Dosbarth Cymraeg Skype - FAQ

What is my Skype Name?

In addition to the name on your profile, you will have a **Skype Name** which begins with **Live:**. This name can be used to locate you on Skype. To find your Skype Name, open Skype and click on your name in the top left corner. Click on **Skype Profile**. Your **Skype Name** will appear here.

How do I change my Skype Name?

It is not possible to change your Skype Name (Live:). Please note, however, that you don't need to memorise your Skype Name and you won't need it to sign back in to your Skype account. You will use your e-mail address to sign in to Skype.

It is possible to change the name which appears under your photo by clicking on the pencil icon to the right of your name.

I haven't been added to a group on Skype. Can I still join the class?

If you have not been added to a Skype class, you can send your Skype Name (Live:) via e-mail to your tutor. Your tutor will then add you to the group. The title of the group will be the course code of your Welsh class.

Can I use a Skype for Business Account?

Your tutor will not be able to contact you if you use a **Skype for Business Account**. Please create an account with the regular Skype. You can download Skype on your computer by visiting https://www.skype.com/en/get-skype/. Or you can download the app on your mobile phone/tablet.

Can I download Skype on my computer/mobile phone/tablet?

You can download Skype on most computers and devices. To download Skype please visit https://www.skype.com/en/get-skype/. Skype may not be compatible for some older mobile phones and tablets. If you have an Apple device, you will require iOS 10 or later.

Do I need a camera on my device/computer in order to join the class?

You do not need a camera on your device to join the class. You can join the class with audio only.

To turn your camera on and off during the lesson, click on this icon.

Do I need a microphone on my device/computer in order to join the class?

Yes, you will need a microphone to participate in the online classes.

To turn your microphone on and off during the lesson, click on this icon.

If you are having difficulties, you may need to allow Skype access to your microphone. If you are using a Windows computer, go to **Settings** and click on **Privacy**. Select **Microphone** from the left panel and turn it on. Here you can also choose which individual apps have access to your microphone.

To test your microphone on a windows computer, look for the icon that looks like a speaker in the bottom right of the screen. Right click on the speaker and select **Open Sound Settings**. Scroll down to **Input**. Here you can test the internal microphone of your computer.

If you are using an iMac, to allow Skype access to your microphone, go to **System Preferences** and click on **Security and Privacy**. Click on **Privacy** and then select **Microphone**. Tick the box next to Skype to allow access to your microphone.

To test your microphone on a Mac, go to **System Preferences**, click on **Audio**, and then **Input**. Here you will be able to test your Microphone.

What do I do if I can't hear anyone in the class?

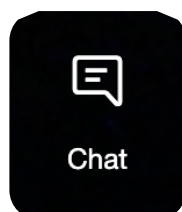If you cannot hear anyone in class, you will need to check your speakers.

To check that your speakers are working correctly on a Windows computer, look for the icon that looks like a speaker in the bottom right of the screen. Right click on the speaker and select **Open Sound Settings**. Under **Choose your output device**, please ensure that the correct speakers have been selected.

On an iMac, go to **System Preferences** and click on **Sound**. Click on **Output**. From here you will be able to test your speakers. Please ensure that the correct speakers have been selected.
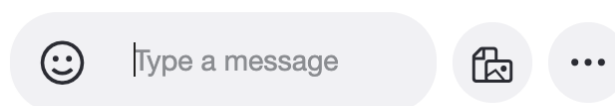
How do I send a message during a Skype lesson?

Your tutor may ask you to write in the chat box during the lesson.

To write a message, click on the chat icon in the bottom right of the screen:

Start writing in the grey bar to send a message.

Remember that everyone in the group will be able to see the message.