



Skype Manager™ User Guide



Version 3.0

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About this guide

Skype Manager™ is a web-based management tool that lets you centrally manage Skype for businesses of any size.

This guide has been written for administrators of Skype Manager who are responsible for overseeing their company's usage of Skype, excluding US registered Skype Managers. It provides detailed, step-by-step guidance on how to set up and use Skype Manager.

This guide also contains help for people who are members of a Skype Manager with guidance on how they can use the Members List and the actions that they can perform within Skype Manager itself.

Please note that this guide does not cover the actions people can perform within Skype itself, such as adding contacts, making calls, or changing their profile settings. For more information on the actions that you can perform within Skype, please see:

support.skype.com

Finding more information

If you're new to Skype Manager and need to get up to speed fast, you may be interested in the [Skype Manager Quick Start Guide](#). This guide, along with a range of self-help resources for both technical and non-technical issues, is available on the Skype Support site:

support.skype.com

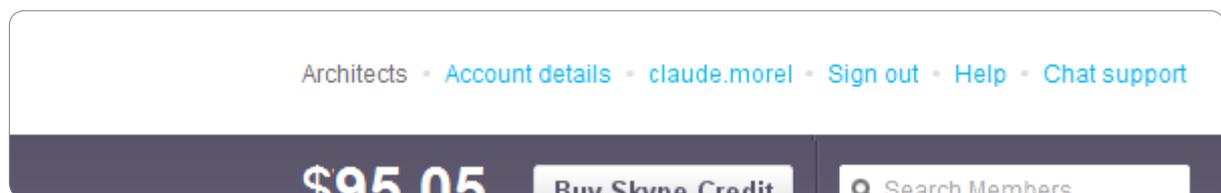
This site contains comprehensive information on how to get the most out of Skype, including troubleshooters, FAQs, user guides, technical guides and quick start guides.

For information on all Skype for Business products, visit the Skype for Business area of the Skype website:

skype.com/business

Contacting Skype

If you need help with your Skype Manager, you can find more answers in our Skype Manager FAQs section by clicking **Help** in the top right corner of your Skype Manager.



Alternatively, if you need to contact Skype Customer Service about a specific problem you're having with Skype Manager, click **Chat support** to talk to a live chat representative.

Important

Emergency calling

Access to a broadband internet connection is required. Skype is not a replacement for traditional telephone services and cannot be used for emergency calling.

Skype Connect is meant to complement existing traditional telephone services used with a corporate SIP-enabled PBX, not as a stand-alone solution. Skype Connect users need to ensure all calls to emergency services are terminated through traditional fixed line telephone services, connected to the local exchange, or through other emergency calling capable telephone services.

Online Numbers

Online Numbers are provided 'as is' and their ongoing availability to you is subject to applicable local residency rules and regulatory practices. The terms related to Online Numbers may change accordingly, such changes may include the imposition or amendment of local residency requirements and/or require you to provide further user information for continued access to defined Online Numbers. Such changes may impact on your ability to use, purchase and allocate Online Numbers in the future. The terms that relate to Online Numbers are clearly displayed within the Online Number purchase flow and you need to agree to these prior to proceeding to purchase Online Numbers.

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1.0 What is Skype Manager?

Skype Manager is a web-based management tool that lets you centrally manage Skype for businesses of any size.

The screenshot displays the Skype Manager dashboard for a user named 'Architects'. The top navigation bar includes 'Account details', 'claude.morel', 'Sign out', 'Help', and 'Chat support'. The main dashboard is divided into several sections:

- Reports:** Features a bar chart titled 'Allocations' showing usage from April 2010 to April 2011. The highest allocation is in October 2010, reaching approximately 180 units.
- Your account:** Shows a current balance of \$95,05 and an account status of 'All OK'. It also indicates that 'Auto-recharge is disabled' and shows 'Upcoming allocations (next 30 days)' as \$0,00.
- Your features:** Lists various features and their status: 3 members have Skype Credit, 2 members have Subscriptions, 3 members have Group video calling, 3 members have Online Numbers, Call forwarding is set up, and 2 members have Voicemail.
- Your members:** Shows 11 members and provides an 'Add members' button. It also notes that the user has not signed in since their last login and has one outstanding invite.
- News:** Contains a welcome message and a link to 'More news'.

Quickly and easily set up business Skype accounts for your colleagues, keep track of what they are spending, allocate features and monitor Skype usage in real time, all from one central point.

Employees with business Skype accounts no longer need to worry about buying credit or features themselves - they are allocated centrally from Skype Manager. And with Auto-recharge set up they'll always have credit available to make that important business call.

With Skype Manager, you can:

- **Create business Skype accounts**

Get your employees set up with their own business Skype account. Business Skype accounts created in Skype Manager are owned and controlled by your company – not the individual employee.

- **Allocate Skype Credit**

Buy Skype Credit centrally and then allocate it to your employees as needed. Monitor their expenditure and usage with reports that can be generated at a company, departmental or employee level.

- **Allocate features**

Give your employees the tools they need to collaborate and work smarter. Buy and allocate features like subscriptions, group video calling, Online Numbers, call forwarding and voicemail.

All products are pre-paid giving you flexibility over how you manage your company's expenditure on Skype and for many features, you can decide whether to be billed monthly, quarterly or annually.

Skype Manager is the simple way to manage Skype in your business.

2.0 Setting up your Skype Manager

It couldn't be easier to get started with Skype Manager. All you need to set up your Skype Manager is to enter a Skype Name and password and register your company details online.

Once you are signed in to Skype Manager, you can add the employees whose Skype usage you want to manage, buy and allocate Skype Credit, allocate features and monitor your company's Skype usage immediately. You can sign in to Skype Manager whenever you have an internet connection available so you're not tied to one computer or location when you need to administer Skype products and features across your business.

To set up your company's Skype Manager:

1. Go to:
skype.com/go/skype.manager.setup
2. If you want to use an existing Skype account to set up your Skype Manager, enter your Skype Name and password, then click **Sign me in**:



Set up Skype Manager

Do you already have a Skype account?

Yes, I have a Skype account No, I don't have a Skype account

Please sign in with your Skype name and password
These credentials will also be used to access your Skype Manager.

Skype Name [Forgotten your Skype Name?](#)

Password [Forgotten your password?](#)

[Sign me in](#)

If you want to create a new Skype account specifically for your Skype Manager, click **No, I don't have a Skype account**, enter your details and click **I agree – Continue**:

Set up Skype Manager

Do you already have a Skype account?

Yes, I have a Skype account No, I don't have a Skype account

First name*

Last name*

Your email address*

Repeat email*

Note: no-one can see your email address.

Skype Name*

The Skype account you use to set up your Skype Manager will be used to administer Skype products and credit throughout your business. We therefore strongly recommend you to click **No, I don't have a Skype account** to create a new Skype account.

You can now enter your company details:

Set up Skype Manager
Create accounts. Allocate credit. Assign features.

About your company Fields marked with an asterisk * are required.

Company name*

Country

Registration address ⓘ

Address *

City *

Zip or postal code *

State/Province *

Did you know?
You can sign into your Skype Manager directly from:
<https://manager.skype.cc>
[Bookmark my sign in page](#)

3. Enter your full legally registered company name and select the country in which your

company is registered.

4. Enter the legally registered address of your company.
5. If required, enter your VAT number. Companies based outside the European Union do not have to pay VAT when purchasing Skype Credit in Skype Manager. Companies based within the European Union (except Luxembourg) do not have to pay VAT if they provide a valid EU VAT code and declare they are purchasing the Skype Credit on behalf of their business.
6. Check **I have read and accept the Skype Business End User Licence Agreement and the Skype Business Terms of Service**.
7. Click **Set up Skype Manager**. You will be automatically signed into your Skype Manager. The first thing you will see is the Dashboard.

The screenshot displays the Skype Manager dashboard. At the top, the 'skype manager' logo is on the left, and navigation links for 'Architects', 'Account details', 'claudio.morel', 'Sign out', 'Help', and 'Chat support' are on the right. Below the logo is a 'Dashboard' tab and icons for account management, chat, and reports. A balance of '\$0.00' is shown next to a 'Buy Skype Credit' button and a search bar for members. The main content area is divided into 'Reports' and 'Your account'. The 'Reports' section shows 'No allocations made yet' with a sub-note: 'As soon as you start allocating credit or other features to your members, you can monitor all allocations here.' The 'Your account' section shows 'Current balance' at '\$0.00' with a note 'Auto-recharge is disabled' and 'Upcoming allocations' at '\$0.00' for the next 30 days. A note states: 'Your account will be automatically charged when payments are due.' Below this is a security alert: 'Verify your company and help protect your business and Skype from the risk of fraud and malicious account hacking. Learn more'. At the bottom, there are three sections: 'Your features' (1 member has Skype Credit, with links for Subscriptions, Group video calling, and Online Numbers), 'Your members' (1 member, with a 'Create accounts' button and a note 'Since you last signed in: No changes since you last logged in.'), and 'News' (a welcome message about the new product).

3.0 Getting started with Skype Manager

Skype Manager has been designed to help you work smarter. The Dashboard gives you an overview of your company's Skype usage and there are separate areas dedicated to **Members**, **Features**, and **Reports**, easily accessible from the toolbar.

This makes it easy for you to find your way around Skype Manager and to perform the tasks needed to manage Skype effectively in your company.

3.1 Signing in to Skype Manager

Once you have set up your Skype Manager, you can sign in to it at any time by visiting: skype.com/go/skype.manager.signin

Just enter your Skype Name and password and click **Sign me in**.

Note that if you are a new administrator for an existing Skype Manager, the following will be displayed the first time that you sign in:

Please accept Terms of Service.

I have read and accept the [Skype Business End User Licence Agreement](#) and the [Skype Business Terms of Service](#)

[Sign me in](#)

Once you have read the agreements, check **I have read and accept the Skype Business End User Licence Agreement and the Skype Business Terms of Service** and click **Sign me in**.

To ensure the safety of your company's information, you will be automatically signed out of Skype Manager if you haven't used it in a while.

Alternatively, you can sign out of Skype Manager at any time by clicking **Sign out** in the top right corner of your Skype Manager.

3.2 Using the Dashboard

When you sign in to Skype Manager, the Dashboard is always displayed first and provides a useful overview of your company's Skype usage.

The screenshot shows the Skype Manager dashboard for a user named 'Architects'. The top navigation bar includes 'Account details', 'claude.morel', 'Sign out', 'Help', and 'Chat support'. The main dashboard is divided into several sections:

- Reports:** A bar chart titled 'Allocations' showing monthly spending from April 2010 to April 2011. The highest allocation is in October 2010, reaching approximately 180 units.
- Your account:** Shows a current balance of \$95,05 and an account status of 'All OK'. A 'Buy Skype Credit' button is visible. A search bar for members is also present.
- Upcoming allocations:** Shows \$0,00 for the next 30 days, with a note that auto-recharge is disabled.
- Your features:** Lists features for 3 members: Skype Credit, Subscriptions, Group video calling, and Online Numbers. A 'Set up Call forwarding' option is also available.
- Your members:** Shows 11 members and an 'Add members' button. It also indicates 'One outstanding invite'.
- News:** A welcome message about the new product and a link to 'More news'.

The Dashboard provides the following information:

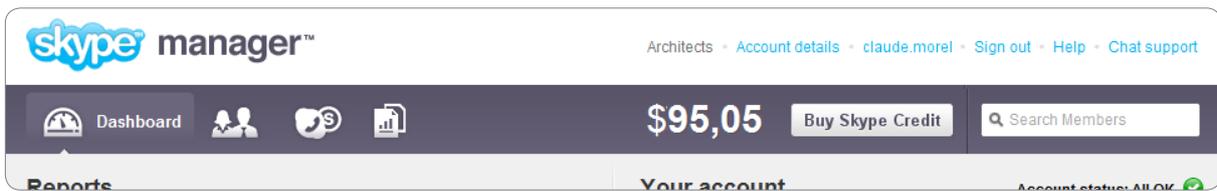
- Reports** - the amount of Skype Credit you have allocated per month. Place your cursor over a month to view the total expenditure for that month.
 Alternatively, click a specific month to view the **Summary** report for that month. For more information on the **Summary** report, please see [7.1 Displaying the Summary report](#).
- Account status** - the status of your payment settings, which can be **All OK**, **Attention Required**, or **Problem**.
- Current balance** - your Skype Manager credit balance, as well as an indication of whether you have Auto-recharge enabled.
- Upcoming allocations** - the total value of allocations due to be deducted from your Skype Manager credit balance in the next 30 days.
 If you have insufficient credit to cover the cost of your allocations in the next 30 days, the amount of credit that is missing is displayed below **Upcoming allocations**. Click **Buy more Skype Credit** to add credit to your Skype Manager credit balance.
 For more information on buying Skype Credit for your Skype Manager, please see [5.0 Skype Credit](#).
- Your features** - a summary of all of the features currently allocated to members of your

Skype Manager.

- **Your members** - a summary of how many members you have, any changes that have occurred since you last signed in and details of any outstanding invites or account transfer requests.
- **News** - the latest Skype Manager news.

3.3 Using the toolbar

The toolbar lets you move between the different areas of your Skype Manager.

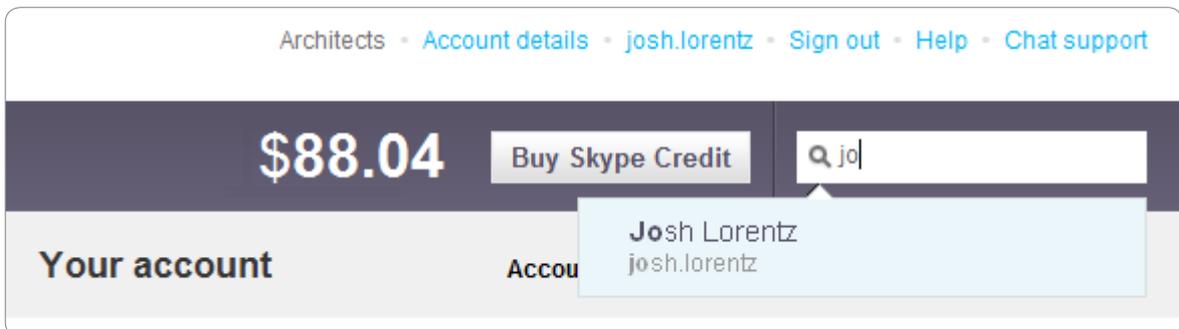


The toolbar contains links to the following areas:

-  **Dashboard**
For an overview of your Skype Manager.
-  **Members**
For adding members to your Skype Manager and managing their details.
-  **Features**
For allocating features to your members and managing their details.
-  **Reports**
For keeping track of purchases, allocations, features and the Skype usage of your members.

The toolbar also contains:

- Your current Skype Manager credit balance.
- The **Buy Skype Credit** button - for buying additional Skype Credit.
- **Search Members** - Simply enter the member's name and a list of matching members will appear below.



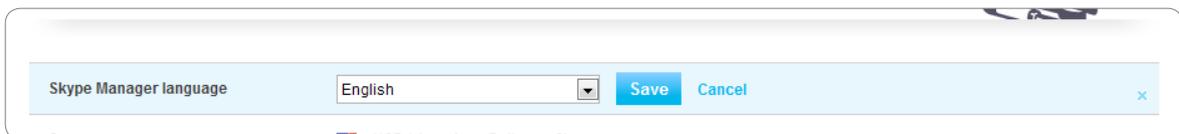
Click the member you are looking for to view that member's details.

