

COUNTY OF LOS ANGELES – DEPARTMENT OF PUBLIC HEALTH
SUBSTANCE ABUSE PREVENTION AND CONTROL

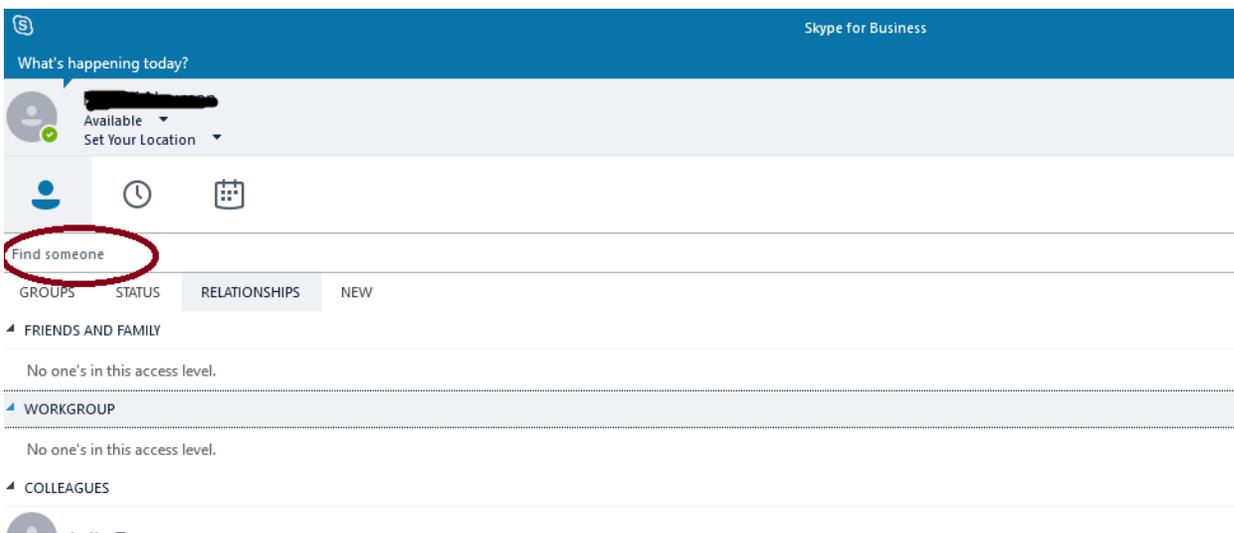
Skype Instructions for STARR Project

If you do not already have Skype downloaded on your smartphone or computer, you will need to install it by following the instructions on this link: <https://www.skype.com/en/get-skype/>.

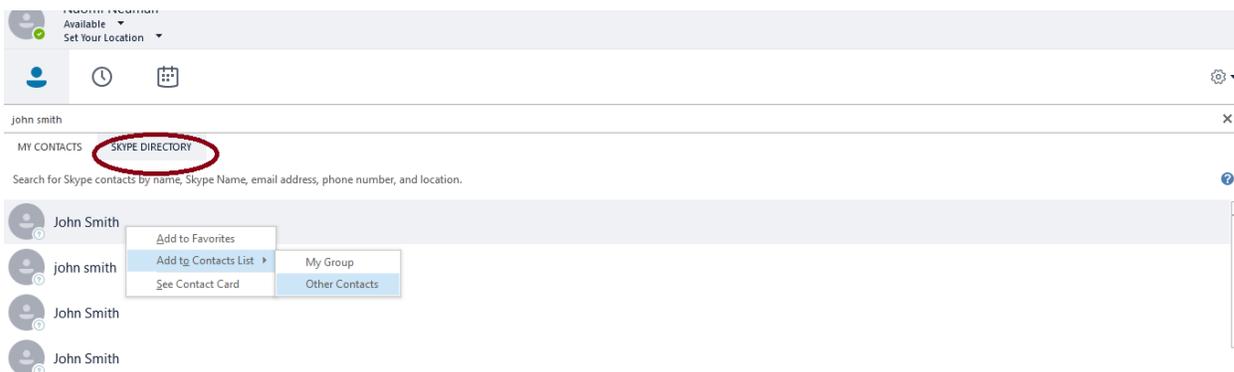
- **Skype for Desktop:** Compatible on Windows, Mac OS X, and Linux
- **Skype for Mobile:** Compatible on iPhone (download on the App Store) and Android (download on Google Play Store)

For those who already have Skype for Business installed on their desktop/laptop

- You can search for a person by typing in their name, Skype name, email address, phone number, or location in the “Find Someone” search bar.



- Click on “Skype Directory” for the full list of people on Skype. Once you have found the name of the Skype contact, right click their name > click “add to contacts list” > click “other contacts.” A message should pop up indicating that a contact request has been sent to the other person. **If you sent your Skype contact a request and they do not receive it, ask them to send you a request to chat. In these instances, that often establishes the connection.**



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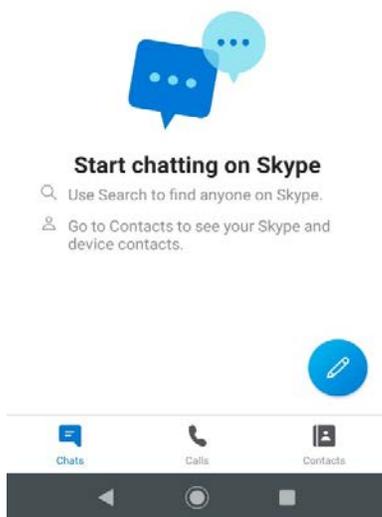
- Once the Skype contact has successfully been added as a contact to your account, you can right click their name and select “start a video call.”

For those who have the regular, non-business version of Skype installed on their computer

- If you do not have Skype for Business or if Skype for Business does not seem to work, you can use the regular form of Skype. Download it here <https://www.skype.com/en/get-skype/>
- Once Skype has been downloaded, you can search for a person by typing in their name, Skype name, email address, phone number, or location in the “People, Group, & messages” search bar.
- Once you have found the name of the Skype contact, right click their name and select “add contact.” ***If you sent your Skype contact a request and they do not receive it, ask them to send you a request to chat. In these instances, that often establishes the connection.***
- You can start a video call by clicking on their name, which will pull up their profile. Click on the camcorder icon to start a video call.

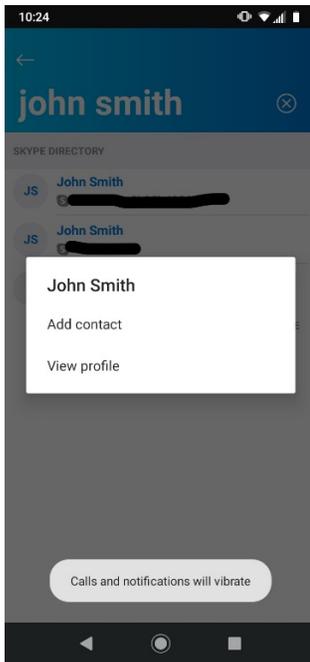
For those using their smartphones

- Once you have downloaded Skype off the App Store (iPhone) or Google Play Store (Android), you can search for a person by typing in their name, Skype name, email address, phone number, or location in the search bar. (Look for the magnifying glass icon.)



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- Once you have found the name of the Skype contact, press your finger on the contact's name until the option to "add contact" pops up. ***If you sent your Skype contact a request and they do not receive it, ask them to send you a request to chat. In these instances, that often establishes the connection.***
- Depending on the Skype contact's settings, you may be able to video call them without adding them as a contact. If that is the case, you can click "view profile" and proceed to start a video call.



- Click on the camcorder icon to start a video call.

