

## Summary

In this document, you will learn how to install and configure Microsoft Skype for Business on your home PC.

**Disclaimer:** There are a wide variety of desktop configurations, with different operating systems and unknown software compatibility issues. This document is to provide some general guidance and cannot cover every possible situation that might arise as you attempt to install and configure Skype for Business.

What is Skype for Business? Skype for Business is a communication tool that allows our interactions to be more collaborative, engaging, and accessible from anywhere. Rich presence information helps employees find each other and choose the most effective way to communicate at a given time. Mobile workers get access to rich Unified Communications tools from practically anywhere with an Internet connection, no VPN needed. An updated Skype for Business mobile client makes joining and managing conferences, searching the Global Address List, and viewing presence information easy. By integrating Unified Communications and rich presence into business workflows, latency and delays can be reduced or eliminated. For geographically dispersed teams, group chat can enable efficient, topic-specific, multi-party discussions that persist over time.

## More Information

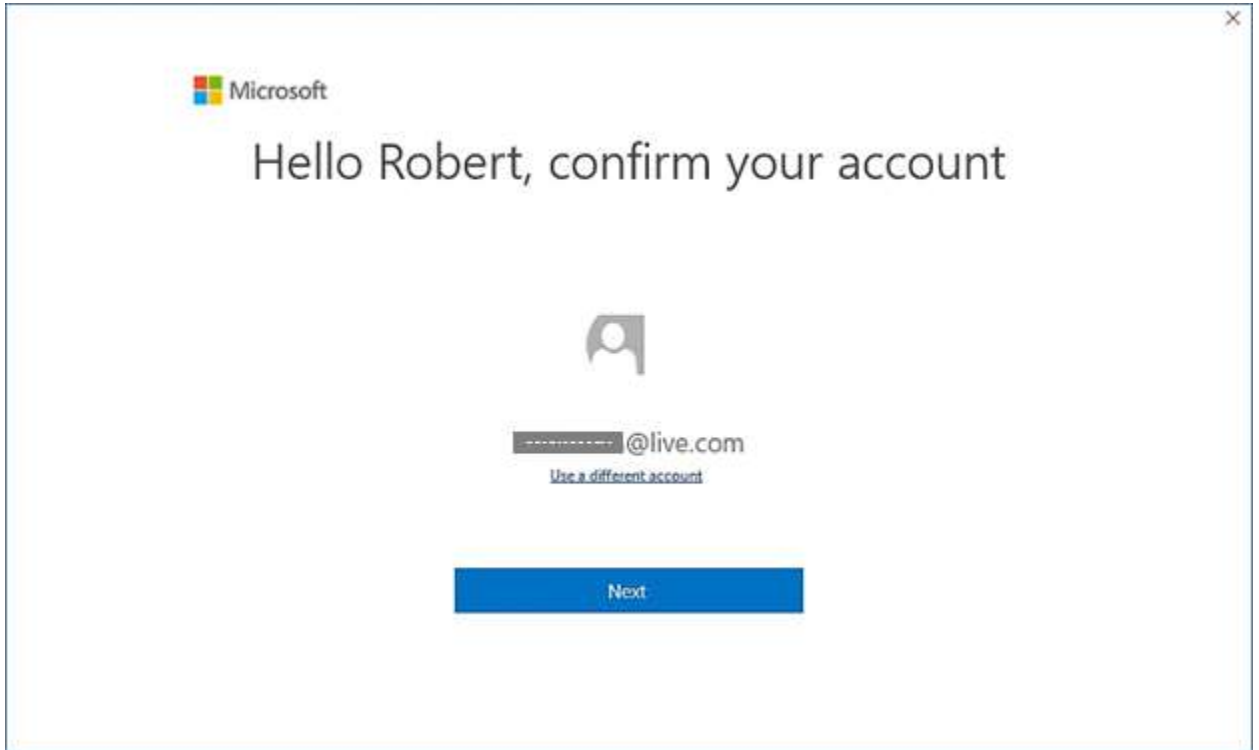
1. Obtain a copy of the Skype for Business client.
  - **PREFERRED METHOD:** Follow the instruction from the following ITS KB article on How to install Microsoft Office software suite on your personal home PC - <https://its.uiowa.edu/support/article/103142>.

**NOTE:** There is another KB article from ITS that suggest that there is a separate download for the Skype for Business client. That option is not available for UI Health Care employees. You'll have to install the full Microsoft Office 365 suite.