3.4 Changing your Skype Manager's language

You can change the language in which your Skype Manager is displayed which will include any communications sent from your Skype Manager so that you can use the language you and your members are most familiar with.

To change your Skype Manager's language:

1. In the top right corner of Skype Manager, click **Account details**.
2. In the menu displayed on the left, click **Skype Manager settings**.
3. Click anywhere in the **Skype Manager language** row.



4. Select the language required from the drop-down list displayed and click **Save**. Your Skype Manager will automatically refresh and display in the language that you have selected.

3.5 Using your Skype Manager

Once you know your way round your Skype Manager, you can start to manage your company's Skype usage.

The most important things you need to do now are:

1. Add members

Create business Skype accounts for your employees or invite people with personal Skype accounts to join your Skype Manager as members.

For more information, please see [4.0 Members](#).

2. Buy Skype Credit

Before allocating credit or features to members of your Skype Manager for the first time, you need to buy Skype Credit for your Skype Manager.

For more information, please see [5.0 Skype Credit](#).

3. Allocate Skype Credit and features

Provide your members with the Skype Credit and features they need to work smarter.

For more information, please see [6.0 Features](#).

4. Keep track of your company's usage of Skype

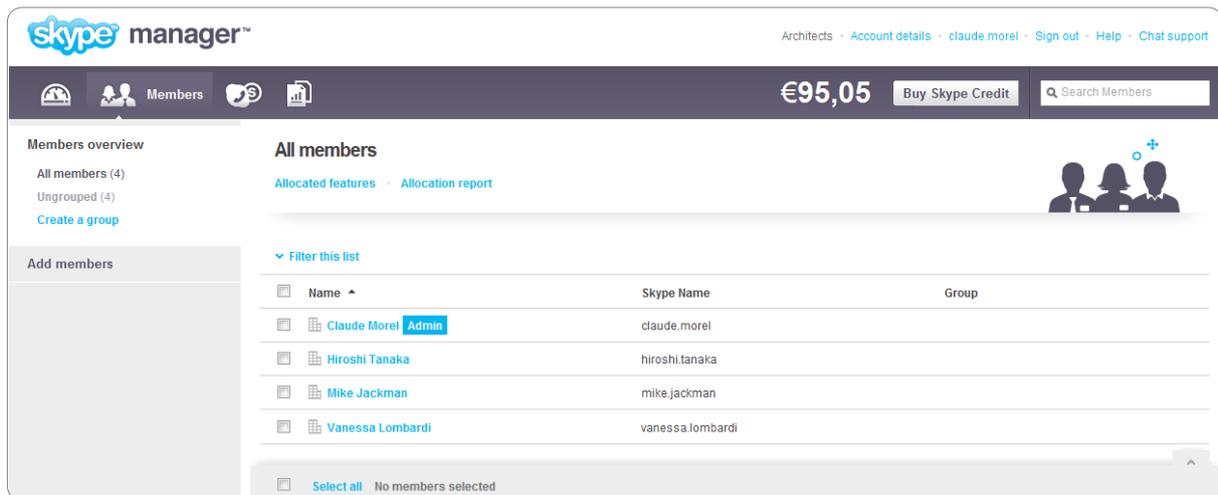
Monitor how your company uses Skype in real time with Skype Manager's reports.

For more information, please see [7.0 Reports](#).

4.0 Members

Members are the people whose Skype usage you want to manage in your Skype Manager.

When you click **Members** in the toolbar of your Skype Manager, the **All members** screen is displayed by default so you can see all the members that you currently manage within your Skype Manager.



Before adding any new members, you should first decide whether you want to create new business Skype accounts for them or invite them to join your Skype Manager using their own existing personal Skype accounts.

A business Skype account is owned by the Skype Manager where it was created. You control who uses the account and all the features and credit allocated to it.

A personal Skype account is owned by the person who created it. You cannot control who uses it and there are limitations on the features and credit that you can allocate to it.

With a business Skype account, you can:

- Change the email and password of the account holder
- Permanently delete the account when it's no longer required
- Take back any Skype Credit you've allocated to it
- Allocate call forwarding
- Set up Caller ID
- Allocate an Online Number

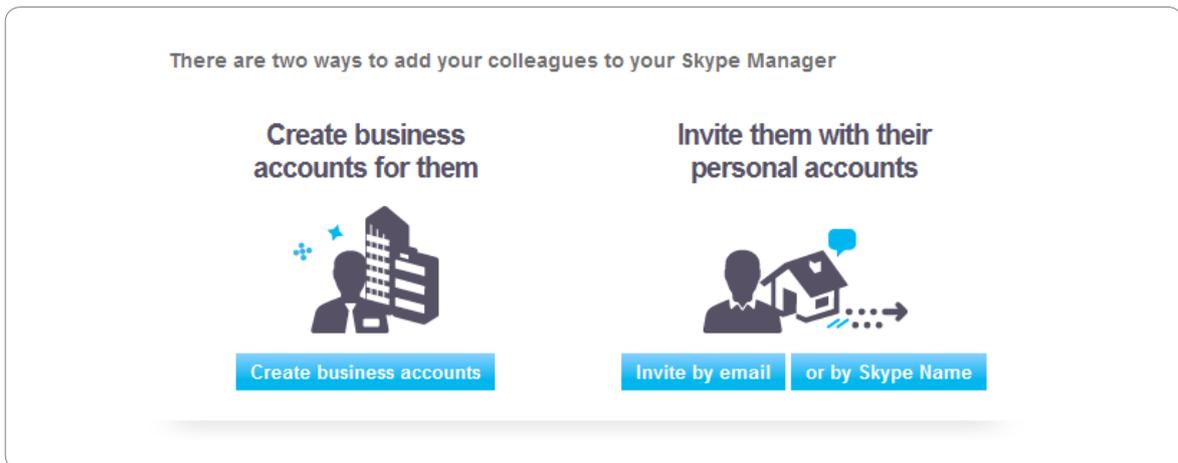
You cannot do the above for a personal Skype account. Therefore, to retain full control of your company's Skype usage, we recommend that you only add new members by creating business Skype accounts for them.

Note that a member can only belong to one Skype Manager at a time. Also note that you cannot invite members with personal Skype accounts if your company is registered in the U.S. Please see your [Terms of Service](#).

4.1 Adding members by creating business Skype accounts

To create new business Skype accounts:

1. Click **Members** in the toolbar.
2. In the menu on the left, click **Add members**.



3. Click **Create business accounts**.

The screenshot shows the "Create business accounts" form. At the top, there is a progress indicator with three steps: "1 Enter email addresses/Import CSV", "2 Enter details", and "3 Summary". To the right of the progress indicator is an icon of a person in a suit next to a building. Below the progress indicator, there is a section titled "Enter email addresses" with a text input field containing the example text "e.g. john@example.com, mary@example.com". Below the input field is a message: "Please enter one or more email addresses of people you want to invite to join your Skype Manager." To the left of the input field, there is a section titled "or, import a CSV file with member data" with a "Browse..." button. Below the "Browse..." button is a message: "The CSV file must contain columns for: First name, Last name and Email address. User name and Password columns can also be added. [How to generate a CSV file](#)". At the bottom of the form is a blue "Next" button.

4. Enter the email address of each person you want to create a business Skype account for and click **Next**.

Alternatively, you can import the details of the people you want to create an account for by using a CSV file generated from your existing company directory. For more

information on how to do this, please see [4.1.1 Creating business Skype accounts from a CSV file](#).

5. Skype Manager automatically suggests some Skype Names based on the information you've entered. Click a suggested Skype Name to edit it.

The screenshot shows a form for creating a new Skype account. At the top, there are two input fields: "Email address*" containing "vanessa.lombardi@architects.com" and "Skype Name*" containing "Vanessa.Lombardi". Both fields have a green checkmark icon to their right. Below these fields, a message reads: "Either modify your choice or choose one of these alternatives:". Underneath this message are three radio button options: "Vanessa.Lombardi.1", "Vanessa.Lombardi.2", and "Vanessa.Lombardi.14". Below the radio buttons are four input fields: "First name" with "Vanessa", "Last name" with "Lombardi", "Password" (with a blue eye icon to its left), and "Repeat password". A note below the password fields states: "The password needs to be at least 6 characters long and contain at least 1 number." At the bottom of the form area is a blue link that says "Remove this account". Below the entire form area is another blue link that says "Add another account".

You can also edit the new member's first name or last name, or set a password for the new account. (The password needs to be at least six characters long and contain at least one number.) If you edit a member's details, be sure to click **Save and close**.

If you don't set a password, the member will be sent an email requesting them to set their own password. The member will need to set their password before they can start using Skype.

You can also add another account at this point by clicking **Add another account**.

6. If required, you can add the new members to a group by selecting the name of the group from the **Add members to a group after their account is created** drop-down list or clicking **create a group** to create a new group.

Groups are a great way to manage members of your Skype Manager. For more information on how to add your members to groups, please see [4.6.3 Adding members to a group](#).

7. Click **Create accounts**.

The accounts are created and emails are sent to the people whose email addresses you entered. New business Skype accounts have no Skype Credit or features allocated to them. For more information on allocating credit and features, please see [6.0 Features](#).

4.1.1 Creating business Skype accounts from a CSV file

You can import the details of the people you want to create an account for by using a CSV file generated from your existing company directory. The CSV file needs to have the

following columns:

- **First name**
- **Last name**
- **Email address**

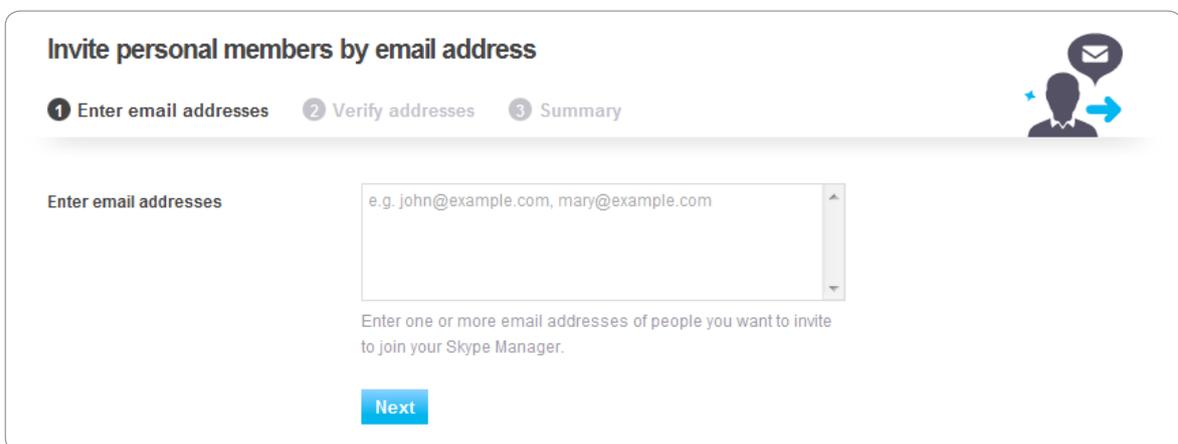
You can also add a column for **Password**. Setting a password is optional. If left blank, the new member will be invited by email to create their own password to activate their account. Passwords must be at least six characters long and contain at least one number.

To add members from a CSV file, follow the steps in [4.1 Adding members by creating business Skype accounts](#) and instead of entering the email addresses of each person, click **Browse** next to or, import a CSV file with member data and select the CSV file that you want to use before clicking on **Next**.

4.2 Inviting members with personal Skype accounts by email

To invite members to join your Skype Manager with their personal Skype accounts by using their email address:

1. Click **Members** in the toolbar.
2. In the menu on the left, click **Add members**.
3. Click **Invite by email**.



Invite personal members by email address

1 Enter email addresses 2 Verify addresses 3 Summary

Enter email addresses

e.g. john@example.com, mary@example.com

Enter one or more email addresses of people you want to invite to join your Skype Manager.

Next

4. Enter the email address of each person you want to add and click **Next**.
5. Skype Manager confirms whether the email addresses that you have added are valid. If required, you can add another email address at this point by clicking **Add another email address**.
6. If required, you can add the new members to a group by selecting the name of the group from the **Add members to a group when they accept the invite** drop-down list or clicking **create a group** to create a new group.

Groups are a great way to manage members of your Skype Manager. For more information on how to add your members to groups, please see [4.6.3 Adding members to a group](#).

7. Click **Send invites**.

Emails are sent to the people that you specified, indicating that they have been invited to join your Skype Manager. An email will be sent to you when a member accepts or declines the request. The invite is valid for 30 days.

Note that you can preview the invite that will be sent to the new member before clicking **Send invites** by clicking **See invite text**.

4.3 Inviting members with personal Skype accounts by Skype Name

To invite members to join using their personal accounts by email:

1. Click **Members** in the toolbar.
2. In the **Members** menu on the left, click **Add members**.
3. Click **or by Skype Name**.

Invite personal members by Skype Name

1 Enter Skype Names 2 Summary

Enter Skype Name

e.g. john.smith, johnsmith123

Please enter one or more Skype Names of people you want to invite to join your Skype Manager.

Add members to a group when they accept the invite

Ungrouped or create a group

Send invites

See invite text

4. Either:

- Enter the Skype Name of each of the members you want to invite or,
- Check the box next to the Skype Name of each of the members that you want to invite from your Skype contact list.

Note that your Skype contact list is only displayed on the **Invite personal members by Skype Name** screen if you are currently signed in to Skype.

5. If required, add the members to a relevant group by selecting a group from the **Add members to a group when they accept the invite** drop-down list or clicking **create a**

group to create a new group.

Groups are a great way to manage members of your Skype Manager. For more information on how to add your members to groups, please see [4.6.3 Adding members to a group](#).

6. Click **Send invites**. Emails are sent to the people that you specified, indicating that they have been invited to join your Skype Manager. An email will be sent you when a member accepts or declines the request.

4.4 Resending invites to members with personal Skype accounts

To resend an invite to join your Skype Manager:

1. Click **Members** in the toolbar.
2. In the menu on the left, click **Manage Invites**.

A list of all of the members who have not yet accepted their invite to join your Skype Manager is displayed.

3. Check the box next to each member to whom you want to resend an invite.

Manage Invites  

[Invite more people](#)

<input checked="" type="checkbox"/>	Email or Skype Name	Invite sent on	Status
<input checked="" type="checkbox"/>	 claude.morel	Apr 22, 2011	Pending
<input type="checkbox"/>	 vanessa.lombardi	Apr 22, 2011	Pending

50 items per page Showing 1 to 1 of 1

[Select all](#) 1 invite selected

[Resend invites](#) [Delete invites](#)

4. Click **Resend invites**.

4.5 Deleting invites to members with personal Skype accounts

To delete an invite:

1. Click **Members** in the toolbar.
2. In the menu on the left, click **Manage Invites**.

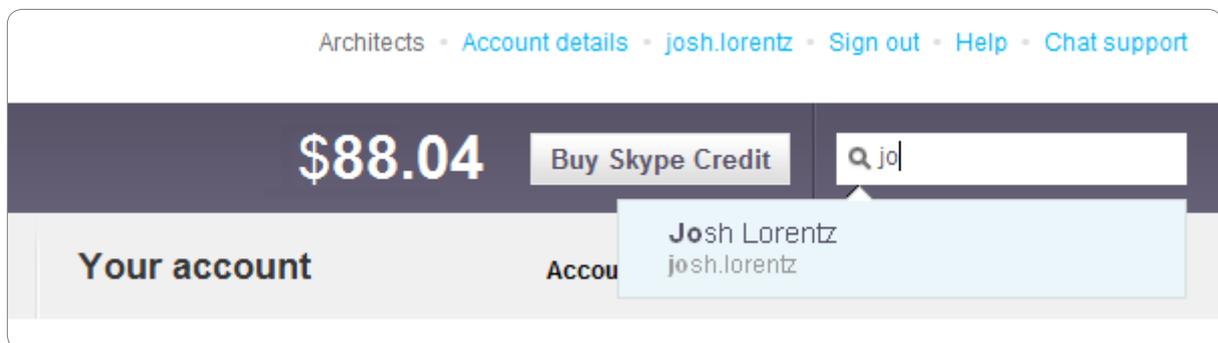
A list of all of the members who have not yet accepted their invite to join your Skype Manager is displayed.

