

GUIDANCE FOR PROBLEMS WITH SKYPE

(taken from Skype security tools)

How to use Skype safely

To adjust your privacy settings:

1. Sign in to Skype.
2. Select **Skype > Privacy...**

Within the **Privacy Settings** tab, tick the button next to the option you would like to apply. The settings include:

Allow calls from...

Automatically receive video and screen sharing from...

Show that I have video to...

Allow IMs from...

Select how long you would like to keep your history for from the drop-down menu under **Keep history for**. Or, click **Clear history** so no-one else can see who you have been talking to.

You can also manage your privacy settings on the internet. Tick the box next the setting you would like to apply:

- **Allow my online status to be shown on the web**
- **Accept Skype browser cookies**
- **Allow Skype to use non-personally identifiable information about me when serving third party ads.**

For further information, click **Learn more** next to each of the settings.

To block a person so they cannot contact you on Skype:

1. On the **Contacts** tab, right-click on the contact you wish to block and select **Block This Person...**
2. A **Block this person** message box displays. To remove the person from your contact list, tick **Remove from your Contact list**. You can also **Report abuse** by ticking the box.
3. Click **Block**.

The contact will not be able to see when you are online and they will not be able to contact you.

To manage and remove contacts from your blocked list:

1. Select **Contacts > Advanced > Manage Blocked contacts**.
2. Click on the person you wish to unblock and then click **Unblock this person**.
3. Click **Save** to finish.

To leave a group IM:

Type **/leave** into a group IM conversation. This removes you from the group. **Reporting contacts in Skype for Windows** When you get a contact request from someone you would like to block:

1. Open the contact request in Skype by clicking on it.
2. Click **Block**.
3. A window will open, asking you to confirm that you wish to block the request. Select **Report abuse**.
4. Click **Block** to close the window and block and report the user.

To report someone who is sending you instant messages:

1. Select and right-click on the contact in your contacts list.
2. In the menu that appears, select **Block This Person...**
3. A window will open, asking you to confirm that you wish to block the contact. Select **Report abuse**.
4. Select **Remove from contacts** to remove the user from your contact list (optional).
5. Click **Block** to close the window and block and report the user.

Taking Further Action To take action against the person harassing you, please provide us with:

- a screenshot of the incident - instructions on how to take a screenshot is below
- the harasser's Skype name
- any additional information you may have about the contact.

Based on the information that you send us, we will try to identify the abuser and take any appropriate measures.

How can I take a screenshot?

A screenshot is a picture of your computer screen that you can take and save on your computer. Screenshots are useful if you want to show someone exactly what you can see on your screen.

This FAQ describes how to take and save a screenshot on Windows, Mac and Linux. Once you have saved the screenshot, you can attach it to an email to send it to others.

Taking a screenshot on Windows

1. On your keyboard, press the **Print Screen (Prt Scr)** key. This will take a screenshot of your entire desktop. To take a screenshot of an active window, press **Alt+Print Screen**.
2. To save a copy of the image in Microsoft Paint go to: **Start > All Programs/Programs > Accessories > Paint**.
3. Press **Ctrl + V** to paste your screenshot into Paint.
4. Go to the menu and click **File > Save** (please note where you save the image to, as you'll need to find the file here if you want to attach it in an email).
5. Enter a file name.
6. On the **Save as type:** drop-down menu, select **JPEG**.
7. Click **Save**.

Taking a screenshot on Mac

On your keyboard press **Command+Shift+3** at the same time. This will take a screenshot of your entire screen and save it to your desktop in .png format.