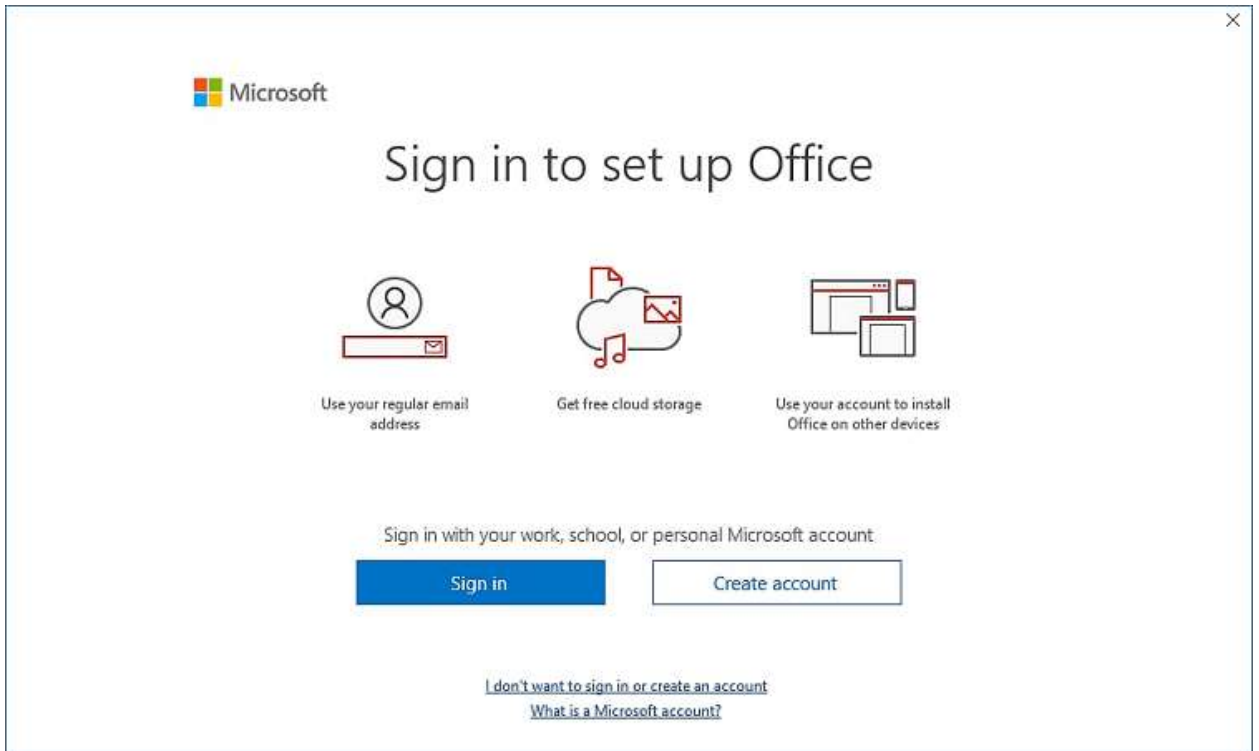
If you do not know if you should install the 32-bit or 64-bit version of Microsoft Office, start with the 64-bit version. If you want to confirm if your PC can support the 64-bit version of Microsoft Office, you can review the following Microsoft article to determine which version of Windows operating system you are running - <https://support.microsoft.com/en-us/help/13443/windows-which-version-am-i-running>.

- ALTERNATIVE METHOD 1: Download and install the Skype for Business stand-alone client (preferred location for this method).
  - 32-bit
    - <https://c2rsetup.officeapps.live.com/c2r/download.aspx?productReleaseID=SkypeforbusinessRetail&platform=x86&language=en-us&source=O160365&version=O16GA>
  - 64-bit
    - <https://c2rsetup.officeapps.live.com/c2r/download.aspx?productReleaseID=SkypeforbusinessRetail&platform=x64&language=en-us&source=O160365&version=O16GA>
  
- ALTERNATIVE METHOD 2: Same software provided in alternative method 1, but hosted at another location:
  - 32-bit
    - <https://kb.healthcare.uiowa.edu/files/setupskypeforbusinessretail.x86.en-us.exe>
  - 64-bit
    - <https://kb.healthcare.uiowa.edu/files/setupskypeforbusinessretail.x64.en-us.exe>

2. After the installation finishes, you will find Skype for Business in your start menu. The first time you start Skype for Business it needs to be configured. If your Windows 10 home PC is configured to log in to a Microsoft account, you'll need to select the link to **"Use a different account"**.




3. Click the **Sign in** button




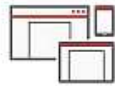
The image shows a Microsoft sign-in window titled "Sign in to set up Office". It features the Microsoft logo at the top left. Below the title, there are three icons with corresponding text: a person icon for "Use your regular email address", a cloud with a document icon for "Get free cloud storage", and a multi-device icon for "Use your account to install Office on other devices". At the bottom, there is a prompt to "Sign in with your work, school, or personal Microsoft account" followed by two buttons: a blue "Sign in" button and a white "Create account" button. At the very bottom, there are two links: "I don't want to sign in or create an account" and "What is a Microsoft account?".

Microsoft

## Sign in to set up Office

 Use your regular email address

 Get free cloud storage

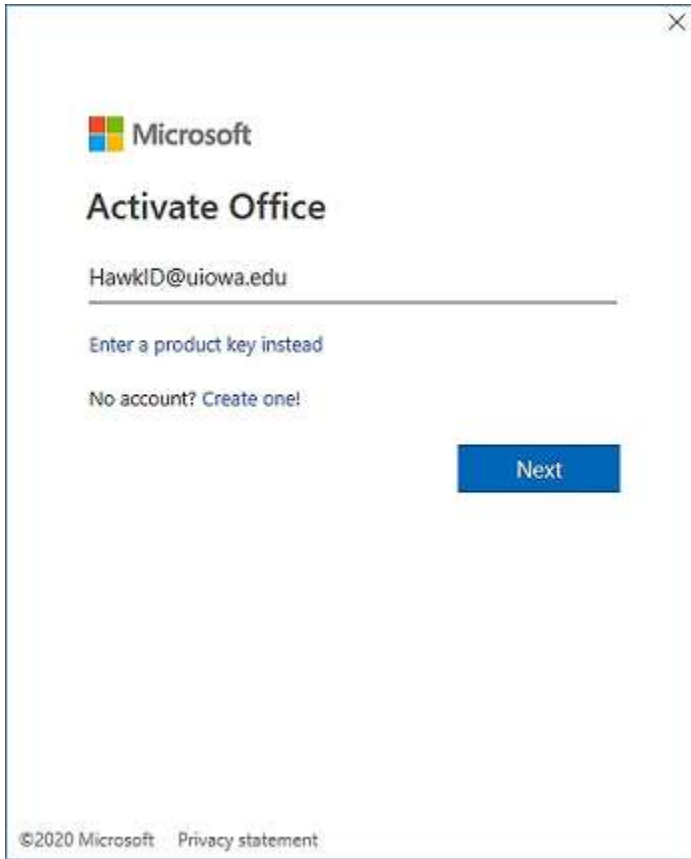
 Use your account to install Office on other devices