3. Check the box next to each member to whose invite you want to delete.
4. Click **Delete invites**.

4.6 Managing your members

Once you have added your member, it's easy to manage their accounts. You can allocate them Skype Credit and if they are members with business Skype accounts, allocate them features and manage their details.

The quickest way to view or modify a member's details is to use the **Search members** tool in the top right corner of Skype Manager. Simply enter the member's name and a list of matching members will appear below.



Click the member you are looking for to view that member's details.

It's also possible to use the **Filter this list** tool to find members. To do so, click **Members** in the toolbar to display a list of all members. Then click **Filter this list** to display the filter options. You can filter by the date on which members joined Skype Manager, or by the type of member. Only members matching this filter criteria are displayed.

[Filter this list](#)
Business accounts Joined this month

Filter by type of member Business accounts

Members who joined the Skype Manager Joined this month

<input type="checkbox"/>	Name ^	Skype Name	Group
<input type="checkbox"/>	 Claude Morel	claudio.morel	
<input type="checkbox"/>	 Hiroshi Tanaka	hiroshi.tanaka	
<input type="checkbox"/>	 Mike Jackman	mike.jackman	
<input type="checkbox"/>	 Vanessa Lombardi	vanessa.lombardi	

[Select all](#) No members selected

Click the name of the member whose details you want to view.

Member's details



Personal details Fields marked with * are required.

First Name
 Last Name
 Job title

Contact details

Skype Name  claudio.morel
(Can't be changed)

Personal email address* 

Work email address*

Skype Manager settings

This member belongs to the group Ungrouped or [create a group](#)
 Make this member a Skype Manager administrator

Account currency EUR (Euros €)

Password [Change password](#)

[Delete this account](#) [Save changes](#)

On the **Member's details** screen you can:

- Edit the member's personal details
- Make the member an administrator of your Skype Manager
- Add the member to a group
- Change the member's password
- Delete the member's account

You can also manage features for the specified member. To do so, click **Features** in the menu on the left. For more information on allocating features, please see [6.0 Features](#).

To view reports on the member's Skype Credit usage and allocations, click **Reports** in the menu on the left. For more information on reports, please see [7.0 Reports](#).

4.6.1 Editing a member's personal details

On the **Member's details** screen, you can change a member's first name, last name, job title, email address and the group to which they belong. The member's Skype Name cannot be changed and for members with personal Skype accounts their password and email address also cannot be changed.

For members with personal Skype accounts, the above details are the ones used within Skype Manager and displayed in the Members list. They are not the details associated with the member's personal Skype account. Because it is a personal account, only the personal account holder can modify these details.

Once you have made your changes, ensure that you click **Save changes**.

4.6.2 Making a member an administrator

To make a member an administrator of your Skype Manager:

1. View the details of the member who you want to make an administrator. For more information on how to do this, please see [4.6 Managing your members](#).
2. Under **Skype Manager settings**, check **Make this member a Skype Manager administrator**.
3. Click **Save changes**.

You can now notify the member that they can sign in as an administrator of your Skype Manager. The first time a new administrator signs in to Skype Manager, they will be asked to agree to the Skype Business End User Licence Agreement and the Skype Business Terms of Service. For more information, please see [3.1 Signing in to Skype Manager](#).

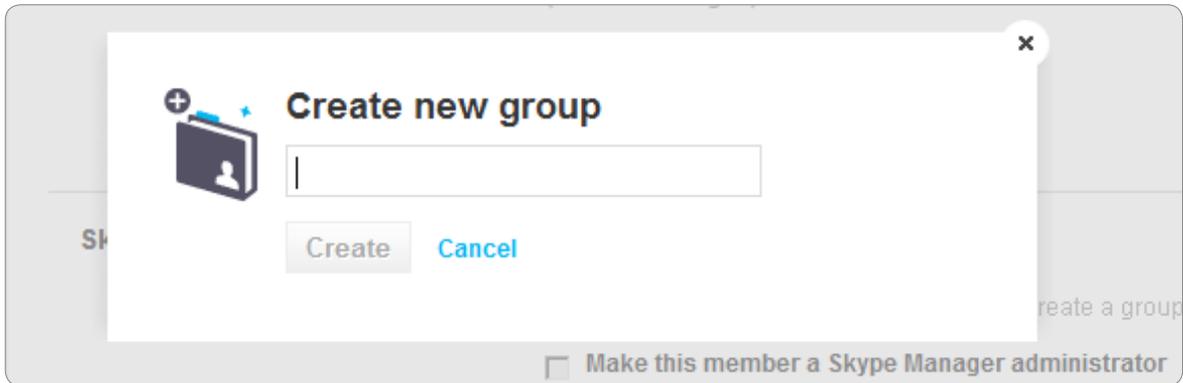
If at any point you no longer want the member to be an administrator of your Skype Manager, re-display the member's details, uncheck **Make this member a Skype Manager administrator** and click **Save changes**. Note that if you remove yourself as an administrator, you will automatically signed out of Skype Manager when you click **Save changes**.

4.6.3 Adding members to a group

Groups are a great way to manage members of your Skype Manager. You can easily allocate Skype Credit and features and monitor Skype usage for individual groups. For example, you may want to categorize your members according to the department they belong to within your company: Marketing, Human Resources, Engineering, etc.

To add a member to a new group:

1. View the details of the member who you want to add to a group. For more information on how to do this, please see [4.6 Managing your members](#).
2. Under **Skype Manager settings**, click **create a group**.



3. Enter the group's name and click **Create**.
4. Click **Save changes**.

To add a member to an existing group:

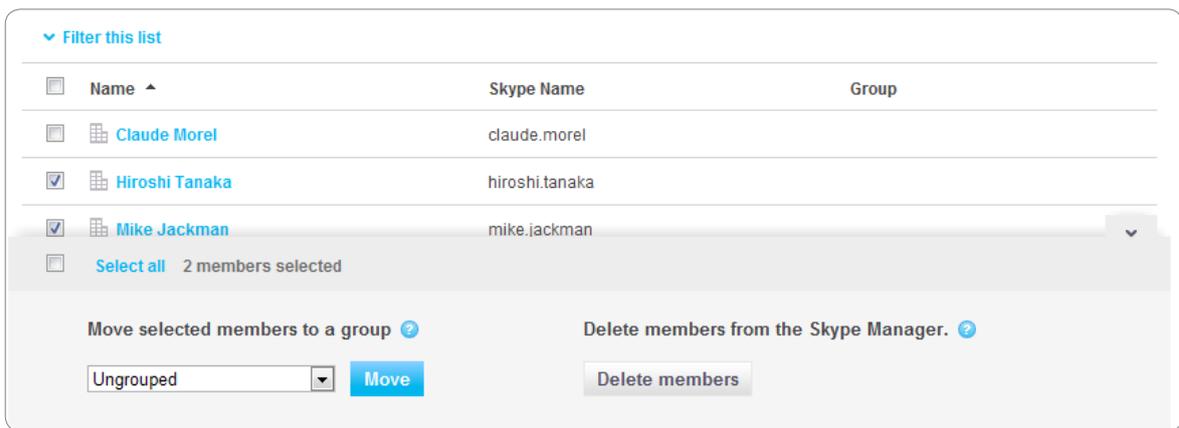
1. View the details of the member who you want to add to a group. For more information on how to do this, please see [4.6 Managing your members](#).
2. Under **Skype Manager settings**, select the group to which you want to add the member from the drop-down list displayed.
3. Click **Save changes**.

To create a new group without adding any members to it:

1. Click **Members** in the toolbar.
A list of all the members of your Skype Manager is displayed by default.
2. In the menu on the left, click **Create a group**.
3. Enter the group's name and click **Create**.

To add more than one member to an existing group at the same time:

1. Click **Members** in the toolbar.
A list of all the members of your Skype Manager is displayed by default.
2. Check the box next to each member you want to add to the group.



3. Select the group to which you want to add the members from the drop-down list displayed and click **Move**.

4.6.4 Changing a member's account currency

You can change the currency that a member's business Skype account uses so that it is appropriate to their location.

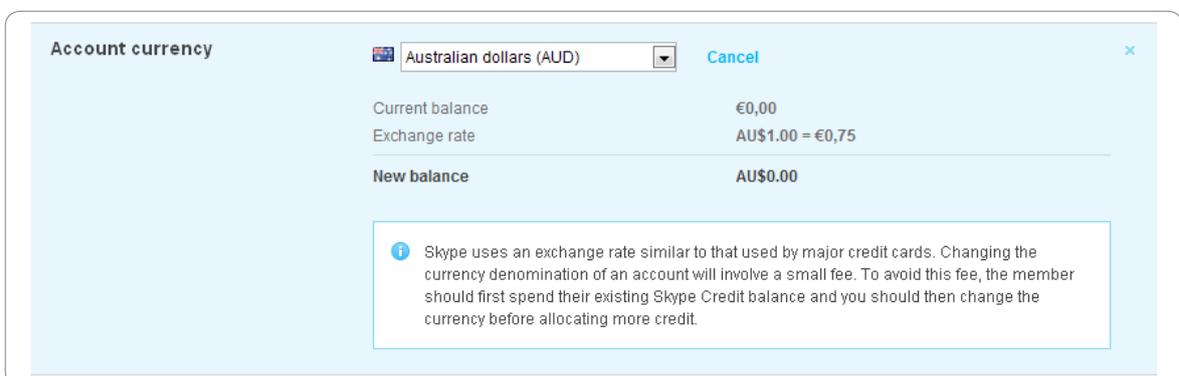
Members with personal Skype accounts can change their own account currency. For more information on the actions that your members can perform within Skype, please see:

support.skype.com

Skype uses an exchange rate similar to that used by major credit cards. Changing the currency denomination of a member's account will involve a small fee. To avoid this fee, you should advise the member that they should first spend their existing Skype Credit balance before you change the currency and allocate more credit.

To change a member's account currency:

1. View the details of the member whose account currency you want to change. For more information on how to do this, please see [4.6 Managing your members](#).
2. Click anywhere in the **Account currency** row.



3. Select the required currency from the drop-down list displayed.

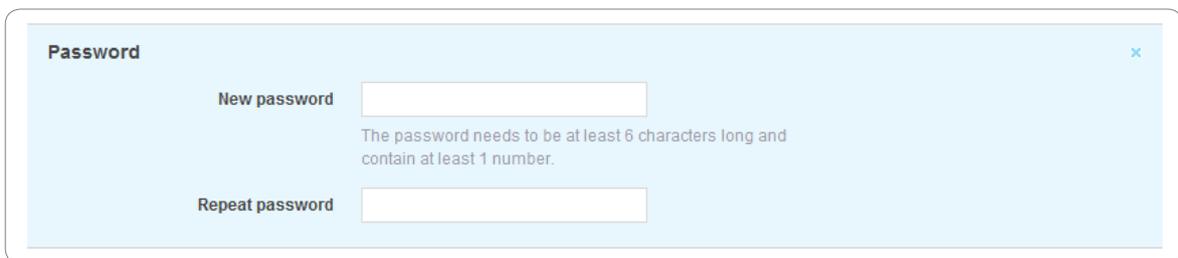
4. Click **Save changes**.

4.6.5 Changing a member's password

You can change the password for members with business Skype accounts, but not for those members with personal Skype accounts.

To change the password of a member with a business Skype account:

1. View the details of the member whose password you want to change. For more information on how to do this, please see [4.6 Managing your members](#).
2. Click **Change password**.



The screenshot shows a light blue dialog box titled "Password" with a close button (X) in the top right corner. It contains two input fields: "New password" and "Repeat password". Below the "New password" field, there is a validation message: "The password needs to be at least 6 characters long and contain at least 1 number."

3. Enter the new password and click **Save changes**.

Once you have changed a member's password you will need to notify them of the password update.

4.6.6 Deleting members

Deleting a personal Skype account will only remove it from your Skype Manager. The account itself will retain any Skype Credit allocated to it. Any subscriptions or voicemail assigned to the account will be cancelled when the expiry period is reached.

Deleting a business Skype account will permanently delete the account and all data associated with it will be lost. You should therefore keep a record of any account information you require before deleting the account. Any Skype Credit, or Online Numbers previously assigned to the business account will be returned to your Skype Manager. Any remaining subscriptions or voicemail allowances will be lost.

To delete a member:

1. View the details of the member that you want to delete. For more information on how to do this, please see [4.6 Managing your members](#).
2. At the bottom of the **Member's details** screen, click **Delete this account**. A message is displayed asking you to confirm that you want to remove the selected members from your Skype Manager.
3. Click **Delete** to confirm that you want to remove the members.

To delete more than one member at the same time:

1. Click **Members** in the toolbar.

A list of all the members of your Skype Manager is displayed by default.

2. Check the box next to each member you want to delete.
3. Click **Delete members**. A message is displayed asking you to confirm that you want to remove the selected members from your Skype Manager.
4. Click **Delete** to confirm that you want to remove the members.

4.7 Giving your members access to the Members list

There's an easy way for members to add colleagues to their Skype Contacts list. It is called the Members list and any member of your Skype Manager can use it.

Note that access is given to all members. You cannot prevent access to the Members list for individual members.

To give your members access to the Members list:

1. In the top right corner of Skype Manager, click **Account details**.
2. In the menu displayed on the left, click **Skype Manager settings**.
3. Under **Company directory**, click enable.

If you have to prevent access to the Members list for any reason, return to the **Skype Manager settings** screen and click **Disable** under **Company directory**.

For more information on how your members can use the Members list, please see [10.5 Adding other members of your Skype Manager to your Skype Contact list](#).

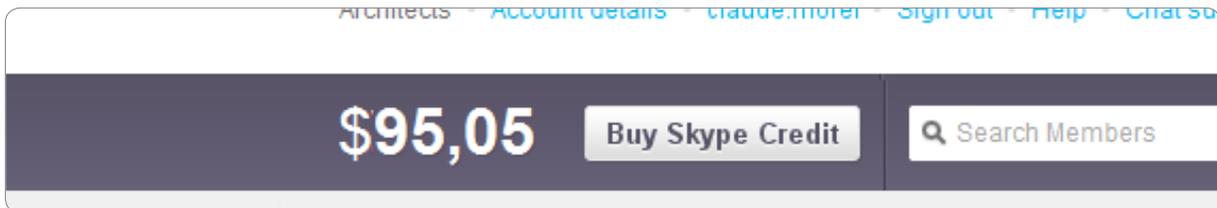
5.0 Skype Credit

Before allocating credit or features to members of your Skype Manager for the first time, you need to buy Skype Credit for your Skype Manager. It's easy to buy Skype Credit in Skype Manager. You can pay for Skype Credit using a credit card, PayPal and lots of other ways. Once you have bought some Skype Credit, you can allocate it to your members for calling or use it to buy features to allocate to your members.

