

Skype Manager™ Quick Start Guide

This guide shows you how to set up and use Skype Manager™. Skype Manager is a multi-functional business tool that lets you centrally manage Skype across your company. You can add members, allocate Skype Credit, assign features, and monitor usage and allocations.

Icon Key:

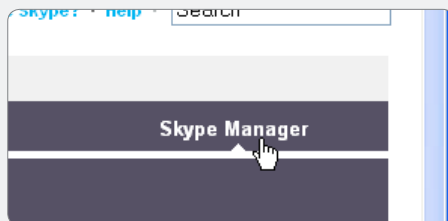
Information

Action

Note

1 Register for Skype Manager

- 1.1 Visit skype.com/business and click **Skype Manager**.



- 1.2 Complete the on-screen instructions to register for Skype Manager. You can use either your existing personal account or create a new one specifically for your Skype Manager.

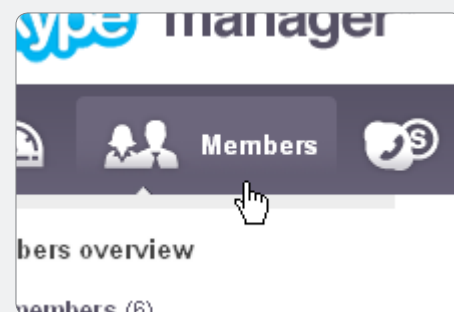
Please bear in mind that the account you use to register will be used to administer products and credit throughout your business. We therefore recommend that you create a new Skype account using your business name.

2 Add members to Skype Manager

You can add members to your Skype Manager, either by creating business accounts for them, or by inviting them to join using their personal accounts via email. We recommend that you create business accounts for employees of your company and only send invitations to people with personal accounts working as contractors on short term projects.

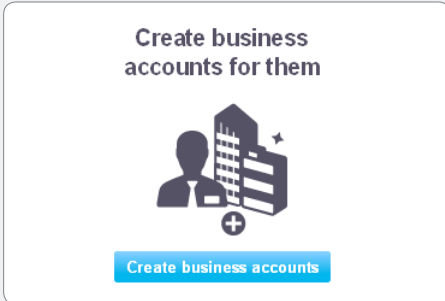
For more information about sending invitations to members with personal accounts, please see the [Skype Manager User Guide](#).

- 2.1 Click **Members** in the toolbar.



➤ **2.2** In the **Members** menu on the left, click **Add members**.

➤ **2.3** To create accounts for your employees, click **Create business accounts**.



➤ **2.4** Enter the email address of the employees that you want to add and click **Next**.

➤ **2.5** Edit the email addresses and suggested Skype Names added in the previous step, if required.

We found 4 valid email addresses in your input

We've done a little magic to suggest some Skype Names based on the information you entered. Just click on a suggested name to edit it. If everything is fine, click 'Create accounts'.

Email address*	Skype Name*
vanessa.lombardi@skypearchitects.com	Vanessa Lombardi

First name: Vanessa
Last name: Lombardi

Ⓟ Password: [The password needs to be at least 8 characters long and contain at least 1 number.]
Repeat password: []

Buttons: Save and close, Remove this account

➤ **2.6** If required, select a group to which the employees will belong.

i You can set up groups of business accounts, e.g. Sales, Marketing, Customer Support, by clicking **Create a group**.

➤ **2.7** Click **Create accounts**.

3 Get verified to add more Skype Credit

💬 When you sign up to Skype Manager, you're given a purchase limit that determines the maximum amount of Skype Credit you can purchase 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 credit purchase limit, you will need to get your company verified.

i Verification is available for many but not all countries. For more information on verification, please see the **Skype Manager User Guide**.

4 Allocate Skype Credit to your members

i You can buy Skype Credit by clicking **Buy Skype Credit**. For more information, please see the **Skype Manager User Guide**.

💬 Skype Credit allocated to a personal account via Skype Manager cannot be taken back by Skype Manager.

