

Skype for Business Support

1. **Skype for Business** (SfB) can be freely downloaded to a home computer if you want to use it at home for UBC business. All Law Faculty and Staff have recently been enabled for Skype for Business (UBC). To sign in, your login is your firstname.lastname@ubc.ca and the password is your CWL password. If your firstname.lastname@ubc.ca doesn't work, it could be that it uses a shorter form or a longer form of your first name. Contact Bernie Flinn (bernie.flinn@ubc.ca) who can supply you with your existing firstname.lastname@ubc.ca alias.
 - a. Skype for Business for Mac download: <https://www.microsoft.com/en-us/download/details.aspx?id=54108>.
 - i. **SPECIAL NOTE FOR MACS:** when you are at the Login window in SfB, click on the "Advanced Options" button and then in the User Name box type in "ead\CWL" (without the quotes) where "CWL" is your CWL login name and click the Save button. Then try logging in again with your firstname.lastname@ubc.ca alias, hit the Continue button and input your CWL password on the next screen and click "Sign In".
 - b. Skype for Business for Windows download: <https://support.office.com/en-us/article/download-and-install-skype-for-business-on-windows-2da94a13-6d16-4d67-adf3-439f2b946994>. The "Special Note for Macs" just above may also apply to PCs in case you cannot connect (not verified yet!).
2. **SfB Resource Website and Training Videos (lots of good info here):** <https://collaborate.share.ubc.ca/s4b/SitePages/NewHome.aspx>
3. **Microsoft Skype for Business Help Center:** <https://support.office.com/en-us/skype-for-business>
4. **For Skype for Business issues,** please first try contacting the [UBC IT Help Desk](#)