If you want to learn more about how to allocate Skype Credit to your members, please see [6.1 Credit allocations](#).

5.1 Finding your Skype Manager credit balance

Your current Skype Manager credit balance is always displayed on the toolbar of your Skype Manager.



5.2 Buying credit for your Skype Manager

To buy Skype Credit for your Skype Manager credit balance:

1. Click **Buy Skype Credit** on the toolbar.
2. If this is the first time you've bought Skype Credit, select the payment method you want to use and click **Next**.

When you set up Skype Manager, there is a limit to the maximum amount of Skype Credit you can purchase, which depends on the payment method you use and how much Skype Credit you've already purchased in any given month. The range of payment methods available to you is also limited.

To access a wider range of payment methods and to increase your purchase limit, you will need to get your company verified (if available for your country). For more information, please see add [5.3 Verifying your company](#).

Select your payment method

PayPal - the safe and easy way to pay online. PayPal accepts all major credit cards. Please note that you can only associate one Skype account with one PayPal account.

i For security, most Skype payment methods put a limit on the amount you can buy during any one transaction and on the total amount you can buy in one month. There are no monthly limits on the amount you can buy with bank transfers, but a single bank transfer cannot exceed \$ 1,000. [Learn more about ways to pay](#)

 Learn how to pay with a [credit card and increase PayPal limits](#)

[Next](#)

3. Select the amount of Skype Credit you wish to buy.

Select an amount of Skype Credit

\$ 10.00
 \$ 30.00
 \$ 60.00
 \$ 125.00
 \$ 300.00
 \$ 600.00
 \$ 1,200.00
Plus \$ 120.00 Skype Credit bonus.

Want to buy over \$ 1,000?
[Contact us](#) and we'll help you to make the purchase.

Skype Credit purchase of 30 USD	
This amount of credit could get you almost 20 hours of calls to landlines worldwide*.	\$ 30.00
Total	\$ 30.00

Billing Address
 Down Street 5
 London
 London, 123456
 United Kingdom

[Change details](#)

Paying with

 Regular bank transfer

[Change](#)

The amount of Skype Credit you can buy depends on the payment method that you have selected and whether your company is verified. If you cannot buy an amount, the option is disabled with an explanation of the reason why underneath.

\$ 300.00

Unfortunately, you cannot purchase this amount of Skype Credit as it will exceed the monthly limit set for your current payment method. You can try purchasing a smaller amount of credit or use a different payment method.

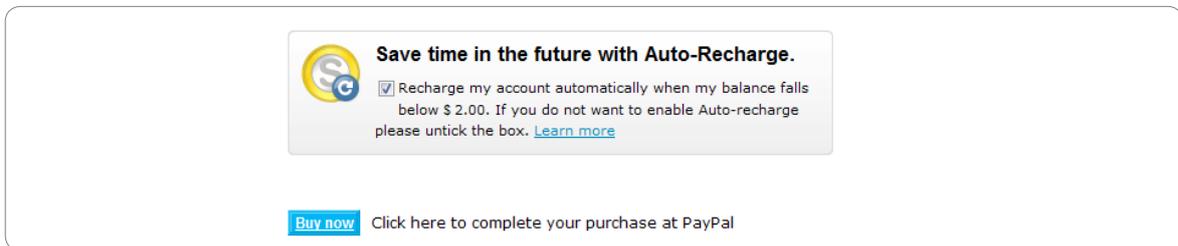
Paying with



PayPal

[Change](#)

4. Check or uncheck the **Save time in the future with Auto-Recharge** box to specify whether you want to Auto-recharge your Skype Manager credit balance.



Auto-recharge is only available with PayPal or credit card payments and lets you recharge your Skype Manager credit balance automatically when the balance falls below a certain amount. If you have not verified your company, these payment methods may be unavailable to you and you may not be able to Auto-recharge.

5. Click **Buy now**. Confirmation of your purchase will be displayed.

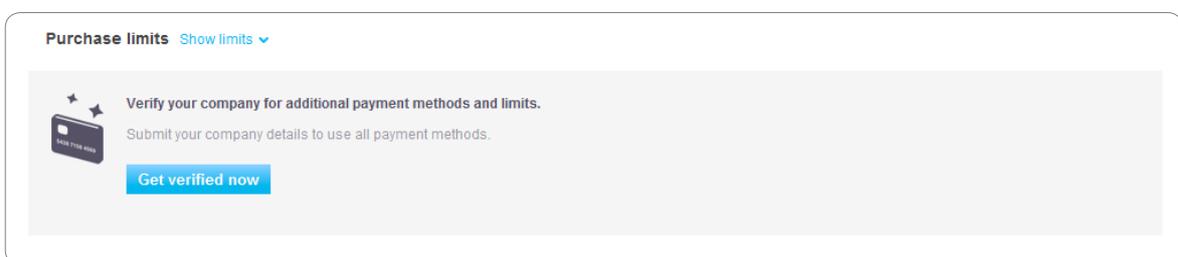
If you decide not to proceed with your purchase at any point, click **Back to Skype Manager** in the top right corner of your Skype Manager to return to the Dashboard.

5.3 Verifying your company

When you set up Skype Manager, you are given a purchase limit that determines the maximum amount of Skype Credit you can buy for your Skype Manager credit balance in one go. The range of payment methods available to you is also limited.

To access a wider range of payment methods, or to increase your purchase limit, you will need to get your company verified. It's easy to do so:

1. In the top right corner of Skype Manager, click **Account details**.
2. In the menu displayed on the left, click **Payment settings**.
3. Under **Purchase limits**, click **Get verified now**.



4. Enter your company details in the form displayed and click **Submit**.

Once you have submitted the form, Skype will check your company details and contact you to confirm your request. Once we have confirmed your request, a wider range of payment methods will become available to you and your payment limits will be increased. This process is usually completed within 3 days but may take up to 2 weeks.

Verification is available for many but not all countries. Please contact Skype Customer

Service for details. For more information on how to do this, please see [Contacting Skype](#). Alternatively, you can make a request to buy larger amounts of Skype Credit by going to: <https://manager.skype.com/account/request-credit>

If not already signed in to Skype Manager, you will need to sign in to see this screen.

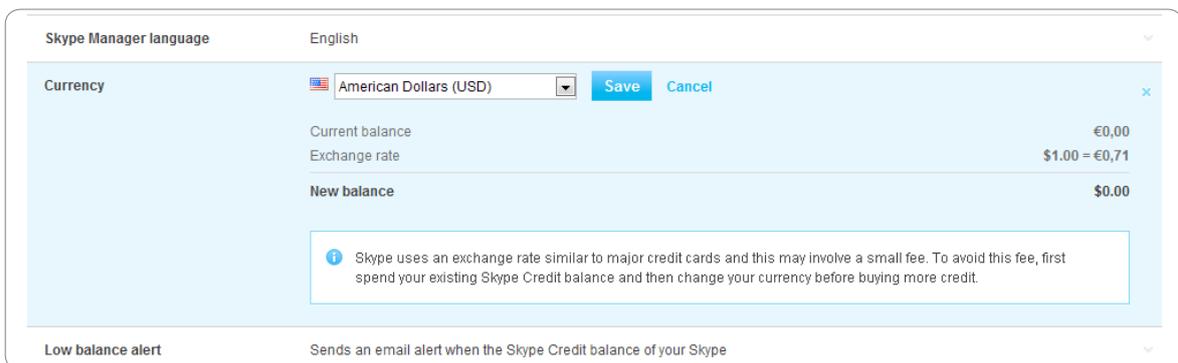
5.4 Changing your Skype Manager's currency

You specify the currency in which your Skype Credit balance is calculated when you set up your Skype Manager. However, you can change this to another currency if required.

Skype uses an exchange rate similar to major credit cards and this may involve a small fee. To avoid this fee, first spend your existing Skype Credit and then change your currency before buying more.

To change the currency:

1. In the top right corner of Skype Manager, click **Account details**.
2. In the menu displayed on the left, click **Skype Manager settings**.
3. Click anywhere in the **Currency** row.



The screenshot shows the 'Skype Manager language' settings page. At the top, 'Skype Manager language' is set to 'English'. Below this, the 'Currency' section is highlighted. It features a dropdown menu currently set to 'American Dollars (USD)' with a US flag icon. To the right of the dropdown are 'Save' and 'Cancel' buttons. Below the dropdown, the 'Current balance' is shown as '€0,00' and the 'Exchange rate' is '\$1.00 = €0,71'. A 'New balance' is listed as '\$0.00'. A blue information box contains the text: 'Skype uses an exchange rate similar to major credit cards and this may involve a small fee. To avoid this fee, first spend your existing Skype Credit balance and then change your currency before buying more credit.' At the bottom, there is a 'Low balance alert' section with a dropdown arrow and the text 'Sends an email alert when the Skype Credit balance of your Skype Manager falls below a certain amount.'

4. Select your desired currency from the drop-down list and click **Save**.

To avoid exchange rate fees for Skype Credit allocations, you should ensure your chosen currency in Skype Manager is the same as that used by most of your members.

Note that if your company's registered address is in the United States, you cannot change your currency from US dollars.

5.5 Changing your Skype Manager's Auto-recharge settings

Auto-recharge works by automatically adding more Skype Credit to your Skype Manager credit balance when it falls below a certain amount. For example, you can configure Auto-recharge to purchase an additional €200 of Skype Credit whenever your balance falls below €25.

You can select to enable Auto-recharge when you buy Skype Credit with PayPal or a credit card. Note that if you have not verified your company, these payment methods may be unavailable to you. For more information, please see [5.3 Verifying your company](#).

Once you have enabled Auto-recharge, you can change the amount that is added and the level at which it is added (known as the trigger amount):

1. In the top right corner of Skype Manager, click **Account details**.
2. In the menu displayed on the left, click **Payment settings**.
3. Click anywhere in the **Recharge amount** row.

Note that the **Auto-recharge** section will not become available until you have purchased Skype Credit for the first time.

4. Enter the amount to add when the trigger amount is reached and click **Save settings**.
5. Click anywhere in the **Trigger amount** row.
6. Enter the trigger amount and click **Save settings**.

If you no longer want to Auto-recharge your Skype Manager's Skype Credit, click **Disable** in the **Auto-recharge** section of the **Payment settings** page.

5.6 Displaying your purchase limits

For details of the payment methods available to you and any limits on how much Skype Credit you can buy for your Skype Manager credit balance:

1. In the top right corner of Skype Manager, click **Account details**.
2. In the menu displayed on the left, click **Payment settings**.
3. Next to **Purchase limits**, click **Show limits**.

Payment method *	Limit per month	Purchased this month
Credit and debit cards (Visa, MasterCard, etc)	\$140.00	\$54.27
PayPal	\$210.00	\$0.00
Moneybookers, regular bank transfer, retail vouchers	No limit	\$-32.96
Promotional vouchers	No limit	\$0.00

* The availability of payment methods is different for each country and not all of these methods may be available for you. [View payment methods available in your country.](#)

The availability and purchase limits on different payment methods is displayed. Also displayed is a summary of purchases made that month for each payment method.

Not all payment methods may be available for you to use. To see which payment methods are available to you, click **View payment methods available in your country** under **Purchase limits**.

To access a wide range of payment methods and to increase your purchase limit, you will need to get your company verified. For more information on how to do this, please see [5.3 Verifying your company](#).

5.7 Viewing details of your last purchase

To view the payment details of your last purchase:

1. In the top right corner of Skype Manager, click **Account details**.
2. In the menu displayed on the left, click **Payment settings**.

Under **Stored payment details**, the payment method, the date of purchase and the order number of your last purchase is displayed.

Stored payment details	
Payment method	Last purchase
 XXXX-7197	April 14, 2011 Order #726586691

3. For more details on the order itself, click the order number to display its details.

Order 726586691 Back to the list	
Item Auto-recharge	Amount \$10.00
Date April 14, 2011 at 17:46 (GMT)	15% VAT \$1.50
Bought by Josh Lorentz	Total \$11.50
Paid with  Visa	Download invoice as PDF
Status  Delivered	

4. To download the details of the order as a PDF for review away from Skype Manager, click **Download invoice as PDF**.

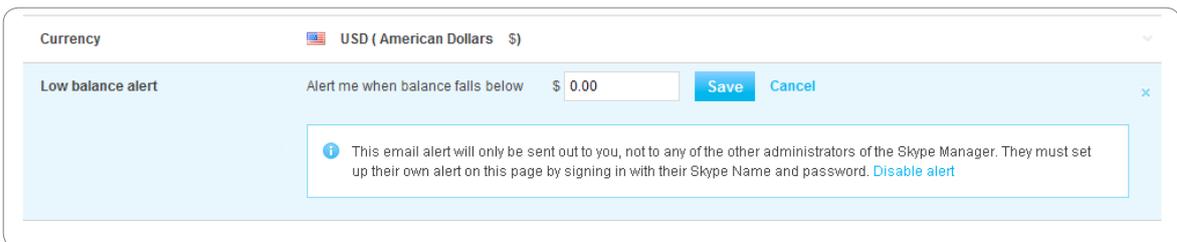
5.8 Setting up low balance alerts

You can have an email alert automatically sent to you when the Skype Credit balance of your Skype Manager falls below a certain amount. This can be useful to keep track of your Skype Credit and help ensure your Skype Manager does not run out of Skype Credit.

The email alert will only be sent out to you and not to any other administrators of your Skype Manager. Other administrators must set up their own alerts.

To set up a low balance alert:

1. In the top right corner of Skype Manager, click **Account details**.
2. In the menu displayed on the left, click **Skype Manager settings**.
3. To set up a new alert, click anywhere in the **Low balance alert** row.



4. Enter the amount that will trigger the alert and click **Save**.

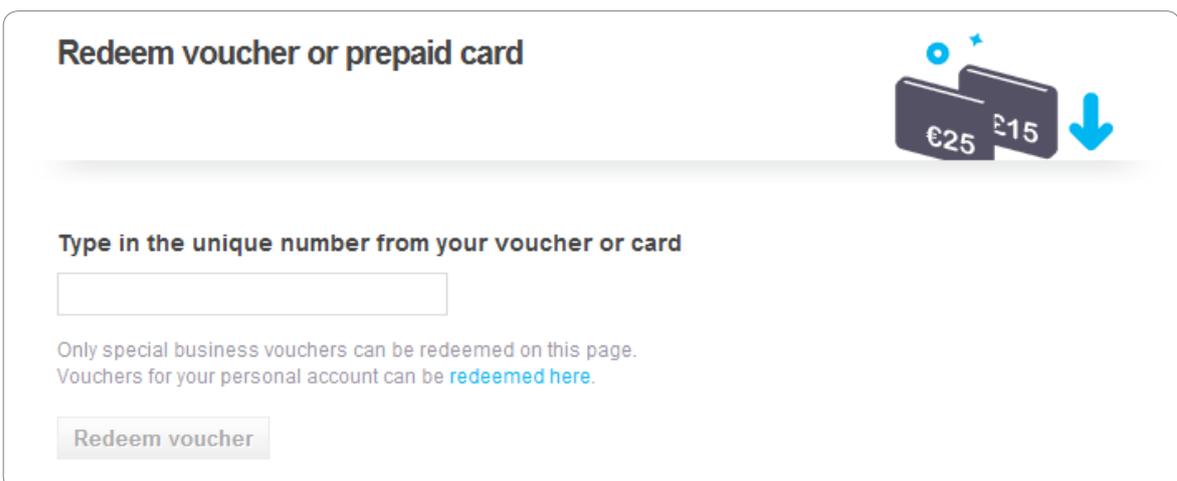
If you decide at any point that you no longer need the alert, click **Disable alert**.

