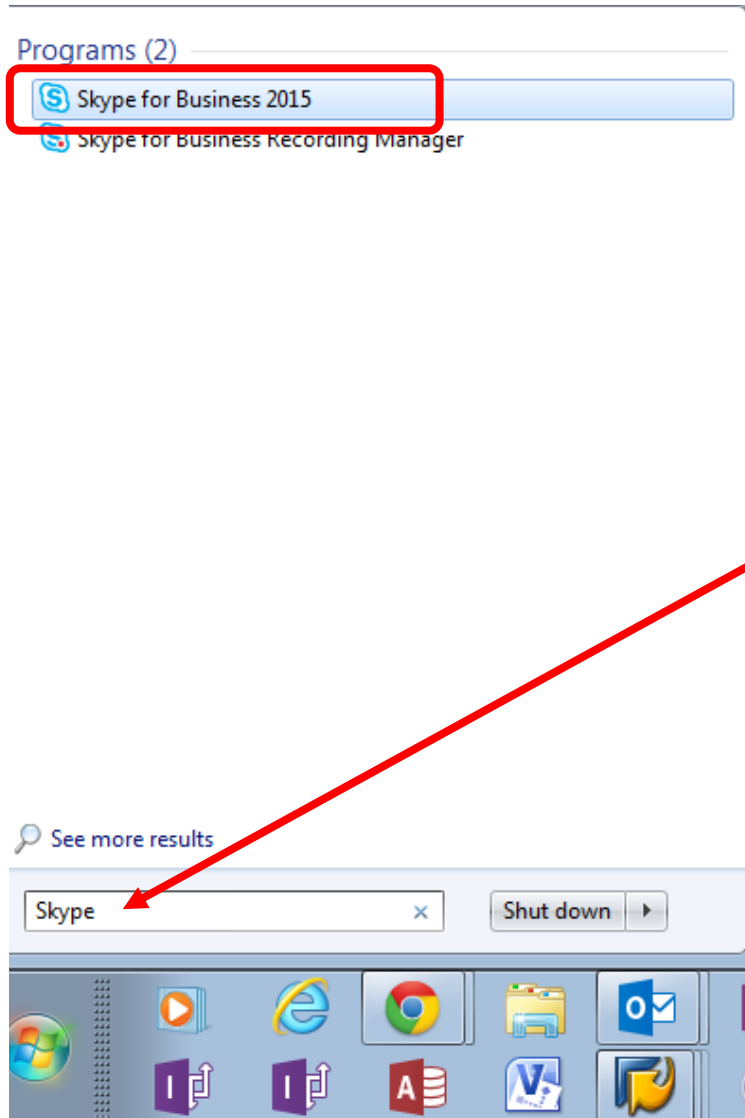


# SAP Support

## Skype: Remote Access to a User's Screen



These instructions will show you how to use Skype to “Remote” to a City employee’s computer and 1) see their screen and/or 2) request control to interact with their system from yours.

### 01

If you have not used Skype on your Machine before, you’ll need to launch the application and login using your portlandoregon.gov credentials.

Login by going to your “Start” or “Windows” menu and typing Skype in the search field.

