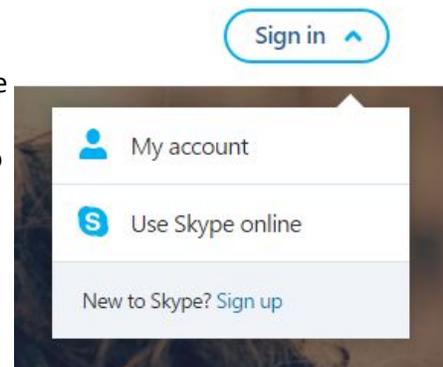


Skype Account Setup for GrandCare Touchscreens

If caregivers want to place Skype calls to a GrandCare touchscreen, that touchscreen needs its own Skype account. If the resident already has a Skype account, you can of course use it. Most residents will not have one, however. These are the steps to make a new Skype account for the GrandCare unit.

First, go to skype.com. Click “Sign in” in the upper right. Select “Sign up” in the dropdown menu (pictured).



In the “Create account” dialog, click the link reading “Use your email instead.”

Create account

United States (+1) ▼

Phone number

Create password

[Use your email instead](#)

Choosing **Next** means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

Next

⚡ Skype cannot be used for emergency calling.
Microsoft

Next, click “Get a new email address.”

Now you create your new email address. **This address will be the new Skype username.** It will end in “@outlook.com,” but you can have anything you want before that as long as it hasn’t been used before. Best practice: MyCareCompany001@outlook.com or similar. You can make the password anything you want, but it’s a good idea to put this information in the the Resident info in my.grandcare.com.

Create account

someone@example.com

Create password

Send me promotional emails from Microsoft

[Use a phone number instead](#)

[Get a new email address](#)

Choosing Next means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

Next

 Skype cannot be used for emergency calling.
Microsoft

Create account

New email

@outlook.com

Create password

Send me promotional emails from Microsoft

[Use a phone number instead](#)

[Use your email instead](#)

Choosing Next means that you agree to the [Microsoft Services Agreement](#) and [privacy and cookies statement](#).

Next

 Skype cannot be used for emergency calling.
Microsoft

Add the name of the **resident** here.

Add details

We need just a little more info to set up your account.

Ashley

Taylor

Back

Next

⚡ Skype cannot be used for emergency calling.
Microsoft

Add more details. The birth date does not have to be accurate.

Add details

We need just a little more info to set up your account.

Country/region

United States

Birthdate

September

30

1981

Back

Next

⚡ Skype cannot be used for emergency calling.
Microsoft

Add security info

When you need to prove you're you or a change is made to your account, we'll use your security info to contact you.

We'll text you the code you'll use to verify your phone number.

Country code

United States (+1) ▼

Phone number

1111111111111111

Send code

Back

Next

⌘ Skype cannot be used for emergency calling.
Microsoft

I didn't get a code

Enter the access code

4036

Back

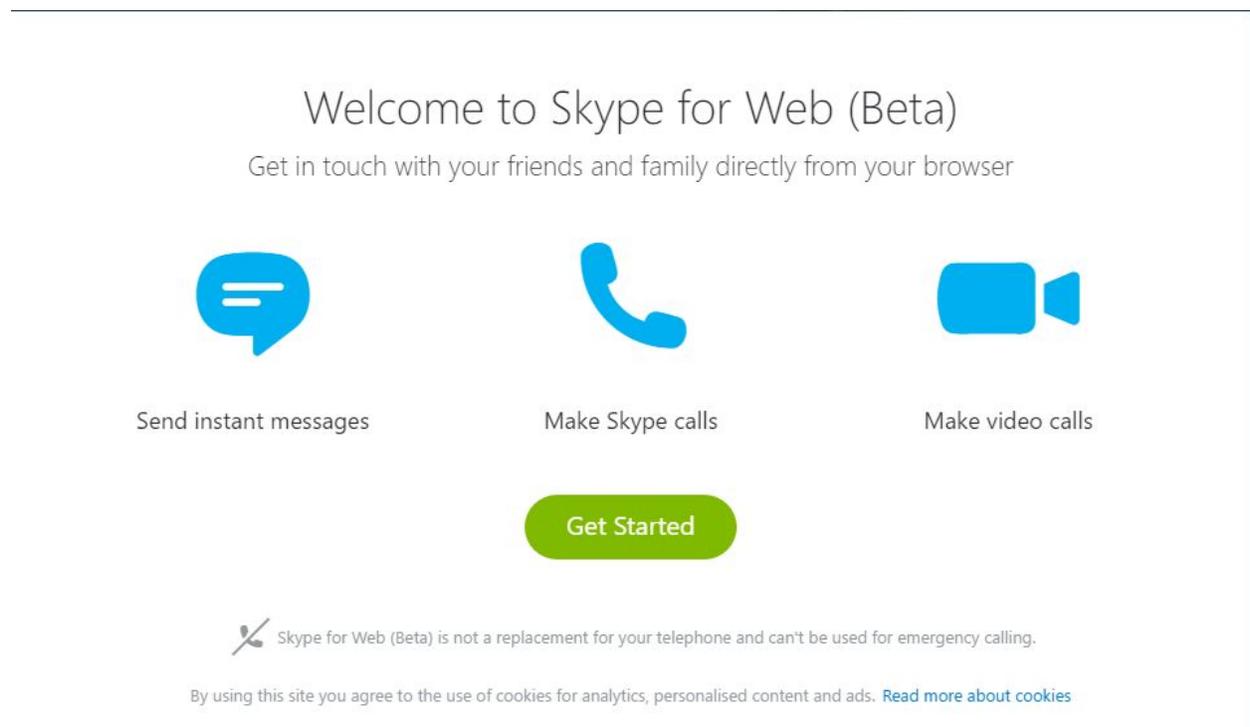
Next

⌘ Skype cannot be used for emergency calling.
Microsoft

Put **your own** mobile number here. You will receive a verification code by text message.

Enter the code you received.

You are done creating the Skype account! When you see the “Welcome to Skype for Web” (below), just close your browser or tab. There’s no need to proceed.



What to do next? Go to the GrandCare touchscreen. Make sure it’s on and connected to the internet. Touch the gear icon in the lower left to access settings . After you enter the pin (typically 1111), you touch the Skype button (often on the next screen - hit the right arrow to get to it).

Enter the Skype username (the email address you just made) and the password. Check the box indicating that you accept the terms of use and touch Save.

No matter what you see on the screen after this, do not touch it. GrandCare will configure Skype for you at this point. It may take a few minutes, but eventually the normal GrandCare interface will return. It will also have a brief message indicating that your Skype setup was successful (or not).

Where to go from here? Add some “Phone People” in the care menu. Whether it’s your own Skype username, or that of a family member, enter the name and Skype name here. Doing so will send that SKype user a friend request. When they log in to their Skype application on their PC, Mac, or mobile

device, they will see a friend request from the GrandCare unit. As soon as they accept it, Skype calls can be made from that device to the GrandCare and vice-versa.

If for any reason they do not see the friend request when they log in to the Skype application, they can always send a friend request to the GrandCare unit. They must search for the Skype username of that system (the email address you created above). Then they must send a friend request to it.

GrandCare will automatically accept this invitation because it is a recognized phone person. After this, Skype calls can be made.