

## Claimant Guidance for Skype

If you have opted for a remote video consultation, please see below handy guide in relation to downloading Skype.

You can download Skype on your computer, laptop or mobile.

To download on your mobile, please visit the Play Store for Android or the App Store for an Apple phone.

To download on your computer or laptop, please go this website and follow the online instructions.

<https://www.skype.com/en/get-skype/>

You can download on the following platforms

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**Get Skype for Windows**

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Get Skype for Mac

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Get Skype for Linux DEB

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Get Skype for Linux RPM

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Get Skype for Linux SNAP

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Please follow the step-by-step instructions to create an account. Please ensure that you give Skype access to your microphone and camera and allow notifications.

You will be required to set your account to public but can either delete your account to change to private after the consultation.

When the medical expert videocalls you for your consultation, please ensure that your microphone and camera is enabled and you accept the call via video as audio consultations are not permitted.

If you experience any problems, please contact Target Medical on 0844 871 2211 or [enquiries@targetmedial.co.uk](mailto:enquiries@targetmedial.co.uk)