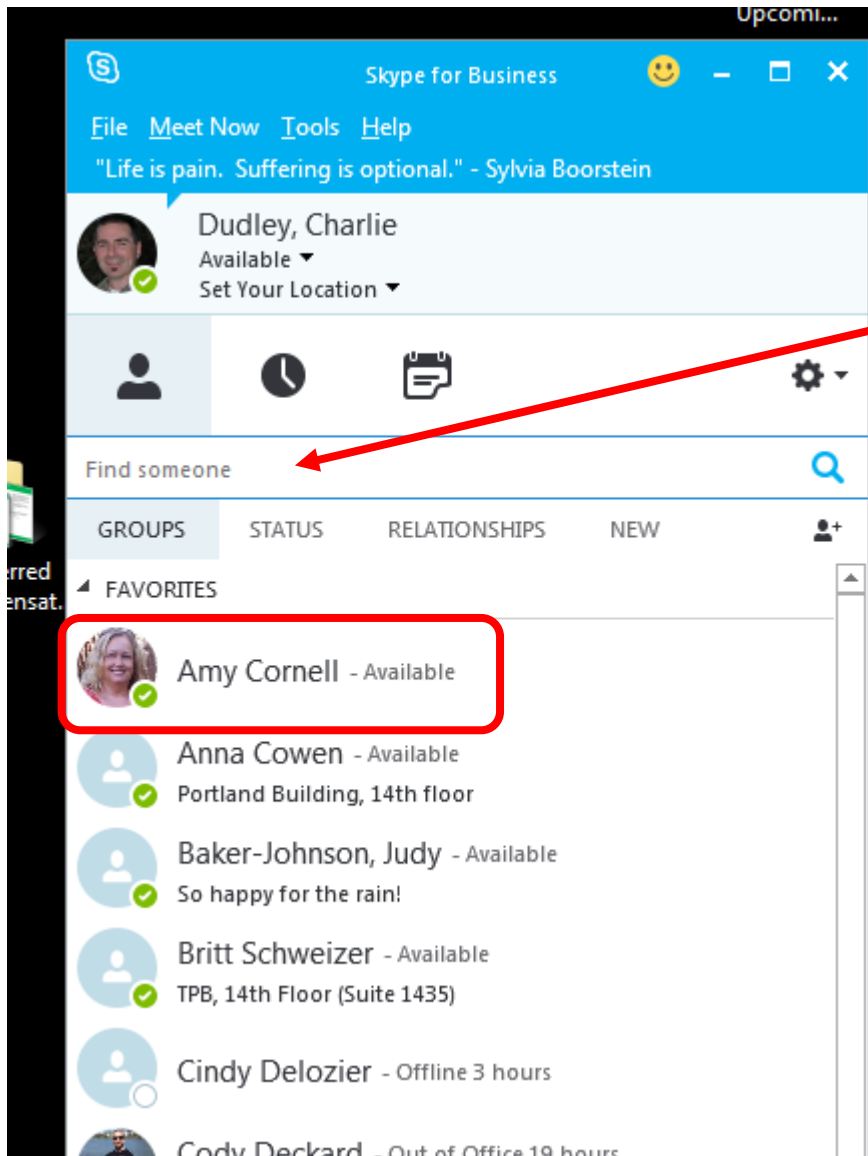
Select “Skype for Business.”

---

End-User: Make sure to ask your end-user to login to Skype in the same fashion so you can find them and open a chat window.