Sign in with your work, school, or personal Microsoft account

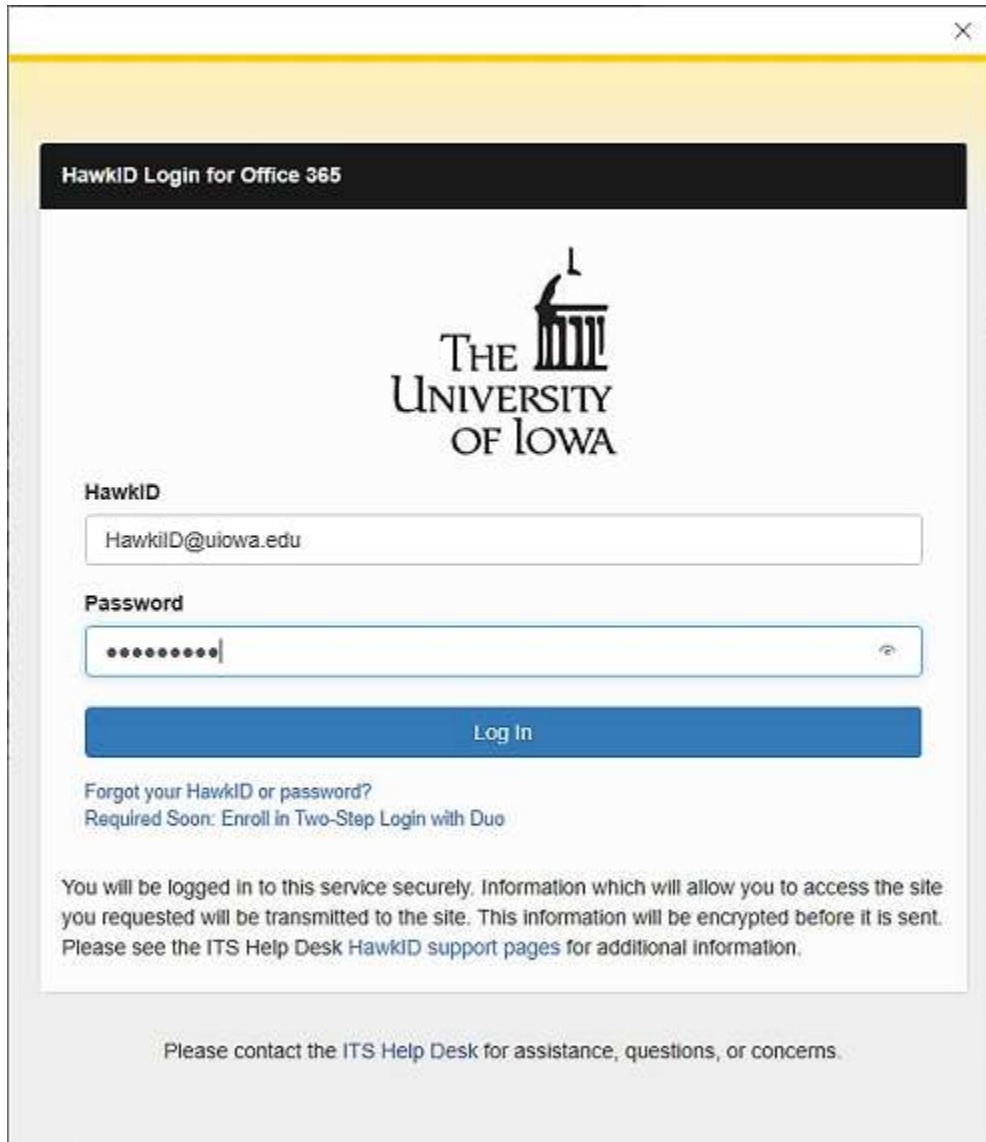
[Sign in](#) [Create account](#)

[I don't want to sign in or create an account](#)  
[What is a Microsoft account?](#)

4. The product must be activated. Enter you user name in the following format: <Your HawkID>@uiowa.edu e.g. jsmith@uiowa.edu.

