Steps to prepare for a Skype advising session

Student Academic Services in the College of Arts and Letters now offers Skype for Business and Lync (for Mac) advising sessions through University provided software.

Please understand that the free version of Skype provided on most devices is NOT the software that will be used during the advising session. Skype for Business or Lync are provided for FREE by the University to all who have a valid FAU Net ID.

**Note:** “Skype for Business” is the software application name and is unrelated to College of Business advising at FAU. The following information about “Skype for Business” is provided for purposes of receiving advising services from the College of Arts and Letters.

Office 365 Installation

To see the steps to install the software please go to [http://www.fau.edu/oit/getoffice365/](http://www.fau.edu/oit/getoffice365/).

- To access and activate your Office 365 subscription use your FAUNetID and password.
- Office 365 will be deactivated once you leave FAU, this includes One Drive access.
- One Drive is only available while you maintain an active Active Directory account.
- To install Office you will need to be logged into the computer as an administrator.
- iPhone/iPad/Tablets/smartphones - Download from App store and activate with FAU email and password. The Apps will maintain the ability to read documents after your FAU activation expires. The software can be installed on up to 5 compatible PCs and Macs, plus 5 tablets.

Need additional information? Problems downloading? Contact the help desk online: [http://www.fau.edu/oit/](http://www.fau.edu/oit/)

Signup process for a Skype for Business advising appointment

- Various advisors will be offering Skype for Business appointment options at different times; these will change to best meet student needs when coming into the office is not possible. You will see these times when you login to schedule using the Success Network: [www.fau.edu/successnetwork](http://www.fau.edu/successnetwork).
- You will know that these appointments are virtual because the appointment type will be “online” and the location will say “Skype for Business Advising.”
- If you sign up for a Skype advising appointment, your advisor will send you information prior to your appointment time. This will be sent to your FAU email address and you must prepare in advance by completing the necessary downloads/equipment check.
- Skype appointments may be offered when the Student Academic Services office is not open. You cannot decide to attend a Skype advising appointment in person after it is scheduled.
- At your designated appointment time, please “Video Call” your advisor using Skype for Business. If your advisor is not already listed in your Contacts, you can add them by searching the Skype for Business directory (“Find someone”). Once you initiate the video call, click “Start My Video.”
- You cannot use Skype for Business to schedule an advising appointment at this time. All appointments must be scheduled using the Success Network. In addition, you cannot use Skype
for Business to contact your advisor outside your designated appointment time (e.g. IM/chat functions). All written contact with your advisor must be made using your FAU email address, for your security and privacy purposes.

- Your advisor may opt to share their screen with you to show you information about your academic record, degree audit, or other tools. Please inform your advisor if you are not on a desktop or laptop computer as screen sharing cannot be done on a mobile device.
- You must still sign up for an appointment with the correct advisor (based on your major); you cannot schedule with an advisor simply because he/she offers Skype advising at a time convenient for you.
- If you schedule with the incorrect advisor, your appointment will be cancelled and you will need to reschedule with the appropriate advisor.

For your online advising appointment, you will need to:

- Be appropriately clothed and prepared as if you were attending a regular meeting, class, or appointment on campus.
- Remain in one place that is stationary for the entire appointment. You cannot be moving with your laptop, phone, or device during your appointment.
- Conduct the appointment in a private/personal setting and not a public area (e.g. coffee shop). Information about your academic record will be discussed via Skype and visible/audible to anyone around you.
  - If you choose to conduct your appointment in a public space, please be advised that your academic record may be accessed/viewed by others and your privacy cannot be maintained. In addition, you must ensure that background noise is minimal so it does not disrupt your appointment and your advisor can hear you clearly.
- Have all technical equipment needed to use the Skype for Business application; this includes **working audio and video** via webcam, microphone, etc. These must all be in place and you are responsible for testing your equipment to verify they are in working order before your appointment time.

If any of the above conditions are not met, the advising appointment will be immediately stopped and you will be required to schedule an in-person advising appointment at a later date.