# SAP Support

## Skype: Remote Access to a User's Screen



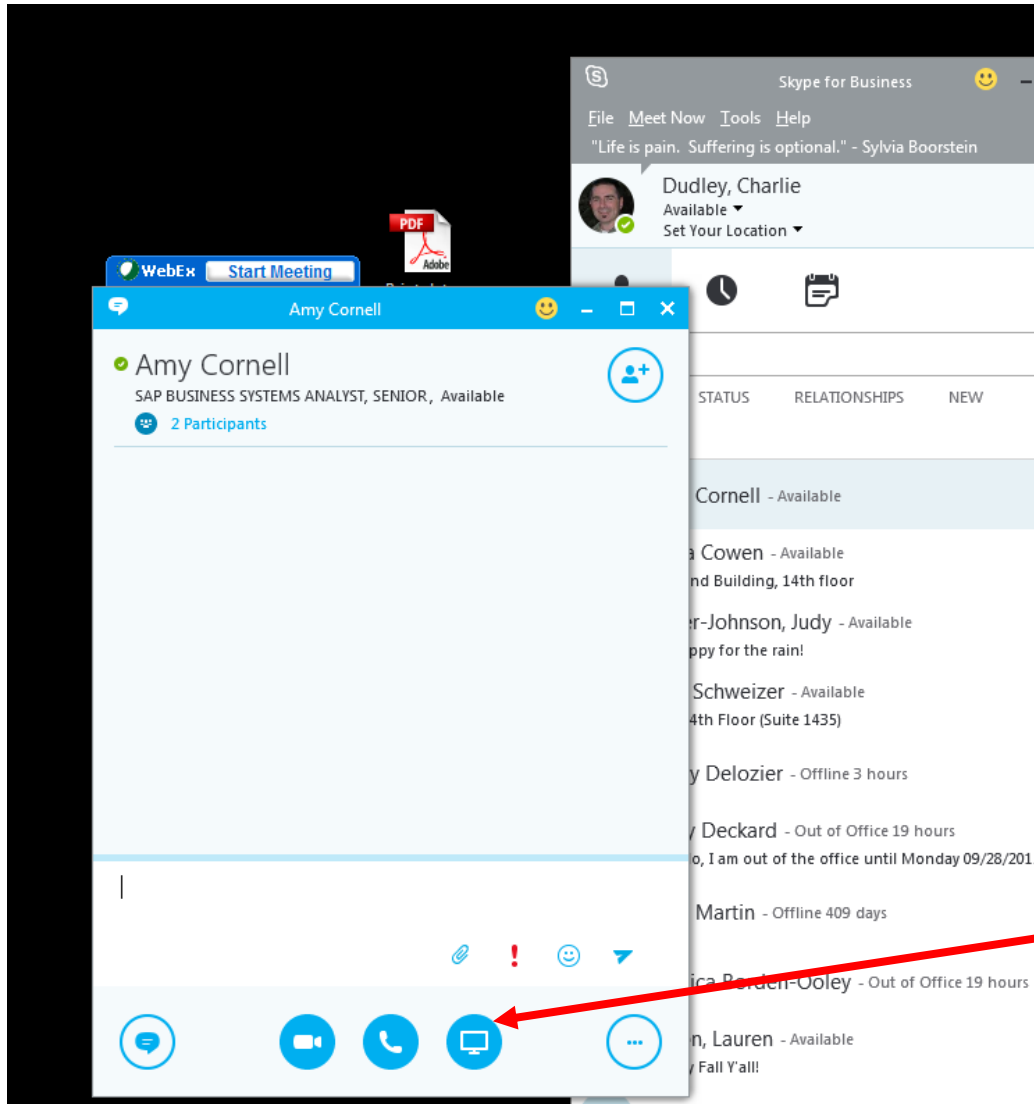
02

Choose who you'd like to Remote to by searching for them in the "Find Someone" field if they are not in your "Favorites."

Then double-click on the name of who you wish to Remote to.

# SAP Support

## Skype: Remote Access to a User's Screen

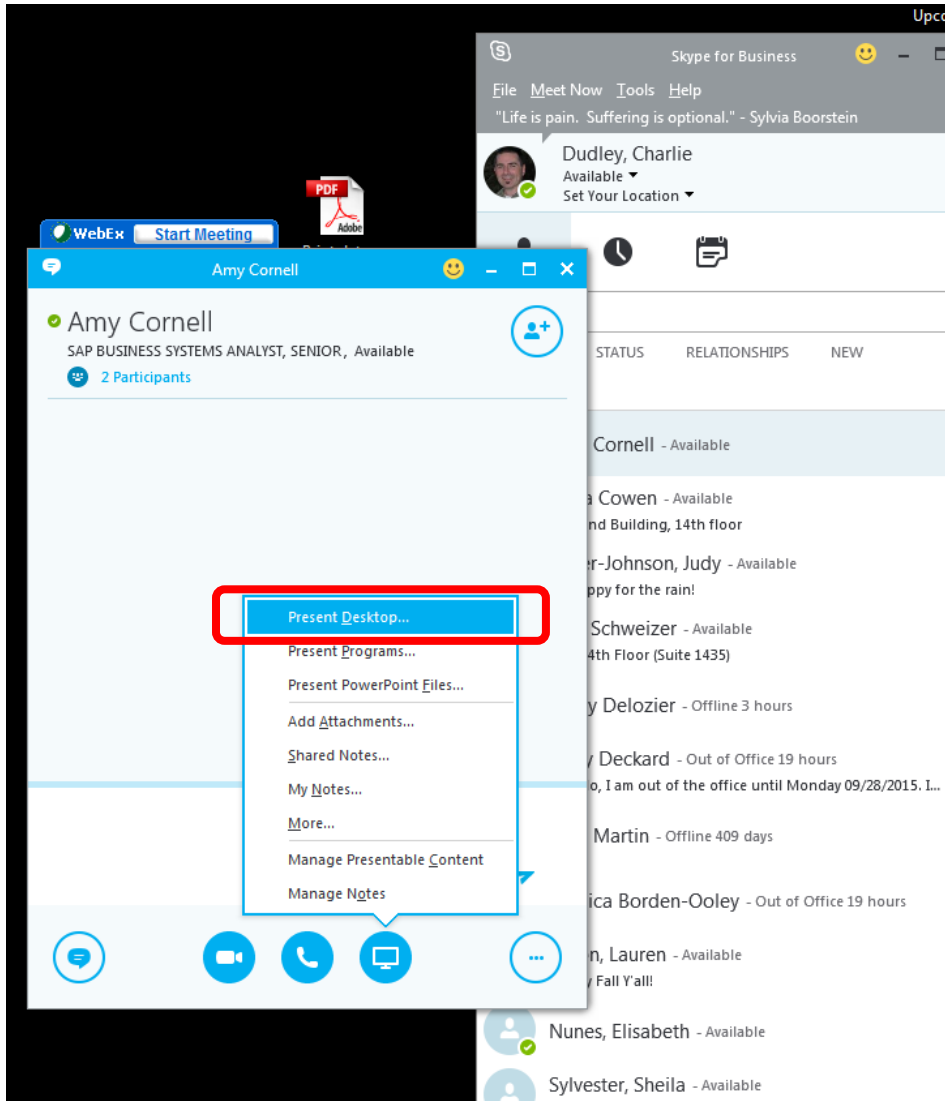


03

When the chat window pops open, ask the User to select the "Screen" icon.