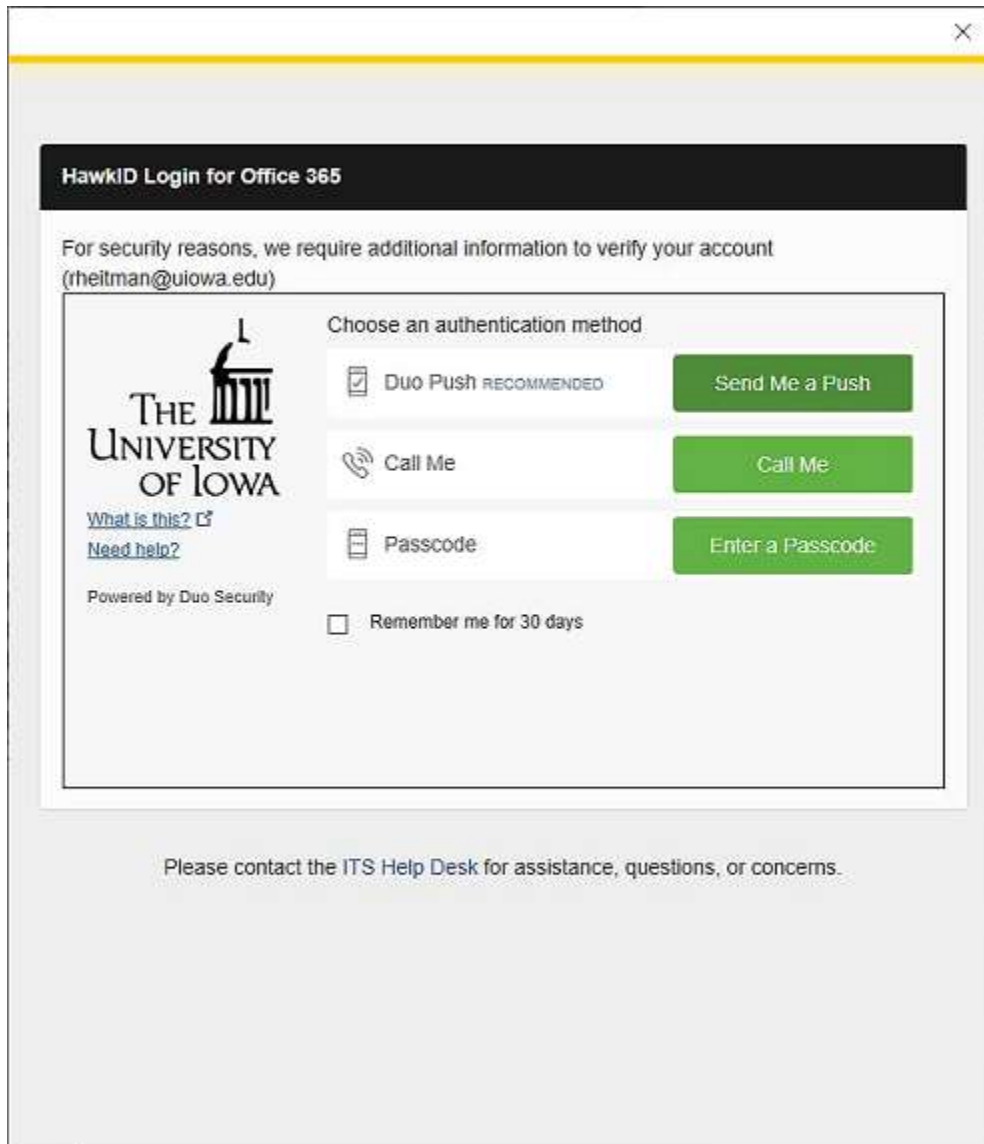


5. You will be redirected to a University of Iowa login screen to authenticate. Enter your user name in the same format as above <Your HawkID>@uiowa.edu (e.g. jsmith@uiowa.edu) and enter your HawkID password.



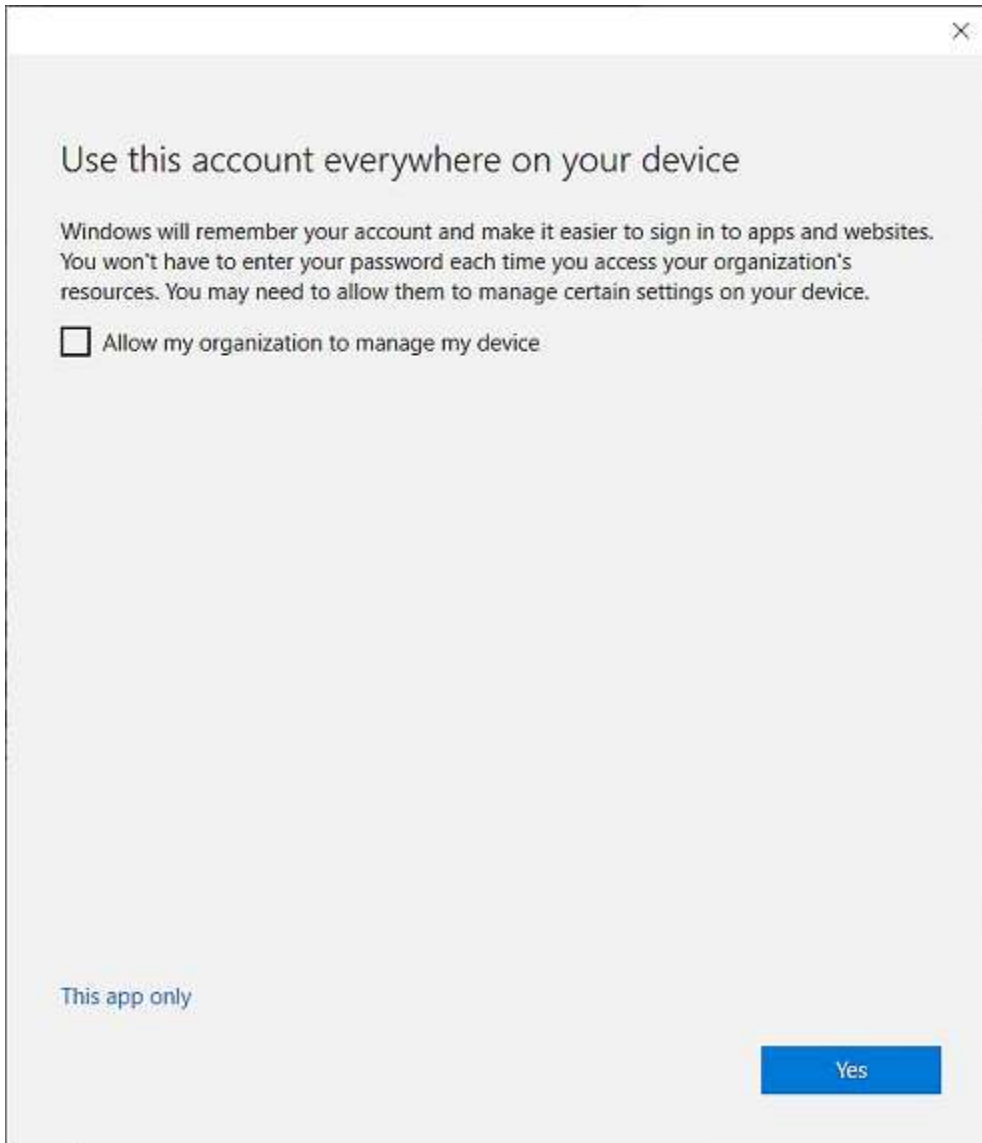
The screenshot shows a web browser window with a yellow header bar. Below the header is a black bar with the text "HawkID Login for Office 365". The main content area features the University of Iowa logo, which includes a stylized building and the text "THE UNIVERSITY OF IOWA". Below the logo are two input fields: "HawkID" with the text "HawkilD@uiowa.edu" and "Password" with a masked password "••••••••". A blue "Log In" button is positioned below the password field. Underneath the button, there is a link "Forgot your HawkID or password?" and a notice "Required Soon: Enroll in Two-Step Login with Duo". A security disclaimer follows: "You will be logged in to this service securely. Information which will allow you to access the site you requested will be transmitted to the site. This information will be encrypted before it is sent. Please see the ITS Help Desk HawkID support pages for additional information." At the bottom of the page, there is a footer: "Please contact the ITS Help Desk for assistance, questions, or concerns."

