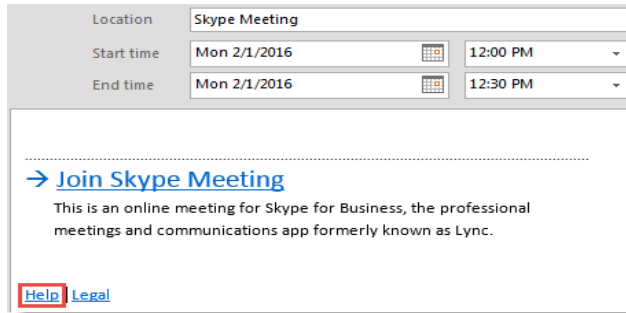# Skype for Business Meeting Help Guide

This Quick Reference Guide is displayed when you click the Help link in a Skype for Business (formerly Lync) meeting

Use this guide to assist you in joining a scheduled Skype for Business Meeting using the Lync Web App or the Skype for Business desktop client.

If you are still unable to join the online meeting after following the steps in this guide, please contact your local IT Helpdesk for assistance.

Joining a Skype for Business Meeting using the Lync Web App

People who are not yet using Microsoft Skype for Business can join online meetings scheduled with Skype for Business. When non-Skype for Business participants click the link in a meeting request to join the meeting, the Lync Web App page will display.

The first time you launch the Lync Web App, you will be prompted to install the Lync Web App plug in. This installation will only occur once. The plug-in is required to use computer audio. After it's installed, you can also share your video and programs.

Once the Web App installation complete, you will be able to join the online meeting.
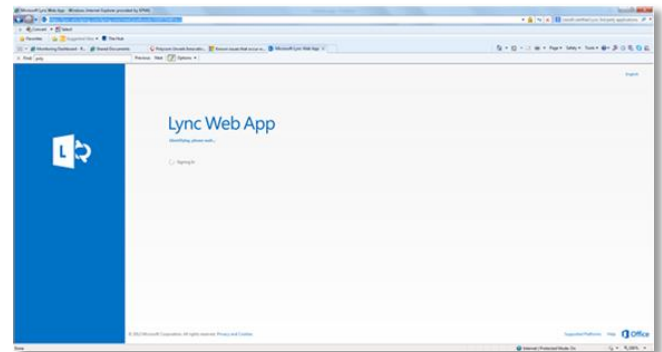
Joining a Skype for Business Meeting as a KPMG Employee without the Skype for Business Client

As a KPMG employee you should use your KPMG login to sign in to the Skype for Business online meeting.
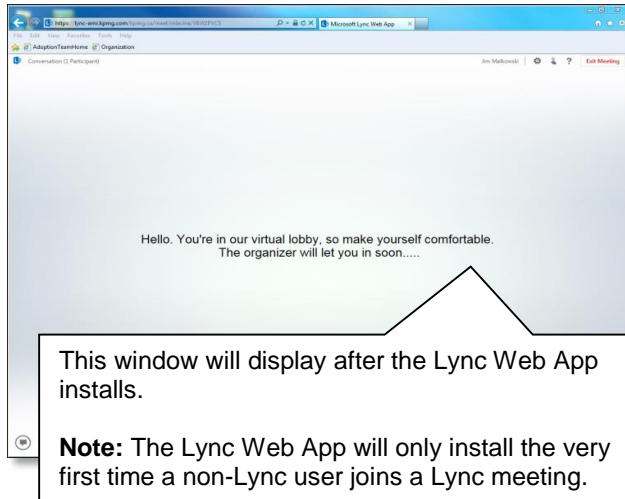

Joining a Skype for Business Meeting as a Guest

Guests will be presented with a login field. They need only enter their name to join the Skype for Business meeting.

Meeting invitees can speed up their entry into future Lync meetings by selecting the **Remember my credentials** check box.

You will join the meeting and be placed in the lobby until the meeting organizer grants you access to the meeting.

This window will display after the Lync Web App installs.

Note: The Lync Web App will only install the very first time a non-Lync user joins a Lync meeting.

Once you are authenticated to join the Skype for Business meeting, you will be connected to the audio, video, or presentation content.

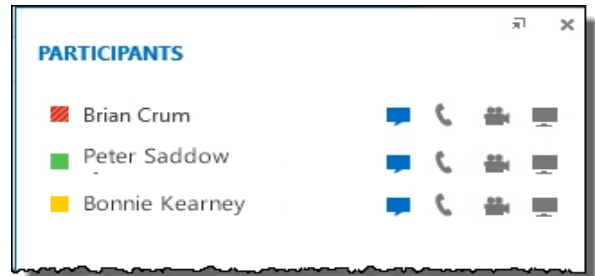## Joining a Scheduled Online Meeting with Skype for Business

In the Outlook meeting request, click **Join Skype Meeting** to join a meeting from a Skype for Business meeting invitation**.**
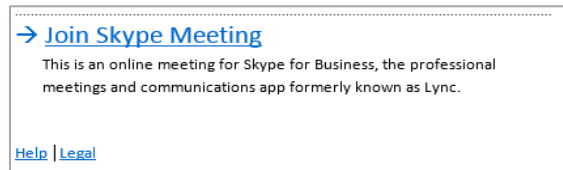
OR, In the Outlook meeting request, click **Join online meeting** to join a meeting from a Lync 2010 meeting invitation.
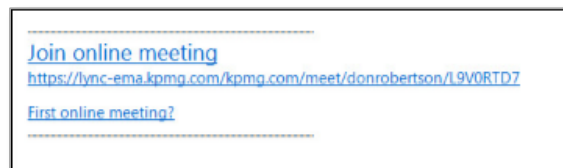
The Skype for Business meeting window displays.

If the meeting window does not display, click **Join Skype Meeting** again. If the meeting window does not display, contact your meeting organizer or local IT Helpdesk for assistance.

Audio Questions

Testing your audio device

If you don't hear audio, or people can't hear you, test your audio device first:

1.   Plug in your headset or use your computer's mic and speakers.

2.   Hover over the phone/mic icon in the meeting, and then click the Devices tab.

3.   Select the audio device and adjust your speaker and unmute your mic.

4.   Make sure to unmute your computer speakers as well.

Troubleshooting and Supported Hardware

Lync Web App

Please reference the Lync Web App Supported Platforms to make sure your system is compatible prior to the meeting.

For more information please visit the Microsoft Lync Web App common issues and tasks support center

Skype for Business Desktop Client

Please visit this Microsoft Skype for Business (Lync) Desktop Client Support Site for further troubleshooting and for recommended hardware.