# SAP Support

## Skype: Remote Access to a User's Screen

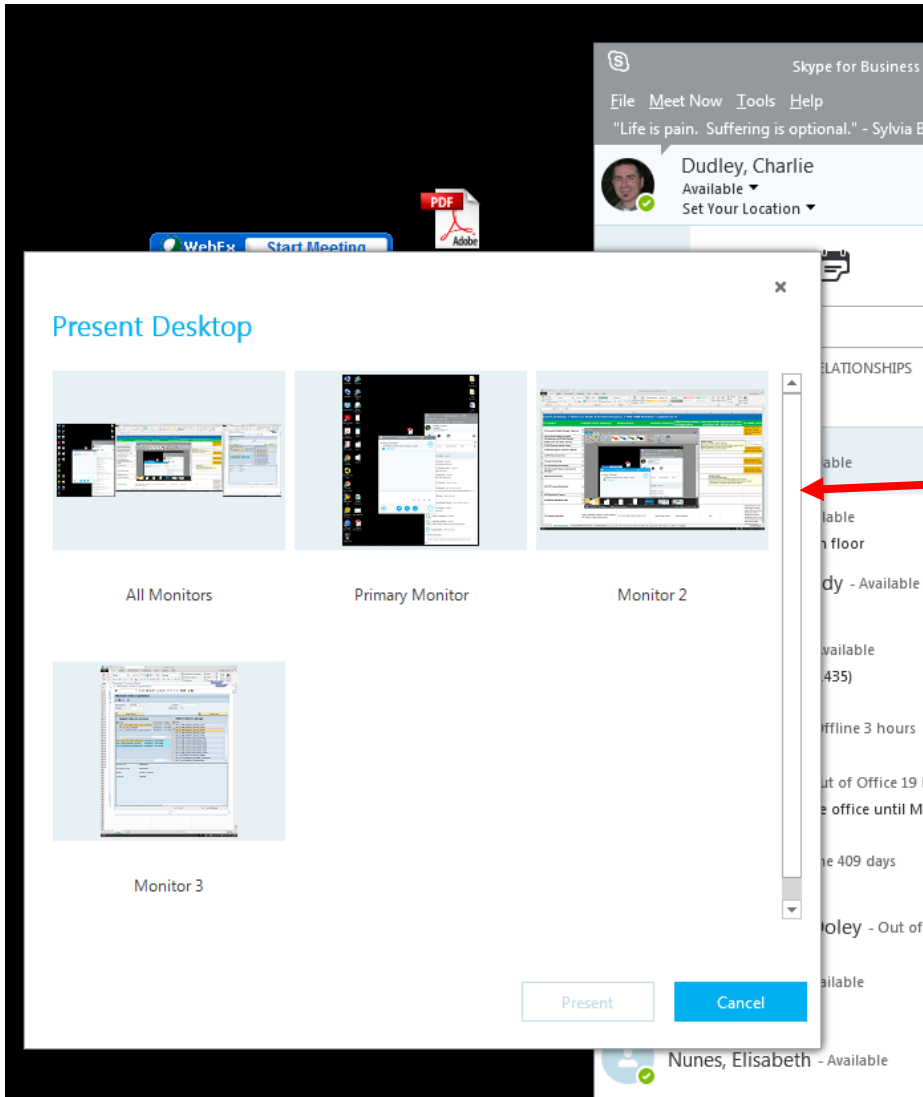


04

Then ask the User to Select the “Present Desktop”.