- The Duo two-factor authentication screen will appear. It is recommended to use the PUSH method.



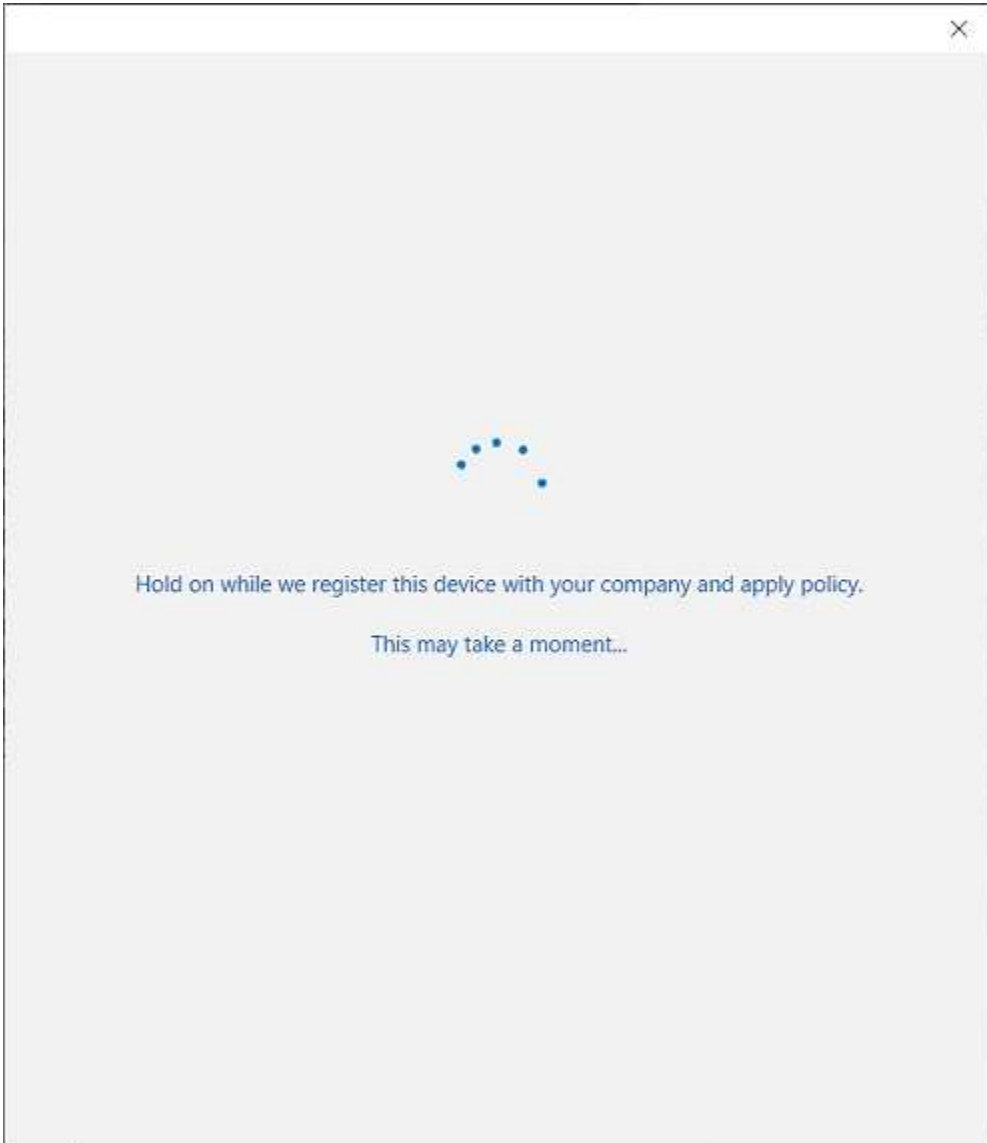
The screenshot shows a web browser window with a yellow header bar. The main content area has a black header with the text "HawkID Login for Office 365". Below this, a message reads: "For security reasons, we require additional information to verify your account (rheitman@uiowa.edu)". The central part of the screen is a white box containing the University of Iowa logo on the left and a "Choose an authentication method" section on the right. The "Choose an authentication method" section lists three options: "DUO Push RECOMMENDED" with a green "Send Me a Push" button, "Call Me" with a green "Call Me" button, and "Passcode" with a green "Enter a Passcode" button. Below these options is a checkbox labeled "Remember me for 30 days". At the bottom of the white box, there are links for "What is this?" and "Need help?", and the text "Powered by Duo Security". Below the white box, a footer message says: "Please contact the ITS Help Desk for assistance, questions, or concerns."