5.9 Redeeming a voucher or prepaid card

Skype Credit redeemed with business vouchers are added to your Skype Manager credit balance.

To redeem a business voucher or prepaid card:

1. In the top right corner of your Skype Manager, click **Account details**.
2. In the menu on the left, click **Redeem voucher**.

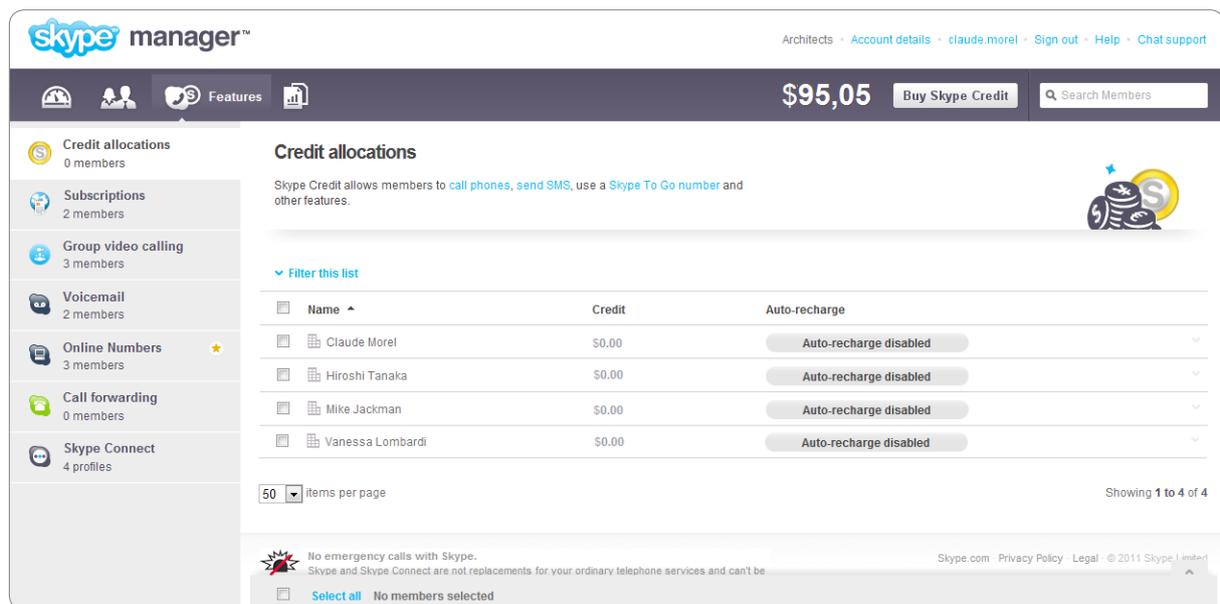


3. Enter the unique number from your voucher or card and click **Redeem voucher**.

6.0 Features

In Skype Manager, you can help everyone in your business work smarter by managing their Skype Credit, as well as their access to features like group video calling, voicemail and call forwarding.

When you click **Features** in the toolbar of your Skype Manager, the **Credit allocations** screen is displayed by default. On the left, a menu of features is displayed, along with the number of members currently allocated that feature. Click a feature in the menu to see which members that feature is allocated to and to manage how the feature is allocated.



Before allocating credit or features to members of your Skype Manager for the first time, you need to buy Skype Credit for your Skype Manager. For more information on how to do this, please see [5.0 Skype Credit](#).

6.1 Credit allocations

Your employees don't need to worry about buying Skype Credit for themselves - you can allocate what they need from your Skype Manager. And with Auto-recharge, you can ensure that their credit is automatically topped up whenever it falls below a set amount.

6.1.1 Allocating credit to members

To allocate Skype Credit to one or more members:

1. Click **Features** in the toolbar.

The credit allocations for your members are displayed by default.

2. Check the box next to each member to whom you want to allocate credit.

Credit allocations

Skype Credit allows members to [call phones](#), [send SMS](#), use a [Skype To Go number](#) and other features.

▼ Filter this list

<input type="checkbox"/>	Name ▲	Credit	Auto-recharge
<input checked="" type="checkbox"/>	Hiroshi Tanaka	\$0.00	Auto-recharge disabled
<input checked="" type="checkbox"/>	Mike Jackman	\$0.00	Auto-recharge disabled
<input type="checkbox"/>	Vanessa Lombardi	€10,00	Auto-recharge active

Select all 2 members selected

Add credit [Take back credit](#) ?

\$ 10.00

Auto-recharge [Disable](#)

Total: \$ 20

3. Under **Add credit**, enter an amount and click **Add credit**.

The allocated credit is immediately deducted from your Skype Manager credit balance and added to the Skype account of the selected members. It will take a short while until the new credit balance will be visible in your Skype Manager. (You may need to reload the screen to see the new balance.)

To see a record of a Skype Credit allocation, go to the **Allocations** report. For more information on how to display the **Allocations** report, please see [7.0 Reports](#).

6.1.2 Taking back credit from members

You can take back the Skype Credit that has been allocated to members with business Skype accounts. Any taken back credit is refunded to your Skype Manager credit balance.

To take back all the credit currently allocated to one or more members:

1. Click **Features** in the toolbar.

The credit allocations for your members are displayed by default.
2. Check the box next to each member whose credit allocation you wish to take back.
3. Click **Take back credit** next to **Add credit**.
4. Confirm that you wish to take back the credit by clicking **Take back credit**.

The credit is refunded to your Skype Manager's credit balance.

6.1.3 Enabling Auto-recharge for members

When activated, Auto-recharge automatically tops up a member's Skype account balance with a specified amount of credit whenever it falls below a certain amount. The credit is

deducted from your Skype Manager credit balance.

To enable Auto-recharge for one or more members:

1. Click **Features** in the toolbar.

The credit allocations for your members are displayed by default.

2. Check the box next to each member for whom you want to enable Auto-recharge.
3. Under **Auto-recharge**, click **Activate / change**.

The screenshot shows a table with columns for Name, Credit, and Auto-recharge. Two members are listed: Claude Morel and Hiroshi Tanaka, both with a credit of €0,00 and Auto-recharge disabled. Below the table, there is a 'Select all' button and a '1 member selected' indicator. The 'Add credit' section shows a total of \$ 10.00. The 'Auto-recharge' section has three input fields: 'Recharge member's account with' set to \$ 10.00, 'when balance falls below' set to \$ 2.00, and 'Monthly recharge limit' set to \$ 125.00. There are 'Confirm' and 'Cancel' buttons at the bottom.

Name	Credit	Auto-recharge
<input checked="" type="checkbox"/> Claude Morel	€0,00	Auto-recharge disabled
<input type="checkbox"/> Hiroshi Tanaka	€0,00	Auto-recharge disabled

Select all 1 member selected

Add credit Take back credit ?

\$ 10.00 Add credit

Total: \$ 10

Auto-recharge

Recharge member's account with \$ 10.00 ?

when balance falls below \$ 2.00

Monthly recharge limit \$ 125.00 ?

Confirm Cancel

4. Specify the following amounts:

- **Recharge member's account with** - enter the amount of credit to recharge.
- **When balance falls below** - enter the level at which the member's Skype account will be recharged when it falls below this level.
- **Monthly recharge limit** - enter the maximum amount of credit by which the member's Skype account can be recharged in any month. When this limit is reached, Auto-recharge will be suspended until the first day of the next month.

5. Click **Confirm**.

6.1.4 Disabling Auto-recharge for members

To disable Auto-recharge for one or more members:

1. Click **Features** in the toolbar.

The credit allocations for your members are displayed by default.

2. Check the box next to each member for whom you want to disable Auto-recharge.
3. Click **Disable** next to **Auto-recharge**.

6.2 Subscriptions

Subscriptions can be a great way of saving money when calling phones. When you

allocate a subscription to your members, they will be able to make unlimited calls (a fair use policy applies) to landlines (and even mobiles in some countries) covered by the subscription. Subscriptions are available for calls to a single country; a region (for example, Europe); or to over 40 countries worldwide.

You can change an allocated subscription for member up to three times a month. The unused portion of the previous subscription is converted into credit that is allocated to the member's account.

Note that if a member with a personal Skype account already has a subscription they set up outside of Skype Manager, you cannot allocate an additional subscription to them within Skype Manager

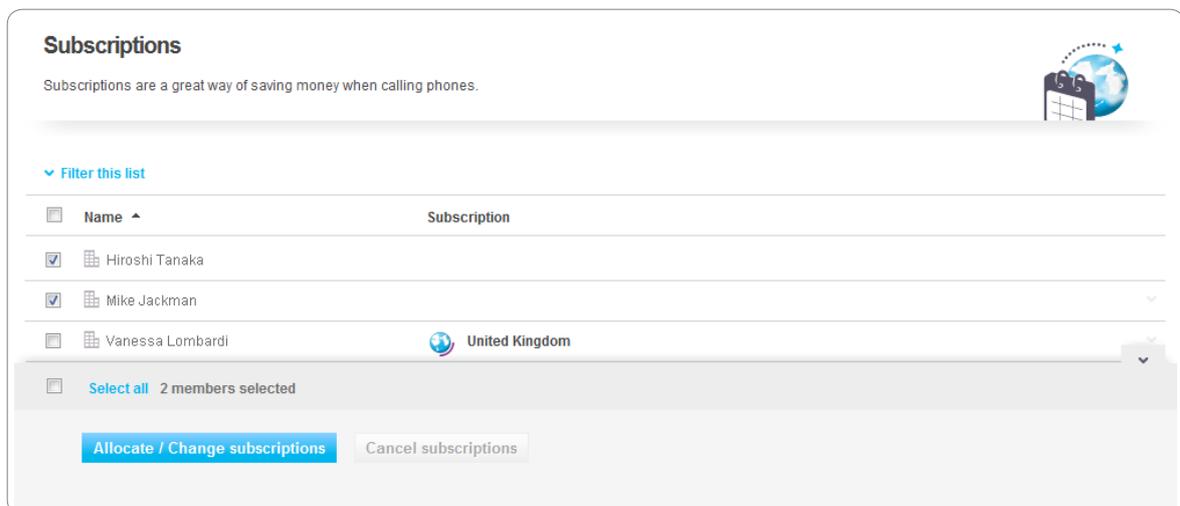
6.2.1 Allocating or changing subscriptions

To allocate a subscription to one or more members, or to change existing subscriptions:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Subscriptions**.

The subscription details of your members are displayed.

3. Check the box next to each member to whom you want to allocate a subscription.



4. Click **Allocate / Change subscriptions**.
5. Select the subscription you require, and how often you would like to be billed and click **Buy now**.

The subscription will become available in a few minutes and its cost will be deducted from your Skype Manager credit balance.

6.2.2 Cancelling subscriptions

To cancel a subscription for one or more members:

1. Click **Features** in the toolbar.

2. In the menu on the left, click **Subscriptions**.

The subscription details of your members are displayed.

3. Check the box next to each member whose subscription you want to cancel.
4. Click **Cancel subscriptions**.
5. Confirm that you want to cancel the subscription by clicking **Cancel subscription**.

The subscriptions and all the benefits will expire on the dates indicated for each subscription. No further costs will be incurred.

6.3 Group video calling

Group video calling lets you work face-to-face with colleagues or customers, helping you to build relationships and work more effectively. It's simple and cost effective to use, as only the host needs to have a group video calling subscription.

When you allocate a group video calling subscription to your members, they will be able to hold group video calls with three or more people (up to a maximum of 10), to help get work done in more productive ways. All everyone needs is the latest version of Skype, a laptop and a webcam.

6.3.1 Allocating group video calling

To allocate a group video calling subscription to one or more members:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Group video calling**.

The group video calling details of your members are displayed.

3. Check the box next to each member for whom you want to allocate a group video calling subscription.

Group video calling

Face-to-face video calls with three or more people (up to a maximum of 10). Everyone can see each other on the video conference with group video calling.



▼ Filter this list

<input type="checkbox"/>	Name ^	Subscription
<input checked="" type="checkbox"/>	Hiroshi Tanaka	
<input checked="" type="checkbox"/>	Mike Jackman	
<input type="checkbox"/>	Vanessa Lombardi	Group video calling

Select all 2 members selected

4. Click **Allocate group video calling**.
5. Select how often you would like to be billed and click **Buy now**.

The group video calling subscription will become available in a few minutes and its cost will be deducted from your Skype Manager's credit balance.

6.3.2 Cancelling group video calling

To cancel a group video calling subscription for one or more members:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Group video calling**.
The group video calling subscription details of your members are displayed.
3. Check the box next to each member whose subscription you want to cancel.
4. Click **Cancel group video calling**.
5. Confirm that you want to cancel by clicking **Cancel group video calling**.

The group video calling subscriptions will expire on the dates indicated for each subscription. No further costs will be incurred.

6.4 Voicemail

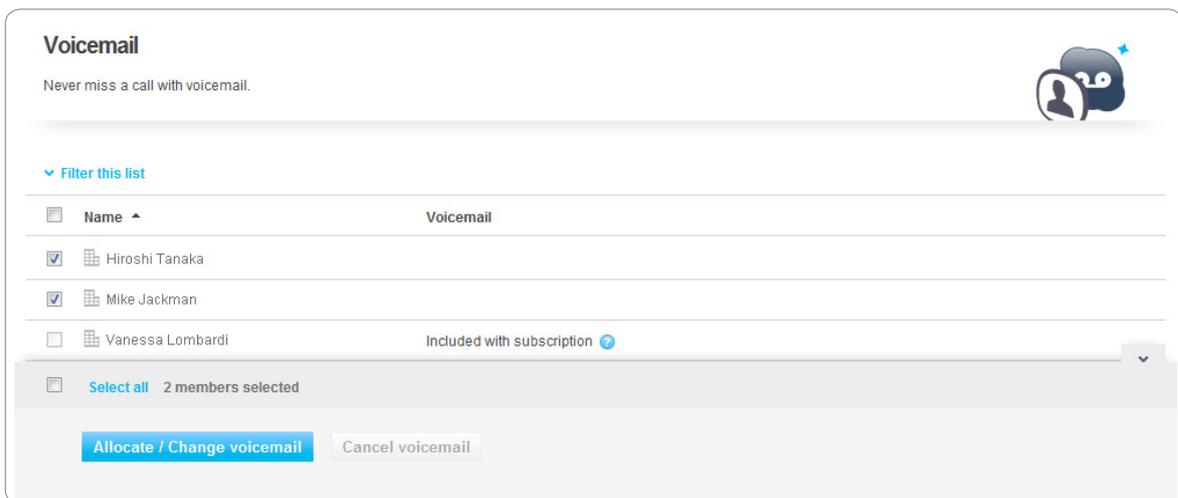
Voicemail lets you pick up messages that were left when you were busy or offline. Unanswered calls are sent to voicemail and you can listen to the calls whenever you are signed in to Skype.

Voicemail is included with a subscription. However, you can also allocate voicemail to a member if the member does not have a subscription.

6.4.1 Allocating voicemail

To allocate voicemail to members without subscriptions or to change their voicemail:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Voicemail**.
The voicemail details of your members are displayed.
3. Check the box next to each member to whom you want to allocate voicemail.



Note that you cannot allocate voicemail to those members whose voicemail is already activated as part of their subscription.