# SAP Support

## Skype: Remote Access to a User's Screen

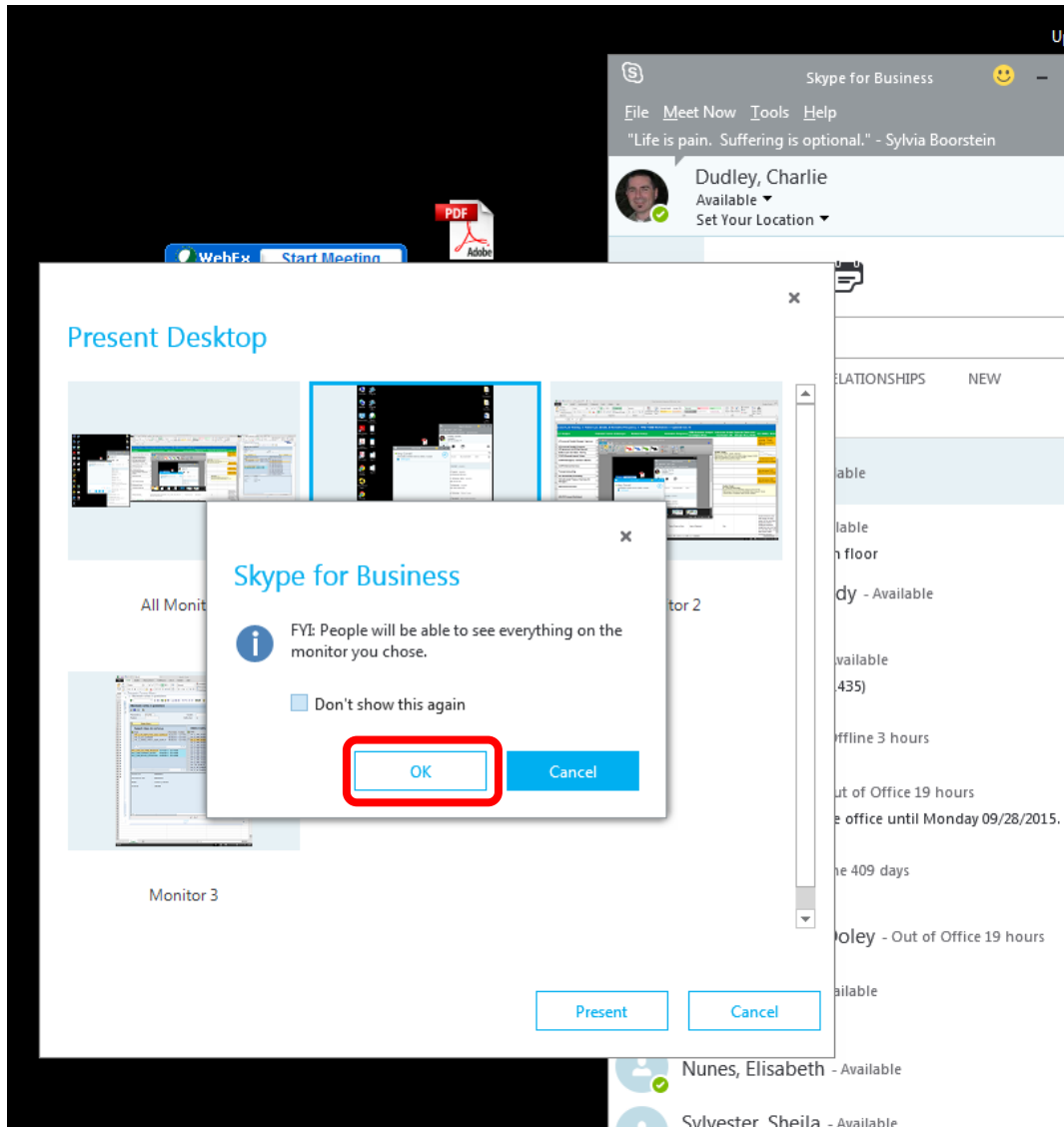


05

The user will be asked to choose what monitor to display (or all monitors) if they are running more than one.

# SAP Support

## Skype: Remote Access to a User's Screen



### 06

If this is their first time running Skype on their machine, they will be prompted with a security message.

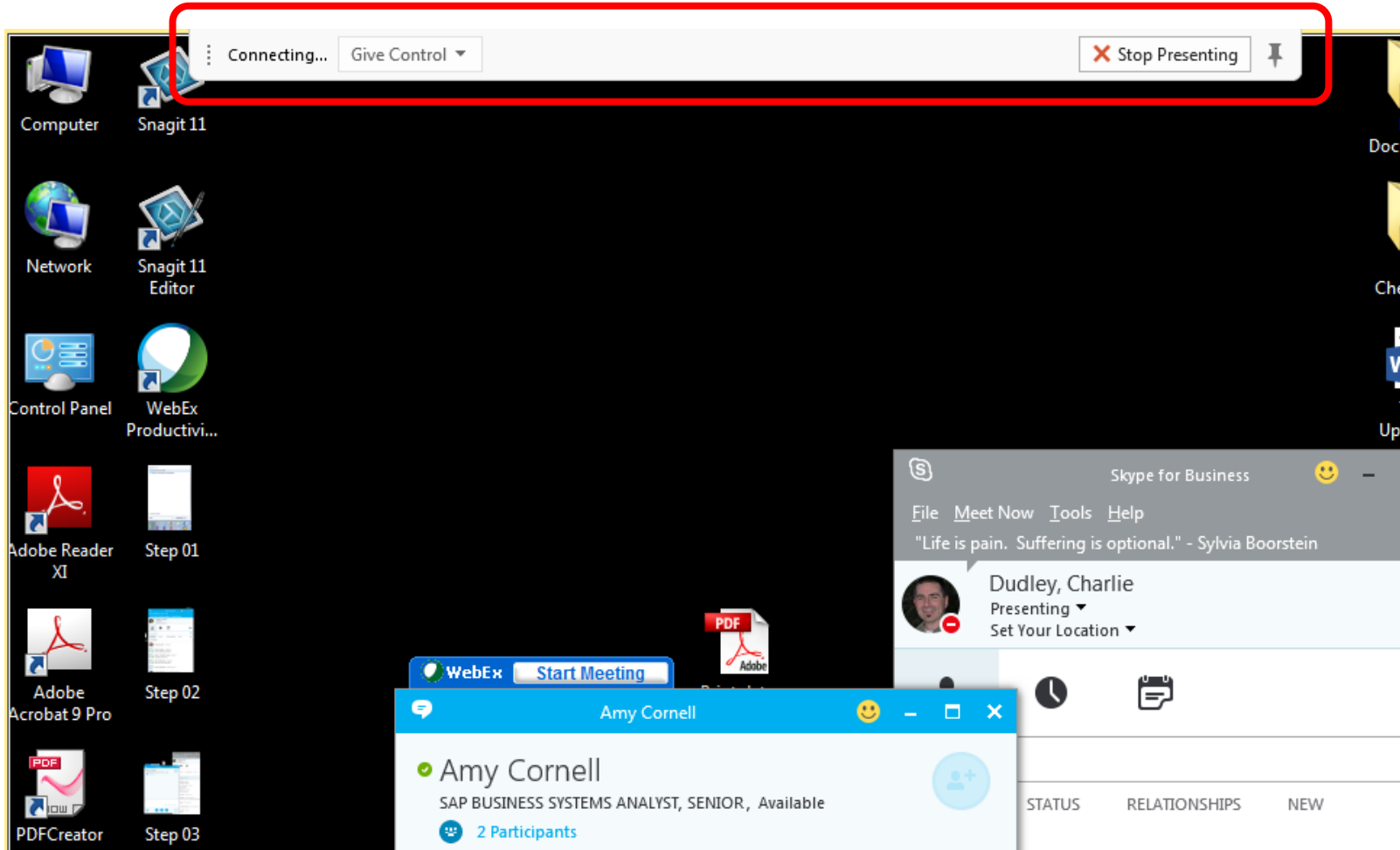
Have the user click OK.