7. Deselect the option to **Allow my organization to manage my device**.

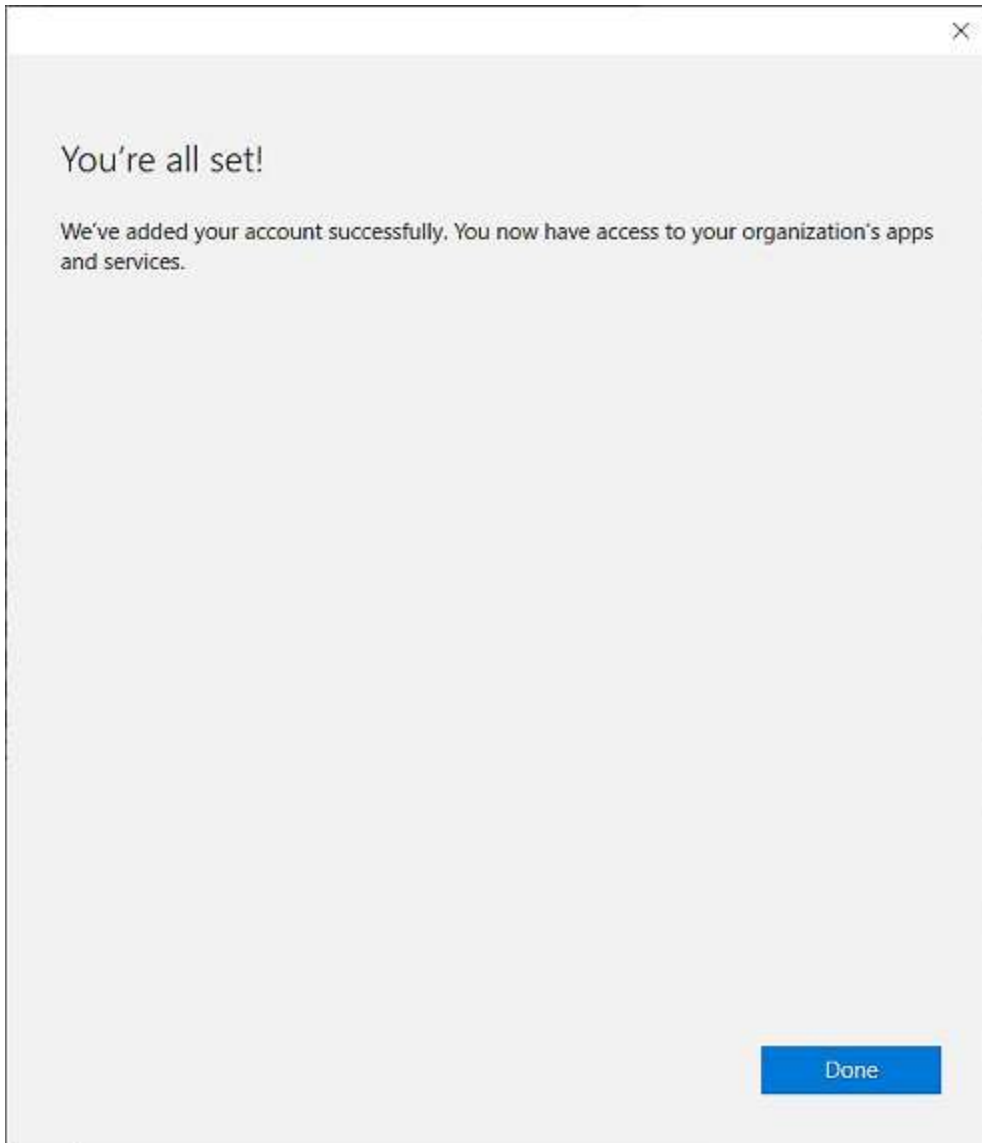




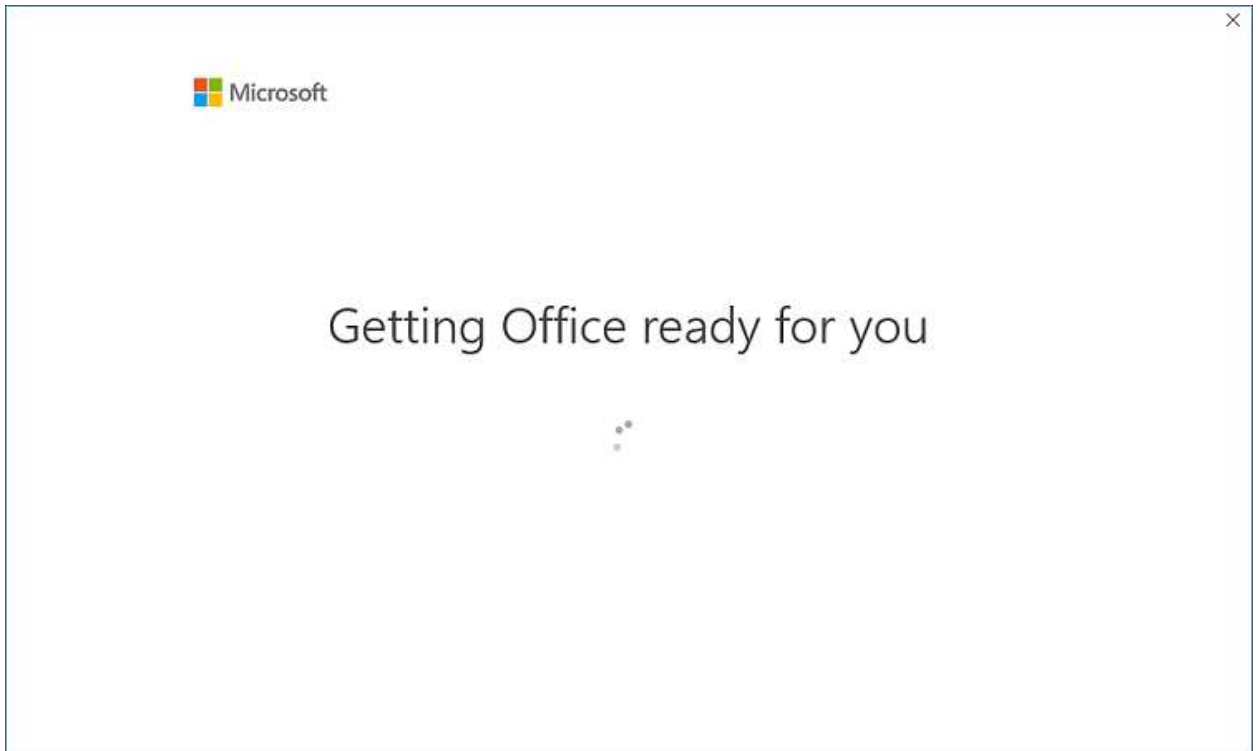
8. Wait for the client to complete the registration.