4. Click **Allocate / Change Voicemail**.
5. Select how often you would like to be billed and click **Buy now**.

Voicemail is allocated to the selected members. It might take a few minutes until you can see it in your Skype Manager and for your members to be able to start using it.

Note that members will have to set up their voicemail, such as recording their voicemail message, after it has been allocated. For more information on the actions that your members can perform within Skype, please see:

support.skype.com

6.4.2 Cancelling voicemail

To cancel voicemail for one or more selected members:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Voicemail**.
The voicemail details of your members are displayed.
3. Check the box next to each member whose voicemail you want to cancel.

Note that you cannot cancel the voicemail of those members whose voicemail is already activated as part of their subscription.

4. Click **Cancel Voicemail**.
5. Confirm that you want to cancel the voicemail by clicking **Cancel Voicemail**.

The voicemail will expire on the dates indicated for each member. No further costs will be incurred.

6.5 Online Numbers

With Online Numbers, members can receive incoming calls from any phone - landline or mobile. This is perfect if your members have customers or business colleagues who don't use Skype. When someone dials an Online Number from a phone or mobile, the member's Skype rings and they can pick up the call – wherever they are in the world.

Online Numbers cannot be allocated to members with personal Skype accounts, although they can buy their own Online Numbers away from Skype Manager.

For members with business Skype accounts (or for SIP Profiles), you can allocate one or more Online Numbers.

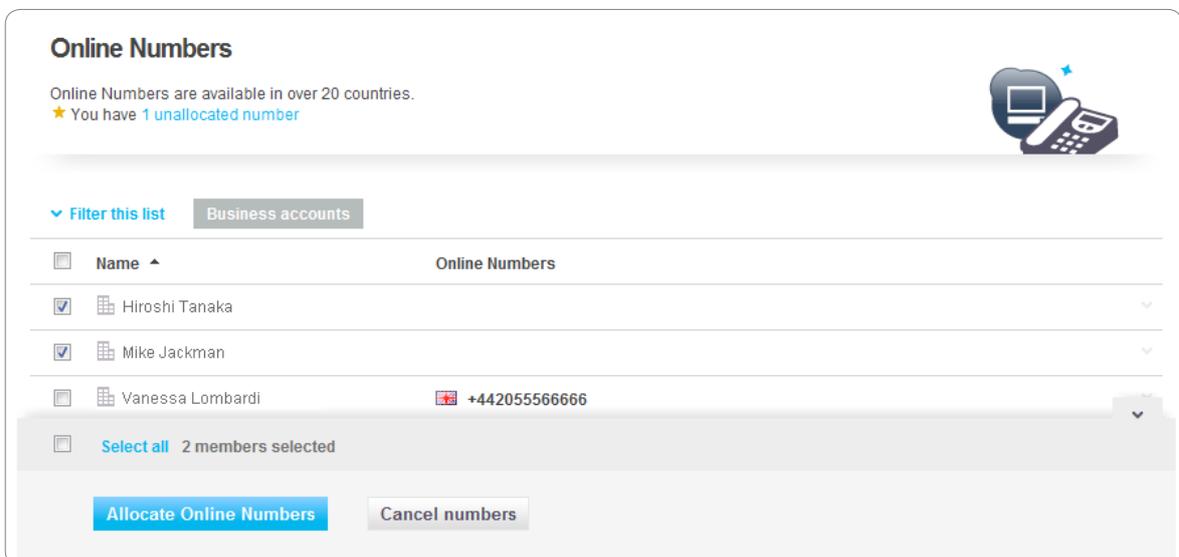
6.5.1 Allocating Online Numbers

To allocate Online Numbers to members with business Skype accounts or to SIP Profiles:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Online Numbers**.

The Online Numbers details for your members are displayed. Note that only members with business Skype accounts are listed.

3. Check the box next to each member to whom you want to allocate Online Numbers.



Online Numbers

Online Numbers are available in over 20 countries.
★ You have 1 unallocated number

▼ Filter this list Business accounts

<input type="checkbox"/>	Name ^	Online Numbers
<input checked="" type="checkbox"/>	Hiroshi Tanaka	
<input checked="" type="checkbox"/>	Mike Jackman	
<input type="checkbox"/>	Vanessa Lombardi	+442055566666

Select all 2 members selected

Allocate Online Numbers Cancel numbers

4. Click **Allocate Online Numbers**.
5. Specify the country of the Online Number you would like and click **Continue**.

Buy Online Numbers

You are buying for **1** member. [Change](#)

\$6.30 / month for each number.

In which country would you like your numbers?

United States ▼

[Continue](#)

⚠ Online Numbers are provided 'as is', and their ongoing availability to you is subject to applicable local residency rules and regulatory practices. Skype reserves the right to change their terms of use accordingly, including by introducing a residency requirement where necessary.

To be able to set up Online Numbers for some countries, your company needs to be registered in that country.

6. Enter how many Online Numbers you require.
7. Select the region and area codes to use for your Online Numbers.
8. Select which Online Numbers you would like to buy.

Please choose your Online Numbers

Buy numbers. (max. 100)

Region code ▼

Area code ▼

Click an Online Number to select it:

+13109097950	+13109097951	+13109097954	+13109097955
+13109097956	+13109097957	+13109097958	+13109097959
+13109097960	+13109097961		

[Show 10 different Online Numbers](#)

If you want to select from a different set of numbers, click **Show 10 different Online Numbers**.

9. Select how often you would like to be billed and click **Buy now**.

How often would you like to be billed?

Monthly **Quarterly (3 months)** Save 33% Annually (12 months) Save 50%

Total cost

Cost per number	\$18.00
33% Discount	-\$5.95
Numbers purchased	1

Total cost every 3 months \$12.05

The cost will be deducted from the Skype Credit balance of your Skype Manager.

The Online Numbers are allocated to the members you have selected. It may take a few minutes before the Online Numbers are displayed in Skype Manager and your members can start using them.

6.5.2 Reallocating Online Numbers

You can reallocate an Online Number from one member with a business Skype account to another member with a business Skype account (or to a SIP Profile). To do so:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Online Numbers**.

The Online Numbers details for your members are displayed. Note that only members with business Skype accounts are listed.

3. In the list of members, click the row containing the name of the member whose Online Number you want to reallocate.

Mike Jackman +44205556666

Member details

Next payment
\$6.30 on May 9, 2011

Reallocate number Cancel number

Add a number ▾

4. Click **Reallocate number**.
5. Enter the name of the member to whom you want to reallocate the Online Number to and click **Confirm**. The Online Number can only be reallocated to another member with a business Skype account (or to a SIP Profile).

The Online Number is then reallocated to the specified member or SIP Profile.

6.5.3 Reactivating Online Numbers

You can reactivate any Online Number that has expired within the last 90 days. To do so:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Online Numbers**.

The Online Numbers details for your members are displayed. Note that only members with business Skype accounts are listed.
3. In the list of members, click the row containing the name of the member whose Online Number you want to reactivate.
4. Click **Reactivate number**.
5. Select how often you would like to be billed and click **Buy now**.

The Online Number is reactivated for the specified member or SIP Profile.

6.5.4 Cancelling Online Numbers

To cancel Online Numbers allocated to one or more members with a business Skype account:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Online Numbers**.

The Online Numbers details for your members are displayed. Note that only members with business Skype accounts are listed.
3. Check the box next to each member whose Online Numbers you want to cancel.
4. Click **Cancel numbers**.
5. Confirm that you want to cancel the Online Numbers by clicking **Cancel numbers**.

The Online Numbers will expire on the dates indicated for each member. No further costs will be incurred.

6.5.5 Setting up Online Numbers as Caller ID

You can set up Caller ID for members with business Skype accounts so that the Online Number allocated to them is displayed when calling landlines or mobiles from Skype.

Note that members with personal Skype accounts have to set up their own Caller ID.

To assign an Online Number as the Caller ID for a member:

1. View the details of the member you want to assign an Online Number as their Caller ID. For more information on how to do this, please see [4.6 Managing your members](#).
2. In the menu on the left, click **Features**.
3. Click **Set up Caller ID**.



4. Select the Online Number you want to use as the member's Caller ID from the drop-down list.

For a list of countries in which Online Numbers can be used as Caller ID, refer to:

skype.com/allfeatures/calleridentification

5. Click **Save settings**.

6.5.6 Changing Caller ID

To change which Online Number is used as a member's Caller ID:

1. Use the **Search members** tool in the top right corner of Skype Manager to find and select the member whose Caller ID you want to change.
2. In the menu on the left, click **Features**.
3. Click anywhere in the **Caller ID** row.
4. Click **Change Caller ID**.
5. Select the new Online Number you want to allocate as the member's Caller ID from the drop-down list.
6. Click **Save Settings**.

6.5.7 Disabling Caller ID

To disable Caller ID for a member:

1. Use the **Search members** tool in the top right corner of Skype Manager to find and select the member whose Caller ID you want to disable.
2. In the menu on the left, click **Features**.
3. Click anywhere in the **Caller ID** row.
4. Click **Disable Caller ID**.

6.6 Call forwarding

With call forwarding, calls to the member are forwarded from Skype to a landline, mobile or a co-worker's Skype Name. Calls can be forwarded to landlines and mobiles at Skype's standard rates or to Skype Names for free. So when someone is away in a meeting or on holiday, you can ensure important business calls are never missed.

Call forwarding can only be set up by an administrator of Skype Manager for members with business Skype accounts.

6.6.1 Setting up call forwarding

To set up call forwarding for one or more selected members:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Call forwarding**.

The call forwarding details for your members are displayed. Note that only members with business Skype accounts are listed.

3. Check the box next to each member to whom you want to set up call forwarding.

Call forwarding

Calls can be forwarded to landlines and mobiles at Skype's [standard rates](#) or to Skype Names for free.

Call forwarding can only be set up for members with business accounts.

Filter this list Business accounts

Name	Calls are forwarded to
<input checked="" type="checkbox"/> Hiroshi Tanaka	
<input checked="" type="checkbox"/> Mike Jackman	
<input type="checkbox"/> Vanessa Lombardi	

Select all 3 members selected

Add a number or Skype Name.

United Kingdom Add Disable call forwarding

4. Add the number or Skype Name that calls will be forwarded to and click **Save**.

If you want to add another number or Skype Name that calls can be forwarded to, click **Add another number**.

6.6.2 Disabling call forwarding

To disable call forwarding for one or more selected members:

1. Click **Features** in the toolbar.
2. In the menu on the left, click **Call forwarding**.
The call forwarding details for your members are displayed. Note that only members with business Skype accounts are listed.
3. Check the box next to the members whose call forwarding you want to disable and click **Disable Call forwarding**.

6.7 Skype Connect

Skype Connect provides connectivity between your business and the Skype community. By adding Skype Connect to your existing SIP-enabled PBX, your business can save on communication costs with little or no additional upgrades required.

You can configure your SIP-enabled PBX so that Skype calls can be made directly from your desk phones at Skype's great low rates. You can also buy Online Numbers to let customers with landlines and mobiles call you. By adding Click and Call buttons on your company web pages and emails, all registered Skype users worldwide can reach your business, reception or call center for free using Skype.

You can use Skype Manager to create SIP Profiles, buy channel subscriptions to activate profiles and set up your calling options.

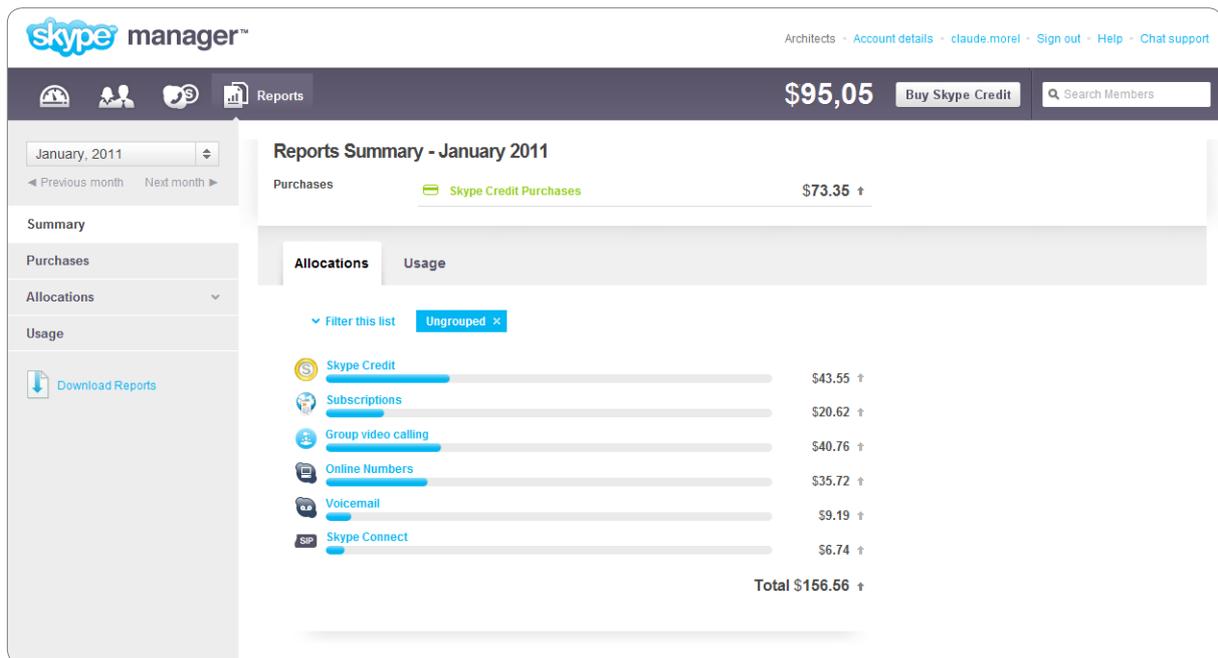
For more information about Skype Connect, please see skype.com/go/sip.

To find out how to use Skype Connect, please see our Skype Connect FAQs section on support.skype.com or read our [Skype Connect User Guide](#).

7.0 Reports

The **Reports** area of Skype Manager provides a useful way of keeping track of your company's usage of Skype. There are four types of report available: **Summary**, **Purchases**, **Allocations** and **Usage**. Use these reports to keep track of the Skype Credit your company has purchased, allocated and used.

When you click **Reports** in the toolbar of your Skype Manager, the **Summary** report is displayed by default. On the left, a menu of the reports available is displayed. Click a report in the menu to view the report you require.



Members with personal accounts must provide their consent for administrators to view information on their individual Skype usage. If they have not provided their consent, only their current Skype Credit balance can be viewed by administrators.

If you are a member of a Skype Manager and want to learn how to give consent for the administrator of your Skype Manager to be able to view details of your Skype usage, please see [10.4 Giving consent for your Skype Manager administrator to view your Skype usage](#).