# SAP Support

## Skype: Remote Access to a User's Screen

07

Once the connection is established, you will see a control bar at the top of the screen.

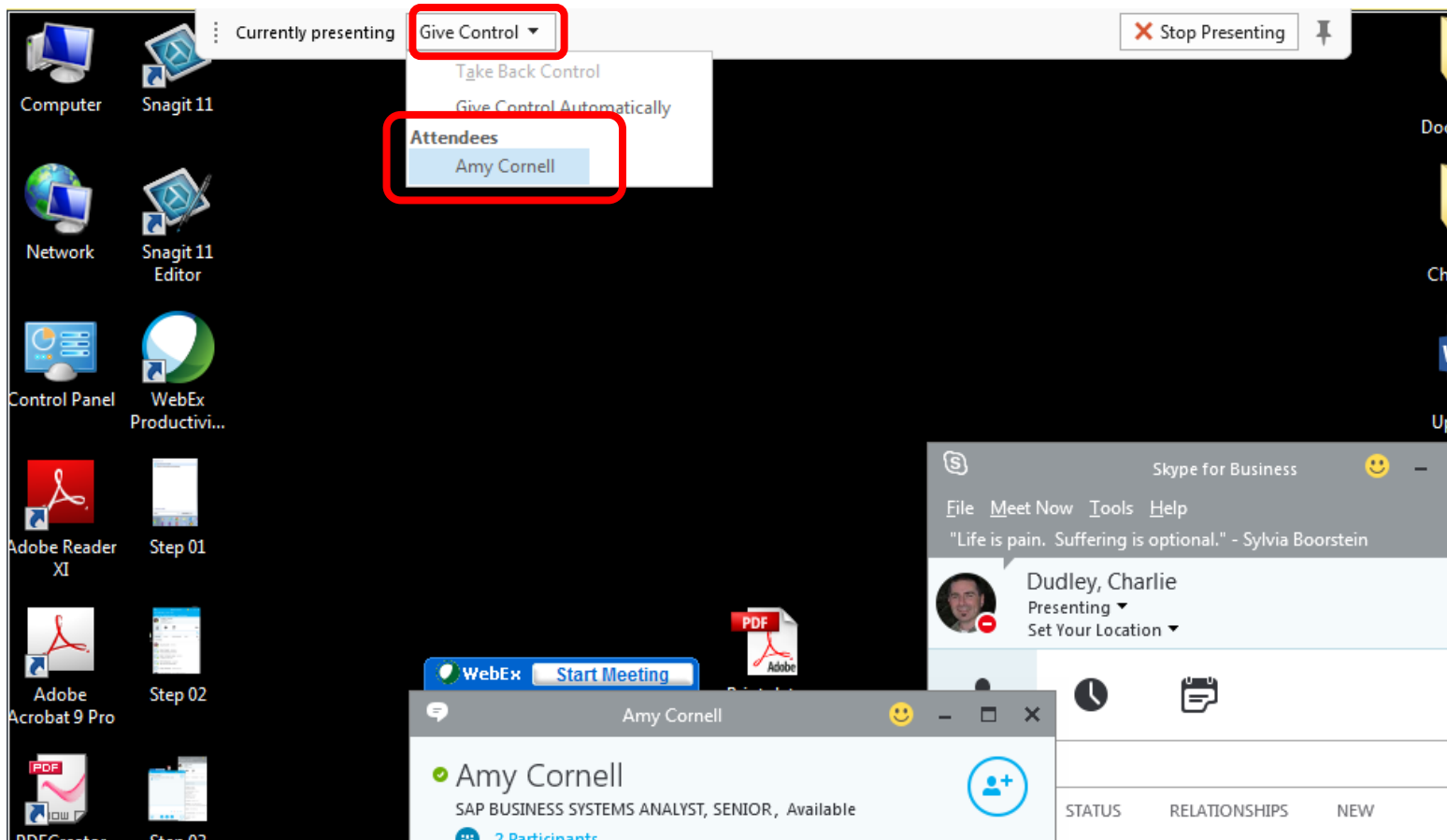


# SAP Support

## Skype: Remote Access to a User's Screen

08