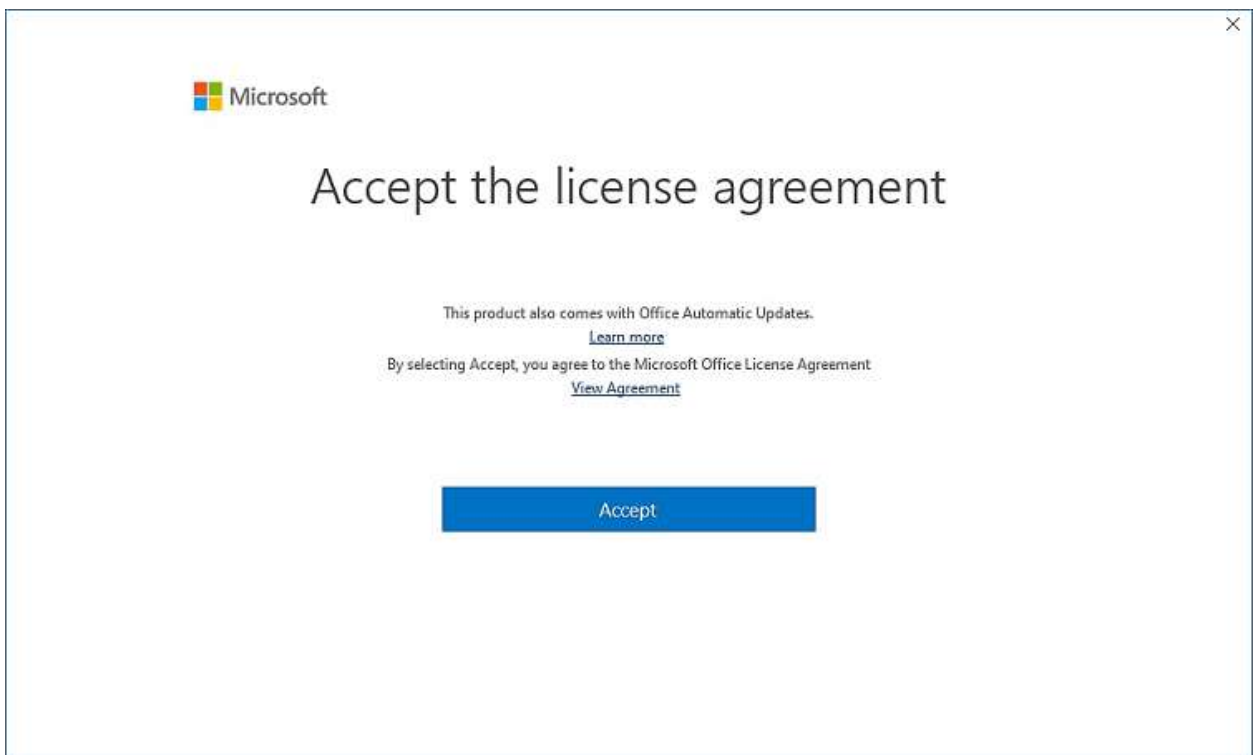
9. When it confirms that **You're all set**, click the **Done** button.



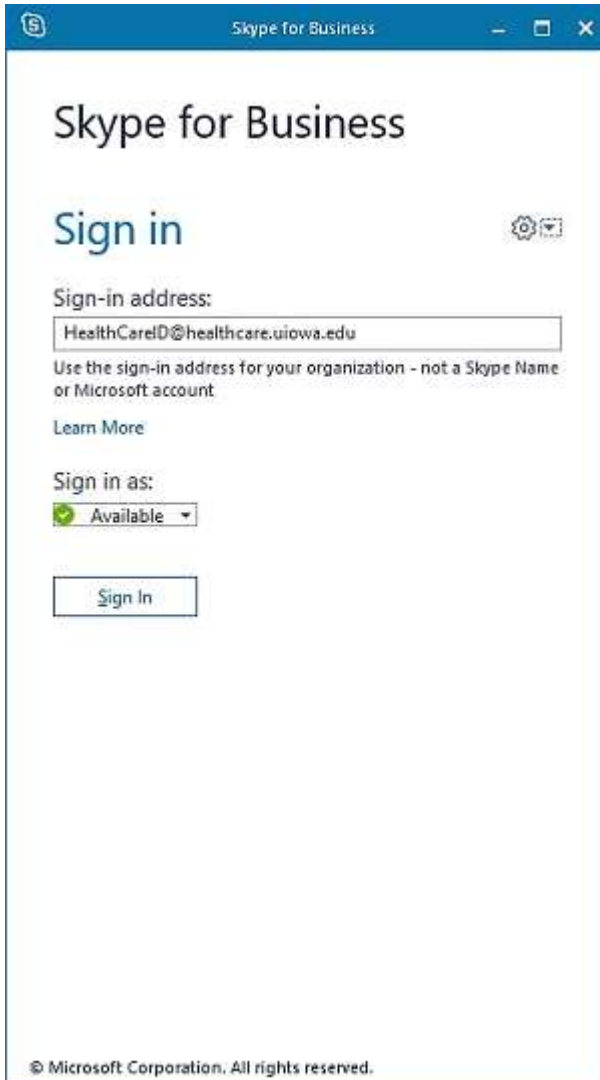
10. The software will continue getting ready.



