

## Contact us

For further information or advice, please ask one of the ward team.

[www.awp.nhs.uk](http://www.awp.nhs.uk)

## PALS

To make a comment, raise a concern or make a complaint, please contact the Trust's Patient Advice and Liaison Service (PALS)

Tel: 01225 362900  
Free phone: 0800 073 1778  
Email: [awp.pals@nhs.net](mailto:awp.pals@nhs.net)

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**Avon and Wiltshire Mental  
Health Partnership**  
NHS Trust

# How to use Skype



**Information for families and friends of  
service users in Secure Services**

**You matter, we care**



This booklet can be made available in other languages or formats such as large print, audio or Easy read. Contact **01225 362900**

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At the time of producing this information, we understand there are no charges for installing the Skype application or making Skype to Skype calls. We do advise you to check the Skype website for more information about charges.

### What you need

- A computer with internet access
- A webcam (as part of the pc or connected to the PC)
- Your PC needs to have Skype downloaded – this only needs to happen once.

### How to install Skype

1. Open an internet browsing screen for example Internet Explorer or Firefox.



2. Ask the search engine to find you Skype or type in [www.skype.com](http://www.skype.com)

3. Once on the site, create an account – you will need to enter some personal details – be aware of what you are revealing.
4. Follow the process through as shown on screen.
5. Agree to the user agreement.
6. Click and download the application.
7. You will be asked if you want to run or save – click **Save**.
8. You will be asked where to save the file – save it to your computer.
9. Now Skype needs to be installed – go to **My Computer** and find where the file has been saved.
10. Double click on the **Skype Setup**.
11. Wait for Skype to install.

Once you have installed Skype, visit their Help section for information about:

How to Use Skype    How to Make a Skype Call

### Important note

Your family member or friend in a secure unit will not be able to accept incoming Skype video calls *from* you. We will arrange a convenient time for them to place a Skype video call *to* you.