If you need to have access to use their system, ask them to click on the “Give Control” button and select your name.



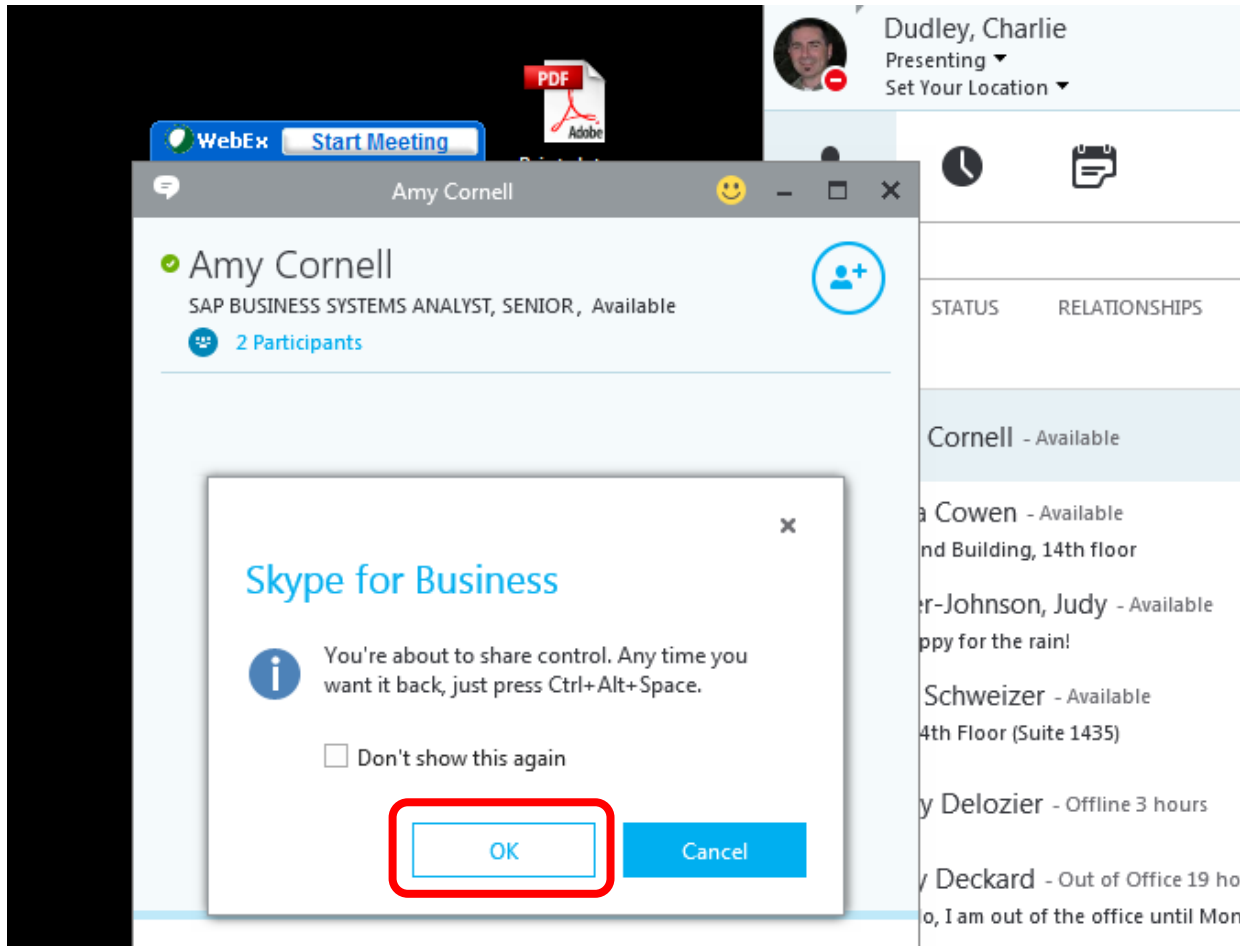
**NOTE:**  
When entering passwords in systems or activating certain settings menus Skype will pause as security feature.