➤ **4.1** Click **Features** in the toolbar.

➤ **4.2** Tick the boxes next to the names of the members to whom you want to allocate credit.

Filter this list	
Name	Credit
<input type="checkbox"/> Claude Morel	€0,00
<input checked="" type="checkbox"/> Hiroshi Tanaka	€10,00
<input checked="" type="checkbox"/> Mike Jackman	€0,00
<input checked="" type="checkbox"/> Vanessa Lombardi	€0,00

➤ **4.3** In the **Add credit** field, enter the amount of credit you want to allocate.

Select all 3 members selected

Add credit Take back credit ?

€ 10.00 Add credit

Total: € 30

➤ **4.4** Click **Add credit**.

i You can Auto-recharge the credit balance of members by clicking **Activate / change**. You can also take back credit from members if required by clicking **Take back credit**.

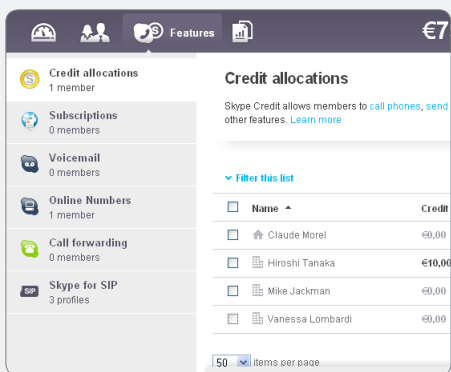
5 Assign features to your members

A number of features can be assigned to members within Skype Manager:

- Subscriptions
- Voicemail
- Online Numbers and Caller ID
- Call forwarding

Please note that you cannot assign Online Numbers, Caller ID or Call forwarding to personal accounts in Skype Manager.

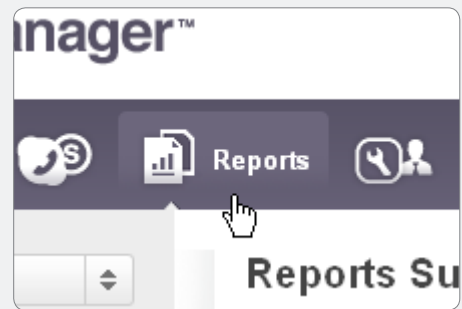
- 5.1 Click **Members** in the toolbar.
- 5.2 Click **Assigned features**.
- 5.3 On the left side of the screen, click on the feature that you want to assign to members.



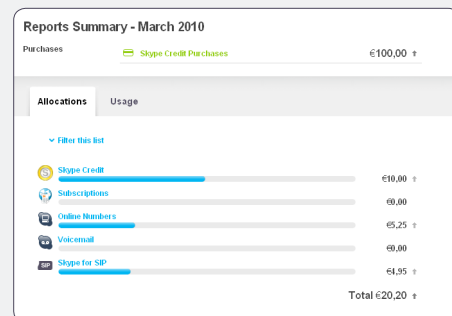
- 5.4 Tick the boxes next to the names of the members to whom you want to assign the feature.
 - 5.5 Complete the on-screen instructions to assign the feature.
- i** For more information on managing specific features, please see the [Skype Manager User Guide](#).

6 Monitor purchases, allocations and usage

- i** The **Reports** area of Skype Manager provides a useful way of analyzing your company's usage of Skype.
- Click **Reports** in the toolbar.



A summary is provided so you can quickly see what you've paid Skype and how Skype Credit has been allocated.



- On the left side of the screen, click **Purchases, Allocation** or **Usage** to view a specific report.
- i** You cannot view the usage for a personal account in Skype Manager if they haven't given their consent.
- i** You can also export your reports for review or distribution away from Skype Manager.

7 Get more help with Skype Manager

i For more detailed information on setting up and using Skype Manager, please see the [Skype Manager User Guide](#).

You can also find further support, such as user guides and FAQs, online at support.skype.com.

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