](#).

```
Conference ID 9828989
Forgot your dial-in PIN? Help
```

**Conference IDs**

• **QUESTION:** What is the Conference ID? Can I have my own Conference ID?

**ANSWER:** Each Conference ID is unique to the meeting host. It is randomly generated. You can choose to have the same ID for every meeting or have a new ID for each meeting. To control this setting, set Permissions that are available by clicking **Meeting Options** in Skype for Business.

• **QUESTION:** When do I use the Conference ID?

**ANSWER:** You only need the Conference ID when you are joining a meeting as a participant or host and you are calling in using just your phone (not the Skype for Business app) from a remote location.

• **QUESTION:** Can a non-University of Michigan person attend meetings?

**ANSWER:** Yes. Michigan Medicine allows invited guests to join a meeting. Non-U of M people may not initiate a meeting on their own. **NOTE:** Depending on the security policies at their organizations, external users may have limited or no access to some of the Skype for Business Conferencing interactive features (for example, application sharing). However, even participants with security limitations should be able to join in the audio portion of the meeting using the toll-free number provided in the meeting invitation.

**Recurring Meetings**

• **QUESTION:** How do I transfer recurring meetings to Skype for Business from another conferencing package?

**ANSWER:** You cannot transfer existing recurring conferences to Skype for Business if they were set up using another conferencing application. Instead, you need to cancel the existing recurring conference and then set up a new conference series using Skype for Business. When setting up the
new conference series, be sure to provide a specific ending date. Do NOT set up conference series that do not have an ending date.

- **QUESTION**: How do I set up a recurring meeting?

**ANSWER**: To set up a recurring meeting, create a new Skype meeting. In the Skype Meeting window, click the **Recurrence** button in the ribbon at the top of the window, similar to the following:

In the **Appointment Recurrence** window, set the following and then click **OK**:

- **Your Appointment time**
- **Recurrence pattern**
- **The Range of Recurrence**. Make sure to specify an **End after** (number of occurrences) or an **End by** date. Do NOT select the **No end date** button.
QUESTION: How do I add a Skype for Business—Conferencing meeting to one meeting of an existing meeting series (i.e., one meeting of a recurring series)?

ANSWER: To add an SfB-Conferencing meeting to a single meeting date in an already scheduled recurring meeting:

A. From your Outlook calendar, double click on the meeting occurrence to open it. (Open just the occurrence, not the entire series.)

B. In the meeting window, click the Customize Quick Access Toolbar drop-down (1).

C. Click More Commands… (2)

D. In the Outlook Options window, use the Choose commands from: drop-down to select All Commands. (3)

E. Scroll through the list of All Commands to click on the Skype Meeting command (4). (4)

NOTE: If there is more than one Skype Meeting in the list, click the one that has this Skype Conferencing icon associated with it: (5)
F. Click the ADD>> button (اظ) to add the Skype Meeting option to the list for the Quick Access Toolbar.

G. Click OK at the bottom of the Customize Quick Access Toolbar window.

The Skype Meeting icon 📷 should now appear in the Quick Access tools at the top of your meeting window, above the Meeting Occurrence tab.

H. Click the Skype Meeting icon 📷 from the Quick Access Toolbar.

This inserts the Skype meeting details into the meeting window.

I. Click Send Update to notify others that the Skype Meeting has been set up for this single occurrence.

**NOTE:** After you step through this process once, the Skype Meeting icon should appear in your Quick Access Toolbar for all future meetings.