If this happens, your user will have to do the task and then Skype will allow control again.



# SAP Support

## Skype: Remote Access to a User's Screen



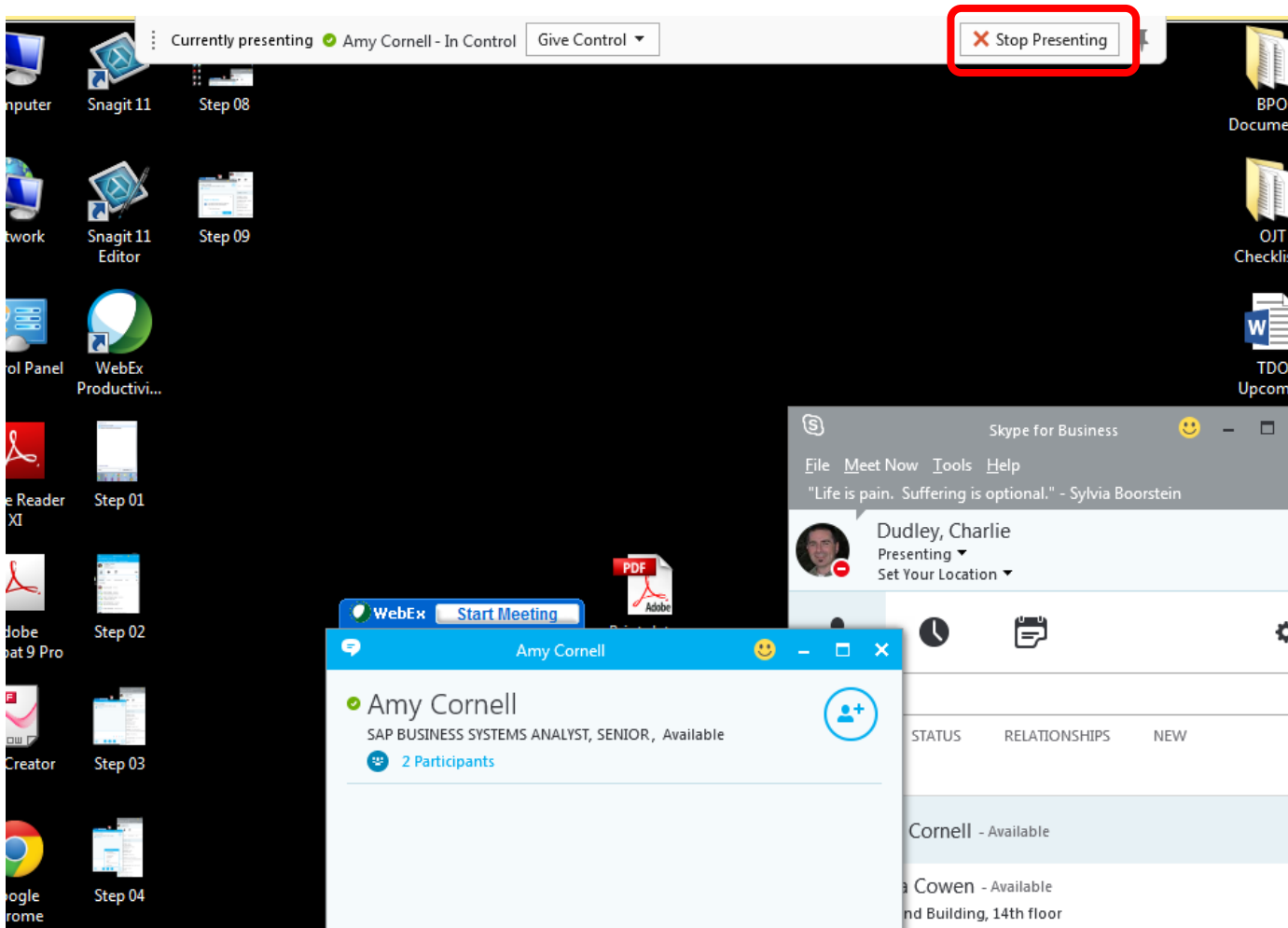
09

Again, if this is their first time running Skype on their machine, they will be prompted with a security message.

Have the user click OK.

# SAP Support

## Skype: Remote Access to a User's Screen



10

Once your session is over, either person can terminate the connection. For the end user, they simply click "Stop Presenting."