

Technical guide for parties using Skype for Business at MPT hearings

This technical guide is for parties to attend MPTS hearing remotely via Videolink using Skype for Business.

What is Skype for Business?

Skype for Business allows us to generate Skype appointments for external attendees free of charge. You will be able to use the specific link generated in the Outlook invite. You will not need to dial in by phone or use any other platform to connect to the hearing through Skype for Business.

What to do prior to the Hearing

This section of the guide explains what steps need to be taken before the hearing starts to arrange a video link.

Downloading Skype for Business

If you do not have Skype for Business installed, depending on what device you are using, you may be asked to download the application from the app store.

This application is free of charge to download and use but we would recommend that the download is completed while connected to Wi-Fi to avoid any data charges.

Downloading from a mobile device

When using a mobile device such as a phone or tablet you may be automatically directed to the app store (such as Google Play for Android or App Store for Apple) to download the app. If this happens please download the app. Once downloaded, you should close the app and go back to the invite and click on the 'Join Skype Meeting' link again. You will then be asked to sign in. Please select 'sign in as a guest' and enter your name. Please ensure that you have charging facilities close by.

Downloading from a Laptop/Mac

If you are using a laptop and don't already have the app installed, you may be directed to your browser (such as Google Chrome, Internet Explorer or Safari). Please follow the browser's instructions for installing the Skype for Business Web App plug in as this is required for audio and video. You will then be asked to enter your name and join the meeting. If you have an older device or will be using a work laptop with more extensive firewalls this may cause difficulty using Skype for Business. It is suggested that an alternative device is used if you encounter this problem.

Internet connection requirements and user experience

You are responsible for ensuring that you have a suitable/compatible device and connection speed to ensure that Skype for Business will work. The device must have a camera and microphone so that the live video and audio is available. We would recommend a minimum download speed of 8mb and upload of 512kps. Variables that could impact the connection speed are others in the same building using streaming services, online gaming etc, at the same time as the video link.

Environment

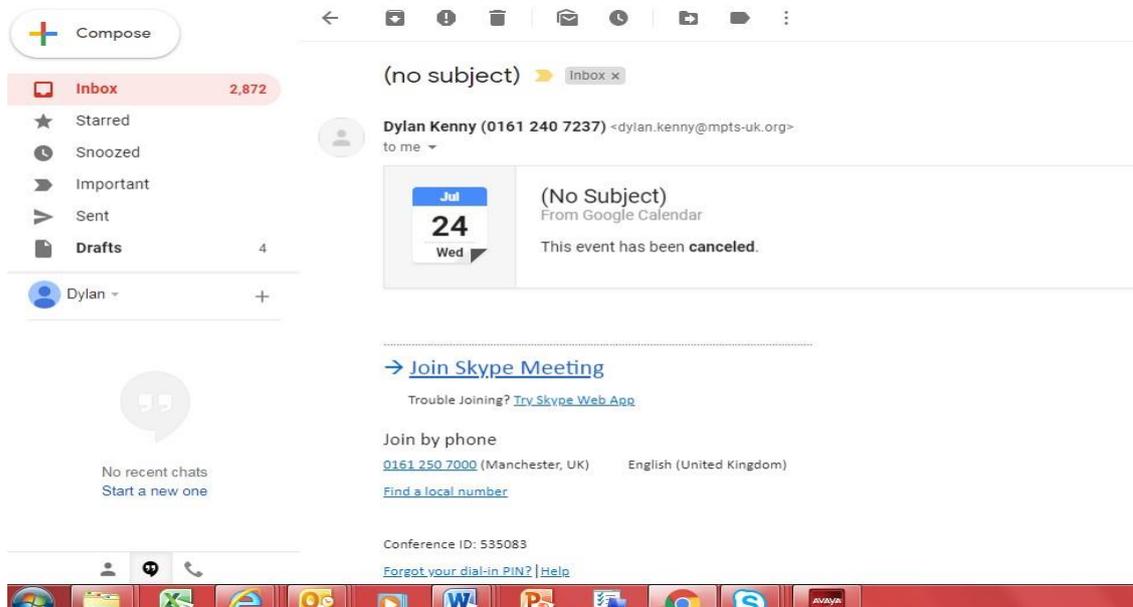
It is your responsibility to ensure that you are in a suitable environment to participate from. The room should be quiet, private and secure.

You must provide the following information to the facilitator prior to the hearing to enable a test call to take place:

- ▶ Your name
- ▶ Email address where the link should be sent
- ▶ Your contact telephone/mobile number
- ▶ Name of the hearing

During the hearing

This section explains what will happen when a video link is used during a hearing. An invite to join the hearing via Skype for Business will be sent to you by the facilitator of the hearing. The invite should look like this:

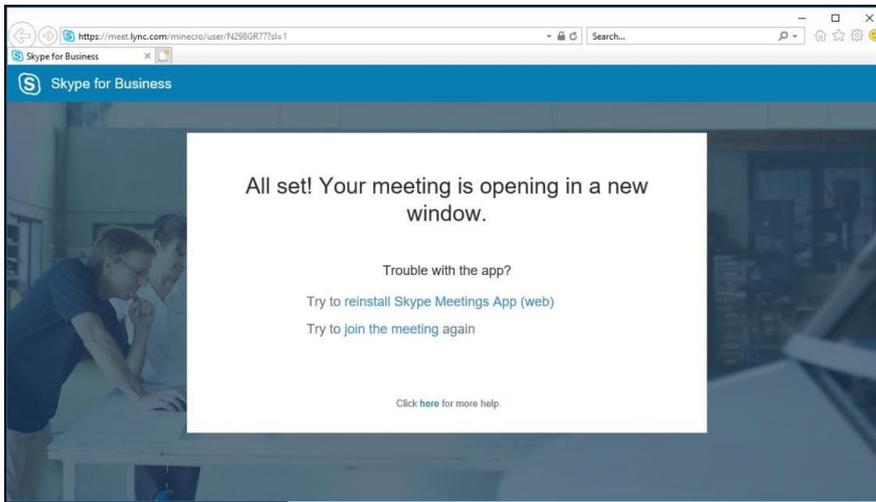


If the invite is not received please check spam or junk inboxes before contacting us.

To join the hearing, you should click on the link in the invite you have just been sent:



Depending on the device being used, Skype for Business may issue a notification that the witness is about to enter the hearing by advising that the meeting is opening in a new window. As shown below:



The new window should automatically open, although in some instances you may have to wait for a couple of minutes.

For security reasons the witness may be required to wait in the virtual lobby (the waiting area in Skype for Business). If so, this message may appear:



This may time out if you have clicked the link before the Host is ready to start the meeting. If this happens a message showing "You were not admitted into this meeting" will appear and you will then be required to leave and re-click on the "Join Skype Meeting" link in the email.

The Tribunal will then join you to the hearing when they are ready.

Once you have joined the hearing you will be able to see the tribunal. You

should select the video camera  and then 'Start My Video'. If you are using a mobile device and there is no picture, the camera could be turned off. The video camera icon may not be highlighted, rather than have the line through to indicate it is turned off. You should click the video camera to turn it on and it will highlight.

You will be able to hear the hearing immediately. The microphone will automatically be set to mute - if you need to ask a question, please select the



microphone to turn the microphone on. We would advise muting the microphone when you have finished speaking to reduce feedback.

If you are using an iPhone and are having difficulty with the audio you should go to Settings select the privacy option, then select microphone and ensure that the toggle next to Skype for Business shows green.



The call can be ended by clicking the red call icon.

If you are required to re-join the hearing to answer further questions from parties, you will be able to click on the link in the original invite sent.

Frequently Asked Questions

What if I have not received an invite?

If you have not received an invite you should check your spam or junk inbox as it may be there. If you still have not received it, please contact your key contact that has requested you attend the hearing.

I have still not been joined to the hearing, what has happened?

If there is any significant delay to the scheduled time for you being joined to the hearing you should be kept informed by your key contact who requested, you attend the hearing. As hearing timings may adjust subject to matters that arise it may be that you are joined slightly later to the hearing. If you have not been joined to the hearing more than 10 minutes after the expected time, please contact your key contact.

I cannot hear/ see the Tribunal- what can I do?

Please check that your camera and/or microphone are switched on- if they are switched off the icon may display with a line through it or may not be highlighted. Click on the icon once and it should turn on the camera/ microphone.

If you still cannot hear and/or see the Tribunal you may also wish to ensure that device has a video capability and that the camera is not covered and that your sound for your device is switched on.

Can I have anyone with me while I am attending via video link?

You should ensure that the room you are giving evidence from is private and without interruption. No-one should be present while you are giving evidence. If you need a supporter with you while giving evidence, please raise this with your key contact calling you to appear as a witness at the earliest stage.

I already have Skype installed; can I use that to attend the hearing?

When you have Skype rather than Skype for Business installed you will automatically be directed to download the Skype for Business app when you click on the link. You can only attend the hearing through the Skype for Business app. Further information can be found on the 'Office' website [What's the difference between Skype, Skype Meetings, and Skype for Business?](#)

Annex

Virtual Hearings - What you need to know

Some helpful pointers to assist the smooth running of Virtual Hearings.

Internet connections, suitable devices and all things technical

- ▶ Internet connection- minimum download speed of 8mb and upload of 512kps.
- ▶ Suitable laptop/ PC/ iPad. We advise you to contact us if using a Mac as you may need to adjust your settings. We do not recommend using a mobile phone.
- ▶ Ensure you are able to view any documents you may need to during the hearing- this may mean printing them off, having a second device or reducing the viewing sizes to fit documents and the hearing on one screen.
- ▶ We recommend a test call prior to attending the hearing.

The 'Hearing Room' at home

- ▶ Ensure your home 'hearing room' environment is private, be aware that the room you are using will be visible to the Tribunal and others participating in the hearing.
- ▶ Ensure you are free from interruptions including phones, doorbells etc.
- ▶ Log into the 'all participants' appointment **at least 5 minutes** before your hearing time to allow time for set up.
- ▶ Remember that if you need a comfort break/ to speak with your representative please 'ask for a break' in the conversation box.

Virtual Hearing etiquette

- ▶ The same professional standards are expected as those you would follow at the Hearing Centre.
- ▶ Remain on mute if you are not speaking, try to avoid speaking at the same time as others.
- ▶ Remember to say your name/ role before you speak.
- ▶ While the Public will not attend these hearings, if the hearing is in 'public' then updates will be provided to those that request it.