

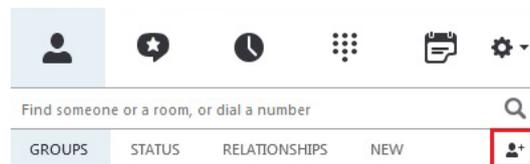


# Skype for Business: External Contacts

James Cook University has just launched a new Skype for Business feature – the ability to contact personal Skype account users (Skype Home) and Skype for Business users in other organisations outside JCU, this feature is called Federation. Many universities and organisations use Skype for Business with federation, enabling users in both organisations to connect via Skype for Business. JCU has now enabled federation with Skype personal accounts and all [CAUDIT Universities in Australia and New Zealand](#). JCU staff can also request federation with additional organisations, such as government bodies and partner organisations by logging a request for federation via [Service Now](#). What does this mean? It means that you will now only need one version of Skype at JCU.

## How-To Add an External Contact in Skype for Business (Win)

1. **Launch** Skype for Business
2. Click **Add a Contact** from the upper right of your Contact list

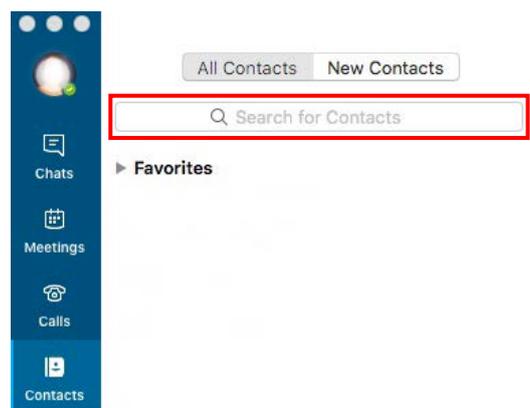


3. Select **Add Contact not in my Organisation**, choose from Skype for Business, Skype (Skype Home) or other.
4. Enter either the [Skype name](#) or **email address** of the person to add to contacts, and select from results.
5. Click **OK**

Contacts using Skype Home, must accept your request (which can take up to an hour to be received and the contact request is ONLY visible on the phone app or full [web](#) or desktop version of Skype).

## How-To Add an External Contact in Skype for Business (Mac)

1. **Launch** Skype for Business
2. Click **Contacts** and enter the person's **Skype User name, Email (or IM) Address** into the search bar.



3. **Double click** the person's address.

### Notes

- Some Skype for Business features are only available if in use by BOTH organisations, for example, video calls or desktop sharing, must be enabled at both companies (JCU and other [CAUDIT University](#)) to work.
- People using Skype Home must accept contact request before able to be contacted.

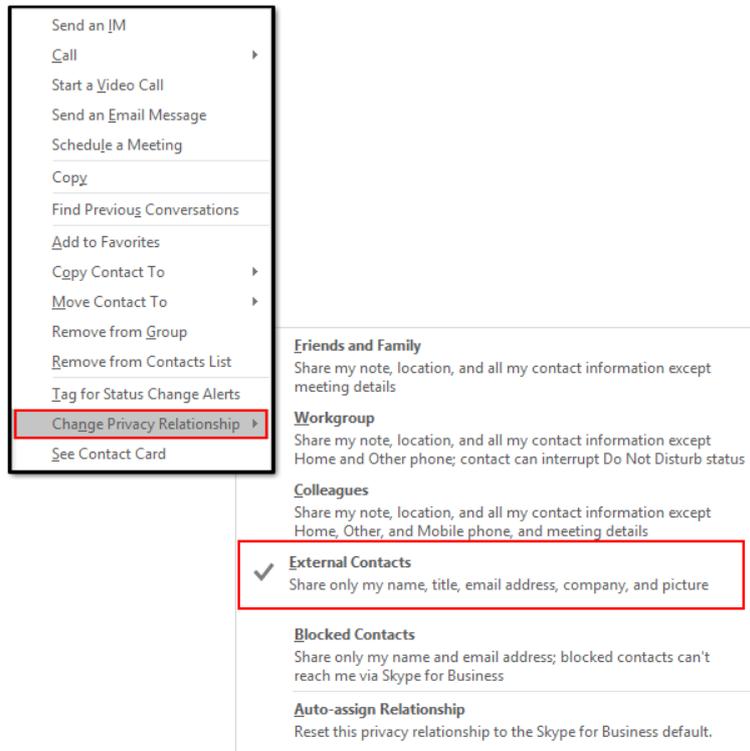
## Stay Safe

Enabling Federation also comes with potential risks of malware attacks etc. To be safe, it is recommended that you take the following precautions when dealing with Skype external contacts:

- Only accept contact requests from people you know or are working with, before any information is shared. Skype users are “untrusted” parties and information passed through this channel is uncontrolled.
- Always share minimal contact information, with external contacts

To Change Privacy Settings

1. **Right click** the contacts name and select **Change Privacy Relationship** from menu.



2. Select **External Contact** to display only your name, email, title, company and picture.

If you suspect you have shared information with malicious ‘untrusted’ skype user, please contact [ICT Helpdesk](#).