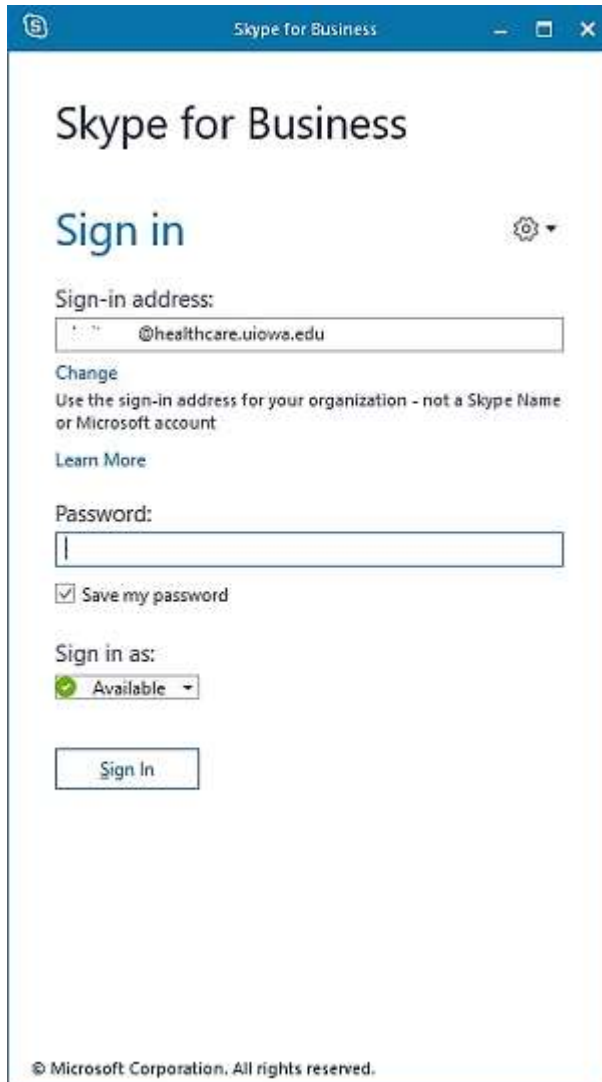
11. Accept the license agreement.



12. Change the Sign-in address to be <Your HealthCareID>@healthcare.uiowa.edu (e.g. jsmith@healthcare.uiowa.edu)



13. Enter your HealthCareID password when prompted.



The image shows a screenshot of the Skype for Business sign-in window. The window title is "Skype for Business". The main heading is "Skype for Business" followed by "Sign in". There is a settings gear icon to the right of "Sign in". Below this, the "Sign-in address:" field contains "@healthcare.uiowa.edu". A "Change" link is present, with a note: "Use the sign-in address for your organization - not a Skype Name or Microsoft account". A "Learn More" link is also visible. The "Password:" field is empty. A "Save my password" checkbox is checked. The "Sign in as:" dropdown menu is set to "Available". A "Sign In" button is at the bottom. The footer text reads "© Microsoft Corporation. All rights reserved."

Skype for Business

# Skype for Business

## Sign in

Sign-in address:  
@healthcare.uiowa.edu

[Change](#)  
Use the sign-in address for your organization - not a Skype Name or Microsoft account

[Learn More](#)

Password:  
|

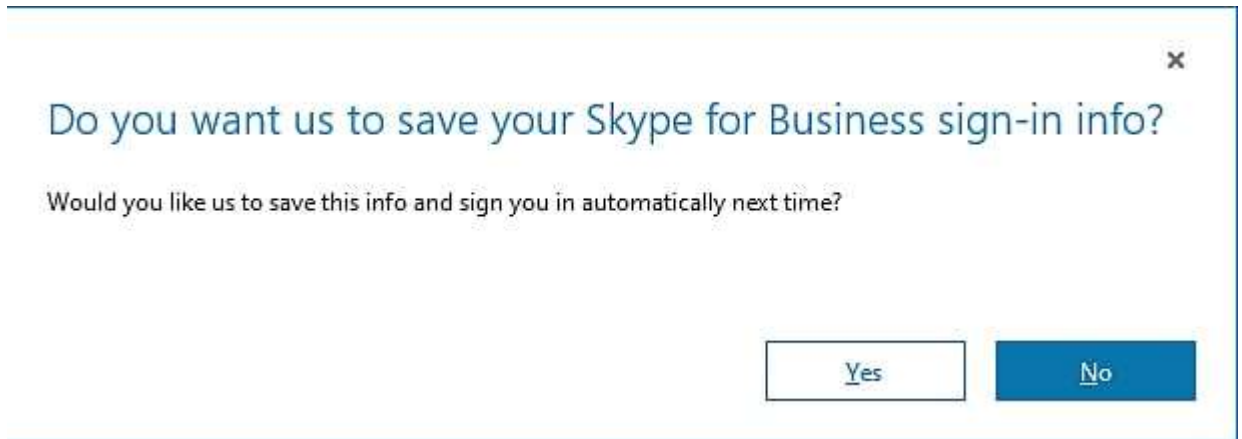
Save my password

Sign in as:  
Available

Sign In

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14. If your PC at home is secure and you choose to **Save my password**, the client will ask you to confirm that you really want to do that.



15. The client will ask you to trust our certificate. Select **Always trust this server, do not show me this again** and click the **Connect** button.