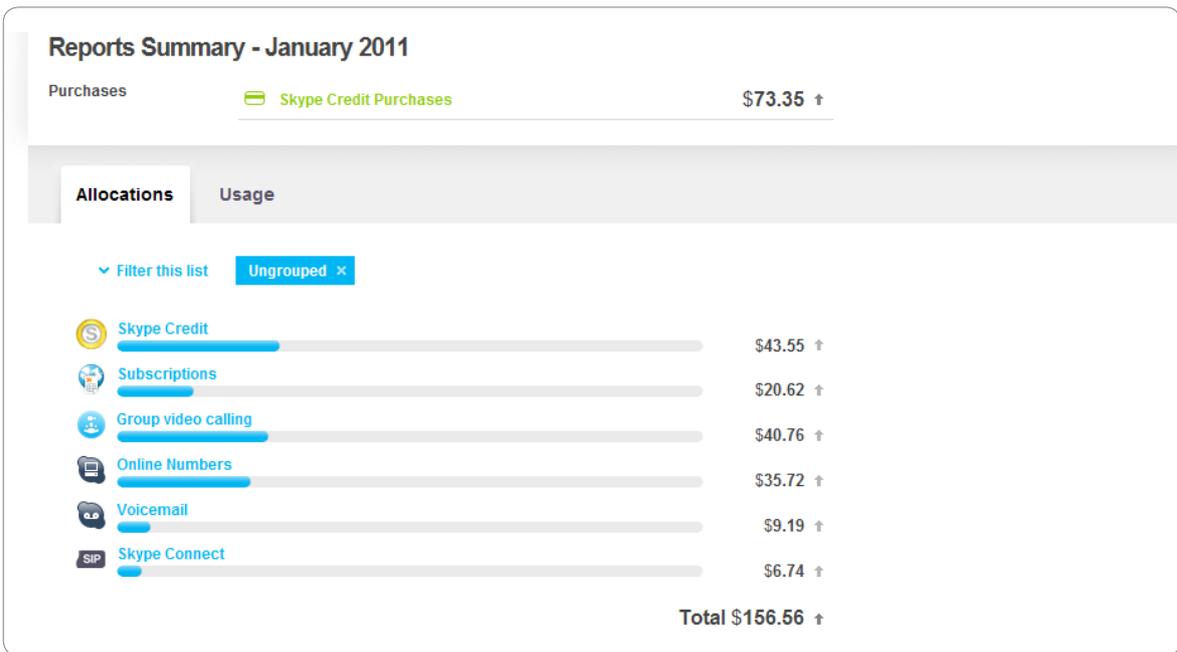
7.1 Displaying the Summary report

This report provides a breakdown of where Skype Credit has been allocated in a given month.

To display the **Summary** report:

1. Click **Reports** in the toolbar.

The **Summary** report is displayed by default.



2. You can specify the month on which to run the report by selecting the month from the drop-down list in the menu on the left or by clicking **Previous month** or **Next month**. By default, the current month is selected.
3. You can filter the report by group or type of member. For example, to display the breakdown of allocations for the current month, but for members who are also administrators of your Skype Manager only, click **Filter this list**, then select **Administrators** from the **Filter by type of member** drop-down list.

The arrows next to each feature indicate whether the allocation is more than, equal to, or less than the previous month.

7.2 Displaying the Purchases report

This report shows the purchases of Skype Credit you have made in a given month. This report is particularly useful if you want to know how much Skype Credit your company has bought.

To display the **Purchases** report:

1. Click **Reports** in the toolbar.
2. In the menu on the left, click **Purchases** to view the report.

Purchase Report – January 2011

Subtotal \$266.04 ↑

of \$266.04 total purchases



▼ Filter this list

Date ▼	Order Number	Item	Status	Amount
Jan 25, 2011	724623702	Auto-recharge	Delivered	\$11,50
Jan 25, 2011	724612529	Auto-recharge	Delivered	\$11,50
Jan 20, 2011	724497417	Credit purchase	Delivered	\$11,50
Jan 20, 2011	724497181	Credit purchase	Pending	\$11,50
Jan 17, 2011	724320955	Credit purchase	Pending	\$11,50
Jan 17, 2011	724320359	Credit purchase	Pending	\$11,50
Jan 17, 2011	724320315	Credit purchase	Pending	\$11,50
Jan 17, 2011	724320159	Credit purchase	Delivered	\$28,75
Jan 5, 2011	724021580	Credit purchase	Pending	\$28,75
Jan 5, 2011	724021557	Credit purchase	Pending	\$28,75
Jan 5, 2011	724021552	Credit purchase	Pending	\$28,75

50 items per page

Showing 1 to 11 of 11

3. You can specify the month on which to run the report by selecting the month from the drop-down list in the menu on the left or by clicking **Previous month** or **Next month**. By default, the current month is selected.
4. You can filter the report by what was purchased, payment method, the administrator who made the purchase or the current status of the order. For example, to display only Skype Credit purchases for the current month, but for only, click **Filter this list**, then select **Skype Credit** from the **Filter by item** drop-down list.
5. To display more information on a specific purchase, including the payment method used and the administrator who made the purchase, click the order number.

Order 726586691 [Back to the list](#)

Item	Auto-recharge	Amount	\$10.00
Date	April 14, 2011 at 17:46 (GMT)	15% VAT	\$1.50
Bought by	Josh Lorentz	Total	\$11.50
Paid with	Visa	Download invoice as PDF	
Status	Delivered		

6. To download the details of the order as a PDF for review away from Skype Manager, click **Download invoice as PDF**.

7.3 Displaying the Allocations report

This report provides a detailed list of the features allocated in a given month. This report is particularly useful if you want to find out how much Skype Credit has been allocated to particular features such as Voicemail or Online Numbers or who has been allocated which features.

To display the **Allocations** report:

1. Click **Reports** in the toolbar.
2. In the menu on the left, click **Allocations**.
3. Click on the name of the feature whose allocations you want to view to display the report.

Skype Credit Allocations – January 2011

Subtotal \$43.55 † of \$156.56 total allocations 

▼ Filter this list

Date ▼	Item	Allocated to	Allocated by	Amount
Jan 25, 2011	Skype Credit allocation	 Claude Morel	Auto-recharge	\$10,00
Jan 25, 2011	Skype Credit allocation	 Hiroshi Tanaka	Josh Lorentz	\$10,00
Jan 20, 2011	Skype Credit allocation	 Mike Jackman	Josh Lorentz	\$2,00
Jan 12, 2011	Skype Credit allocation	 Vanessa Lombardi	Josh Lorentz	\$10,00

50 ▼ items per page Showing 1 to 4 of 4

The report provides details on when the allocation was made, the member it was allocated to, the member it was allocated by and the amount allocated.

4. You can specify the month on which to run the report by selecting the month from the drop-down list in the menu on the left or by clicking **Previous month** or **Next month**. By default, the current month is selected.
5. You can filter the report by group or type of member. For example, to display the breakdown of a feature's allocations for the current month, but for members who are also administrators of your Skype Manager only, click **Filter this list**, then select **Administrators** from the **Filter by type of member** drop-down list.

7.4 Displaying a Member's Allocations report

This report provides a detailed list of the features allocated to a specific member in a given month. This report is particularly useful if you want to find out which features have been allocated to a member and how much it has cost.

To display the **Member's Allocations** report:

1. View the details of the member whose report you want to view. For more information on how to do this, please see [4.6 Managing your members](#).
2. In the menu on the left, click **Reports**, then **Allocations**.

Member's allocations – January 2011

Total \$13.46 ↑

Member changed the currency on their account in January 31, 2011. The summary shows an *approximate value* of the total usage in the new currency based on the exchange rate on January 31, 2011. (€1,00 = \$1.33).



▼ Filter this list

Date ▼	Item	Allocated by	Amount
Jan 24, 2011	Unlimited US & Canada 1 month	Josh Lorentz	€1,95
Jan 24, 2011	Unlimited US & Canada 1 month	Josh Lorentz	€1,95
Jan 12, 2011	Group video calling	Josh Lorentz	€5,99

50 ▼ items per page Showing 1 to 3 of 3

3. You can specify the month on which to run the report by selecting the month from the drop-down list in the menu on the left or by clicking **Previous month** or **Next month**. By default, the current month is selected.
4. You can filter the report by item (feature) or the administrator who allocated the features. For example, to display the breakdown of just the member's subscription allocations for the current month, click **Filter this list**, then select **Subscription** from the **Filter by item** drop-down list.

7.5 Displaying the Usage report

The **Usage** report is a detailed activity report of a specified member or SIP Profile's Skype usage. It includes the date, duration and destination number of all calls and SMS made. This report is particularly useful if you want to find out how an individual member or SIP Profile is using Skype.

To display the **Usage** report:

1. Click **Reports** in the toolbar.
2. In the menu on the left, click **Usage**.
3. If this is the first time that you have attempted to display a **Usage** report, click **I want to access my members reports**, then **I want to access the reports**.

You should be aware that by accessing and monitoring personal and traffic data of

members, you may be required to comply with the local data privacy laws in many jurisdictions. Please familiarize yourself with the applicable laws for your location and proposed use.

Note that members with personal Skype accounts have to give their consent for you to access their reports. For more information on how a member can give consent, please see [10.4 Giving consent for your Skype Manager administrator to view your Skype usage](#).

If you no longer want to access the **Usage** report for specified members at any point in the future, click **I no longer want to access member's reports** on this screen.

4. Enter the name of the member or SIP Profile and a list of matching members will appear below.

Usage report – April 2011

Show usage report for

jcl

Josh Lorentz
josh.lorentz

Click the member you are looking for to view the report for that member.

Member's Skype Credit usage – May 2011

Total 1,47 zł

Filter this list

Date	Item	Type	Rate/min.	Duration	Amount *
May 14, 2011, 10:54	+3725573*** Estonia - Mobile	SMS	0,30 zł		0,30 zł
May 14, 2011, 10:54	+3725573*** Estonia - Mobile	Call	0,88 zł	00:18	1,17 zł

* Includes connection fee

50 items per page

Showing 1 to 2 of 2

5. You can specify the month on which to run the report by selecting the month from the drop-down list in the menu on the left or by clicking **Previous month** or **Next month**. By default, the current month is selected.
6. You can filter the report by type of usage. For example, to display the member's SMS usage for the current month, click **Filter this list**, then select **SMS** from the **Filter by item** drop-down list.

7.6 Displaying a Member's Usage report

The **Usage** report is a detailed activity report of a specified member's Skype usage. This report is particularly useful if you want to find out how an individual member is using Skype.

To display the **Member's Usage** report:

1. View the details of the member whose report you want to view. For more information on how to do this, please see [4.6 Managing your members](#).
2. In the menu on the left, click **Reports**.

The **Member's Usage** report is displayed by default.

Member's Skype Credit usage – May 2011

Total 1,47 zł



▼ Filter this list

Date ▼	Item	Type	Rate/min.	Duration	Amount *
May 14, 2011, 10:54	+3725573**** Estonia - Mobile	SMS	0,30 zł		0,30 zł
May 14, 2011, 10:54	+3725573**** Estonia - Mobile	Call	0,88 zł	00:18	1,17 zł

* Includes connection fee

50 items per page

Showing 1 to 2 of 2

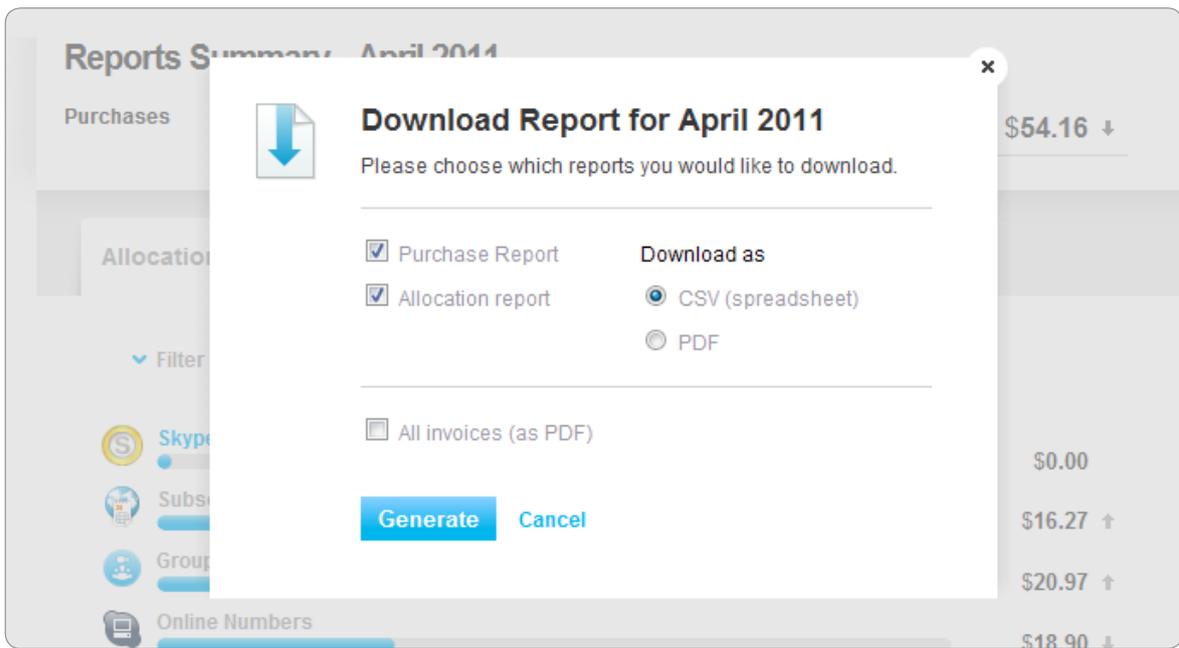
3. You can specify the month on which to run the report by selecting the month from the drop-down list in the menu on the left or by clicking **Previous month** or **Next month**. By default, the current month is selected.
4. You can filter the report by type of usage. For example, to display the member's SMS usage for the current month, click **Filter this list**, then select **SMS** from the **Filter by item** drop-down list.

7.7 Downloading reports and invoices

You can download **Purchase** and **Allocation** reports for a given month, as well as all invoices generated in a given month. These can be downloaded as comma-separated value (CSV) or PDF format files.

To download reports and invoices:

1. Click **Reports** in the toolbar.
2. In the menu on the left, click **Download reports**.



3. Choose the reports you would like to download and your desired format and click **Generate**.

The selected reports and invoices are downloaded as a zip file.

8.0 Changing your company details

When you set up your Skype Manager, you have to enter information about your company such as its name, registration address and billing address. If your details change at any time, for example, if your company changes address or name, you can update your company details in your Skype Manager.

1. In the top right corner of Skype Manager, click **Account details**.
2. In the menu displayed on the left, click **Company details**.

Company details

Company name	Architects	▼
Registration number	0123456789	▼
VAT number 		▼
Registration address	1234 Longwater Ave. Los Angeles 95125-3418 CA United States	▼
Billing address	1234 Longwater Ave. Los Angeles 95125-3418 CA United States	▼

3. Click anywhere in a rows to make the changes required:
 - **Company name** - the name of your company, which is displayed in the top right corner of Skype Manager.
 - **Registration number** - the number allocated to your company by the Company Registration Office where your company was registered. You can leave this blank if you do not have a registration number or your company is not required to have one.
 - **VAT number** - your company's VAT number. You will not pay VAT when buying Skype Credit if you provide an EU VAT number. VAT numbers start with a country-specific prefix followed by a maximum of 12 alphanumeric digits or capital characters.
 - **Registration address** - the registered address of your company. Note that if your Skype Manager is verified, you need to contact Skype Customer Service if you want to change your registration address. Your verification status will not be affected. For more information on how to contact Skype Customer Service, please see [Contacting Skype](#).
 - **Billing address** - the billing address of your company (this address is displayed on all of your invoices). Same as registration address by default.

If you change your registration or billing address to a location in the United States, a pop-up window will be displayed, notifying you of the changes that will occur if you register your Skype Manager in the US and prompting you to agree to the [US Skype Business End User Licence Agreement](#) and [US Skype Business Terms of Service](#).

4. Whenever you make a change, click **Save**.

9.0 Deleting your Skype Manager

Deleting your Skype Manager will permanently delete all record of your company's Skype usage. It will also permanently delete all business Skype accounts created in your Skype Manager and any remaining features assigned to members will be cancelled.

