

Skype User Instructions

Skype is an app that's available for iPhone, Android, and browser users.



In order to use Skype, you will need a Skype account that can be created using your email or phone number.

Setup Instructions for First-Time Users

Creating an Account:

1. Download the Skype app or go to skype.com
2. Click on “Sign Up” to create an account
3. Follow the instructions as guided and then you will be logged in

Verifying Skype name on Computer

1. In the top left corner, click on the circle with your profile picture (or initials) in it.
2. In the drop down menu that appears after clicking on the circle, select **Skype** profile.
3. The **Skype Name** field is how you can be found on Skype.

Verifying Skype name on Mobile App

1. Click the circle with your profile picture (or initials) in it at the top of your screen.
2. Click the Skype profile button and you should see your Skype Name.

Answering a Call

When you schedule a telemedicine appointment with your doctor, you will receive a video call from SimpleVisit 3-5 minutes before the appointment time.

- When a Skype call comes in, tap the video icon to answer the call:
- Upon answering, you will hear welcome music playing and see a welcome screen with the SimpleVisit logo displayed. Hang tight because a live SimpleVisit receptionist will greet you shortly! The coordinator will then confirm that you can hear and see them clearly, and then will bridge you together with your provider.

Connectivity Issues

Before your call, ensure that you have a stable internet connection to a network nearby, whether Wifi or cellular data. If you experience any issues with FaceTime's connectivity, a SimpleVisit Coordinator may suggest restarting your phone, switching from Wifi to your cellular network or vice versa. If you ever get disconnected from your provider, you can call SimpleVisit at [877-838-4748](tel:877-838-4748) to be reconnected immediately.