We recommend that you keep a record of any information contained within your Skype Manager likely to be required in future before you delete it.

To delete your Skype Manager:

1. Take back any remaining Skype Credit from the business Skype accounts created in your Skype Manager. For more information on how to do this, please see [6.1.2 Taking back credit from members](#).
2. Allocate all of your Skype Manager's Skype Credit balance to a personal Skype account. For more information on how to do this, please see [6.1.1 Allocating credit to members](#).
3. In the top right corner of Skype Manager, click **Account details**.
4. Click **Skype Manager settings**.
5. Click **Delete this Skype Manager** at the bottom of the **Skype Manager settings** page.

If you have any Skype Credit still assigned to business Skype accounts within your Skype Manager, a message is displayed to notify you that this is the case. To find out which business accounts still have Skype Credit allocated to them, click **Show list**. Take back the Skype Credit from these business accounts before attempting to delete your Skype Manager again.

6. Read the statements displayed and check the boxes next to them to accept them:

You are about to delete this Skype Manager 

Please read the following statements carefully and tick the boxes to accept them

- All business accounts will be deleted.**
All credit allocated to business members will be refunded to the administrator of your choice. Any subscription or voicemail allocated to these members will be lost.
- All credit allocated to personal members will remain in their accounts.**
Any allocated subscription or voicemail will be cancelled but will remain active until the end of the last payment period (up to 30 days).
- All Online Numbers bought via your Skype Manager will be deactivated immediately.**
- Deleting a control panel cannot be reversed.**
Your personal Skype account will not be affected. You will still be able to use it as before.

7. Enter your password to confirm that you want to delete your Skype Manager.
8. Click **Delete Skype Manager**.

If you decide not to go ahead with deleting your Skype Manager, click **I've changed my mind** at the bottom of the page.

10.0 For members: Managing your settings

This chapter provides information specifically for members of a Skype Manager.

When you become a member of a Skype Manager, an email is automatically sent to you to let you know. You can belong to a Skype Manager with a business Skype account that has been created for you or with a personal Skype account that you have created.

A business Skype account is owned by the Skype Manager where it was created. Only the administrators of the Skype Manager where the account was created can control who uses the account and all the features and credit allocated to it.

A personal Skype account is owned by the person who created it. The administrators of the Skype Manager cannot control who uses it and there are limitations on the features and credit that they can allocate to it.

If a business Skype account has been created for you, this email will contain a link so that you can activate your account and change your personal details if required. If you have been invited to join a Skype Manager using your personal Skype account, the email will contain a link so that you can accept the invite.

Once you have joined your company's Skype Manager, you can view your Skype Manager settings. You can review your account details and, if your administrator has allowed it, see the Members list where you can view other members of your Skype Manager and use it to add those members to your Contact list in Skype.

Note that although your administrator can allocate Skype Credit and features to your account (depending on the type of account that you have), they cannot perform actions on your behalf within Skype itself, such as adding contacts, making calls, or changing profile settings. For more information on the actions that you can perform within Skype, please see:

support.skype.com

10.1 Activating your business Skype account

If a business Skype account is created for you, you are sent an email welcoming you to the Skype Manager where the account was created. You will need to activate your account and set a password for it.

Note that if your administrator has set your password for you, please contact your administrator to find out what your password is.

To activate your business Skype account:

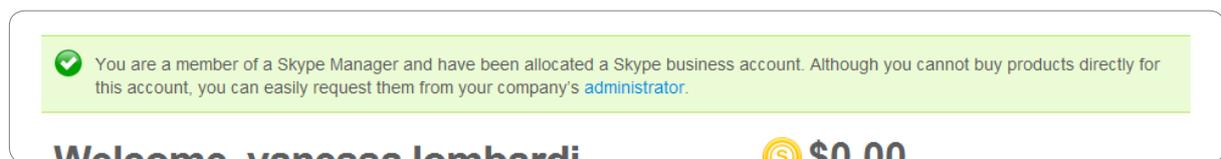
1. Open the **A Skype business account has been created for you** email that has been sent to you.
2. Click **Please activate and set a password for your new account**.

3. Under **Your password**, enter a password for the account.
4. Under **About you**, ensure that your personal details are correct.
5. Click **Activate**.

You can now view your Skype Manager settings in your account.

10.2 Finding out which Skype Manager you belong to

Sign in to Skype and select **Account** from the **Skype** menu bar. If you have signed in using a business Skype account being to a Skype Manager, a message indicating this is displayed at the top of the screen.



The name of the Skype Manager you belong to is displayed under **Settings and extras** in the bottom right of the screen.

Settings and extras

 Payment settings	Stored payment details and Auto-recharge settings. View details
 Currency	Your currency is set to USD (American Dollars) . Change
 Skype Manager	You are a member of Architects. View details
 Redeem voucher	Redeem your voucher or prepaid card. Redeem

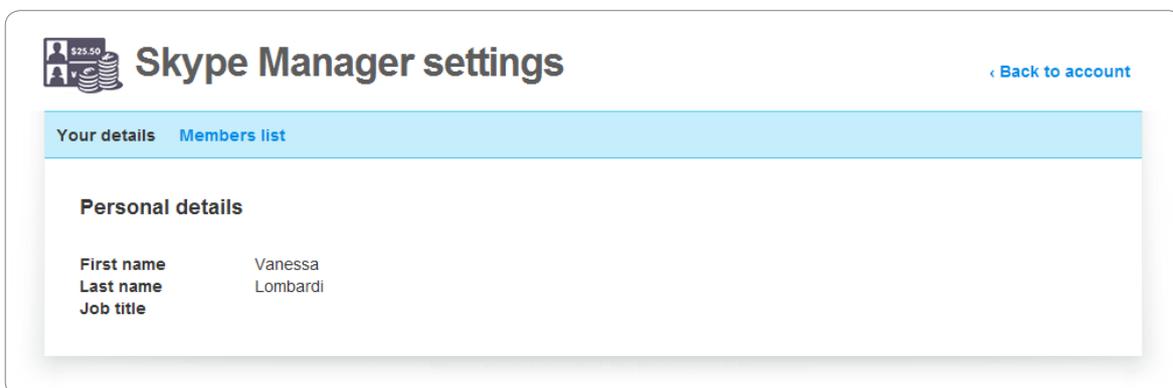
10.3 Viewing and changing your personal details

You can view the personal details held by the Skype Manager that you belong to in the **Skype Manager Settings** screen.

If you have a personal Skype account, you can update your details. If you have a business Skype account and need your personal details to be updated, please contact the administrator of your Skype Manager.

To view your personal details:

1. Sign in to Skype and select **Account** from the **Skype** menu bar.
2. Under **Settings and extras**, next to **Skype Manager**, click **View details**. If you have a business Skype account, your personal details are displayed but cannot be changed.



The screenshot shows the 'Skype Manager settings' page. At the top left, there is a balance icon showing '\$25.50' and a 'Back to account' link. Below the title, there are two tabs: 'Your details' (selected) and 'Members list'. Under the 'Your details' tab, there is a section titled 'Personal details' with the following information:

First name	Vanessa
Last name	Lombardi
Job title	

However, if you have a personal Skype account, you can change your personal details.

Skype Manager settings [Back to account](#)

[Your details](#) [Members list](#) [Online Numbers](#) [Leave Skype Manager](#)

Personal details

Please enter some personal details so your colleagues at Architects can find you. This information will appear in a [directory](#) which is only accessible by members of the Skype Manager you belong to.

First name **Last name**

Job title

Detailed activity reports

The authorised representative(s) of the entity or individual that manages this Skype Manager you belong to ("Administrator") may, with your agreement, view detailed information about the activity on your Skype account including the time, date, duration and destination number of calls and SMS made ("traffic data") and details of your purchases and downloads. You can withdraw your agreement at any time by returning to this page and unchecking the tickbox.

I agree that the Administrator may see the detailed activity on my Skype Account including my traffic data and purchase history.

3. If you have a personal Skype account, you can edit your name and job title as needed. Click **Save Settings** to save any changes that you make.

10.4 Giving consent for your Skype Manager administrator to view your Skype usage

If you belong to a Skype Manager with a personal Skype account, the administrator of your Skype Manager cannot view your Skype usage without your permission.

To give consent for your Skype Manager administrator to view your Skype usage:

1. Sign in to Skype and select **Account** from the **Skype** menu bar.
2. Under **Settings and extras**, next to **Skype Manager**, click **View details**.
3. Check **I agree that the Administrator may see the detailed activity on my Skype Account including my traffic data and purchase history**.
4. Click **Save Settings**.

If you no longer want to give your consent at some point, repeat the above steps and uncheck **I agree that the Administrator may see the detailed activity on my Skype Account including my traffic data and purchase history**.

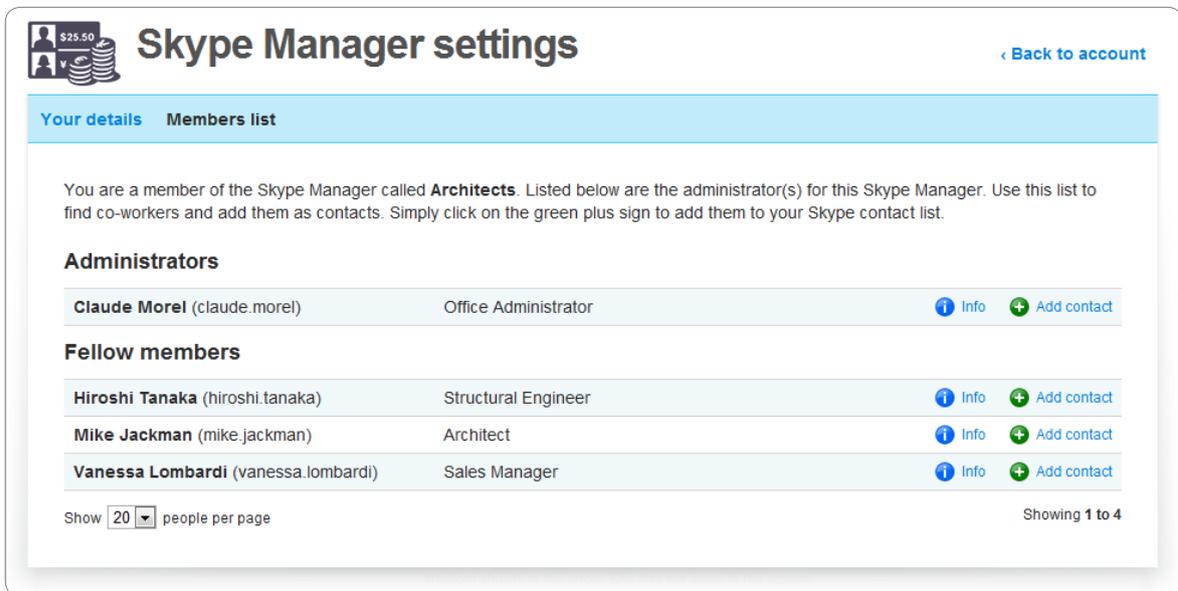
10.5 Adding other members of your Skype Manager to your Skype Contact list

You can use the Members list to view the other members of your Skype Manager and add them to your Contact list in Skype.

Note that the colleague must agree to the contact request before they can be added as a contact.

To view the Members list and add other members to your Contact list:

1. Sign in to Skype and select **Account** from the **Skype** menu bar.
2. Under **Settings and extras**, next to **Skype Manager**, click **View details**.
3. Click **Members list** to view a list of all the members of your Skype Manager.



The screenshot shows the 'Skype Manager settings' page. At the top left, there is a balance of '\$25.50' and a 'Back to account' link. Below the title, there are two tabs: 'Your details' and 'Members list'. The main content area contains a message: 'You are a member of the Skype Manager called **Architects**. Listed below are the administrator(s) for this Skype Manager. Use this list to find co-workers and add them as contacts. Simply click on the green plus sign to add them to your Skype contact list.'

Administrators

Claude Morel (claude.morel)	Office Administrator	Info	Add contact
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Fellow members

Hiroshi Tanaka (hiroshi.tanaka)	Structural Engineer	Info	Add contact
Mike Jackman (mike.jackman)	Architect	Info	Add contact
Vanessa Lombardi (vanessa.lombardi)	Sales Manager	Info	Add contact

At the bottom, there is a 'Show' dropdown menu set to '20' people per page, and a 'Showing 1 to 4' indicator.

4. To add someone to your Skype Contacts list, click **Add contact** next to their name.
5. Depending on your browser, a message may be displayed, asking you to confirm that you want to open Skype or asking if you want to allow access to Skype. Accept to continue.
6. Before the contact can be added, you must send a contact request to the member. Enter some text to introduce yourself and click **Send request**.

10.6 Viewing your Online Numbers

If you belong to a Skype Manager with a personal Skype account, you can see the details of any Online Numbers you have.

To view your Online Numbers:

1. Sign in to Skype and select **Account** from the **Skype** menu bar.
2. Under **Settings and extras**, next to **Skype Manager**, click **View details**.
3. Click **Online Numbers**.

10.7 Leaving your Skype Manager

If you belong to a Skype Manager with a personal Skype account, you can leave your

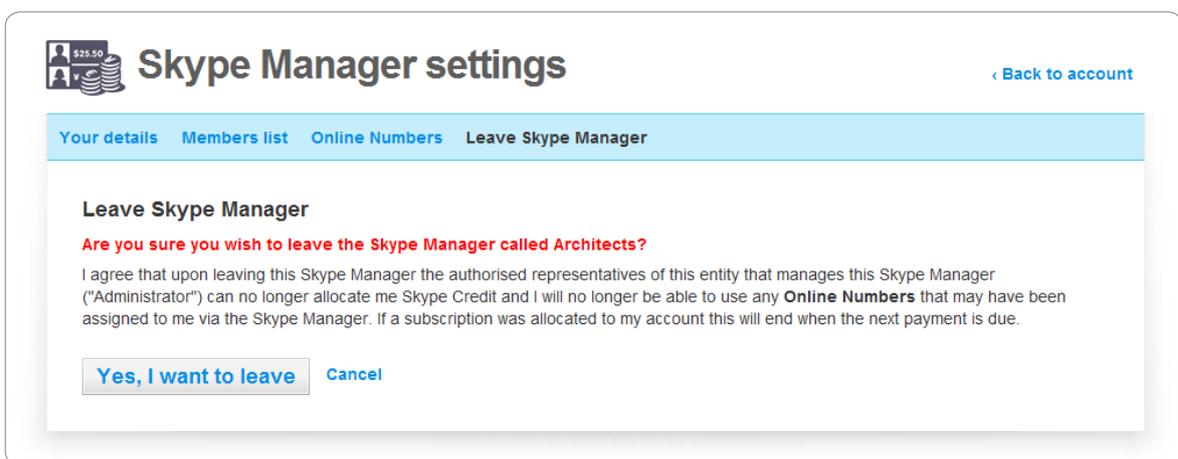
Skype Manager at any time, for example, if you leave the company.

Note that if you leave your Skype Manager, the administrator will no longer be able to allocate you Skype Credit, and any subscription allocated will end when the next payment is due.

If you have a business Skype account, you should contact your administrator if you need to leave your Skype Manager.

To leave your Skype Manager:

1. Sign in to Skype and select **Account** from the **Skype** menu bar.
2. Under **Settings and extras**, next to **Skype Manager**, click **View details**.
3. Click **Leave Skype Manager**.



4. Click **Yes, I want to leave**.

