**Skype Information for Family & Friends (ASRC and ADT):**

Skype allows the user to make calls on a computer to people who are signed in to Skype. Pay nothing. It’s free anytime, to any destination. Calls with video are also an option if you and the person on the other end have a webcam. To install Skype on your home computer, simply go to their website ([www.skype.com](http://www.skype.com)) and download the program by following the instructions on the website. Create a user account. If you don’t have a computer, check your local library – they may be able to assist. If you live in Billings, you may also come into the Passages center to “Skype”.

*Get the best call quality with a headset, but Skype also works with speakers and a microphone.*

Arrange a date and time with the person you wish to visit. The Passages resident can let you know what day and times are approved. Be sure to give them your Skype account name, as the resident will initiate the call.

Sign in to Skype at that time, and you will receive a call from the resident.

*Passages staff cannot troubleshoot any technical difficulties you*

*may have on your end. We can only troubleshoot on our end.*

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**Skype Information for Residents**

1. Each resident may request up to **2 Skype visits per month.**
2. Please submit a proposal one week prior to your desired visit time. The proposal needs to include the date and a suggested time according to your case manager’s office hours if your visitor is Skyping from a local other than Passages. Also on the proposal the Skype account name has to be listed with whom they are going to Skype with on this date. Skype visits are approved when you have a signed proposal from your case manager.
3. Any visitors coming to the facility to use the computer room must be approved in advance.
4. Please instruct your Skype visitor to go to skype.com to set up an account. A webcam is needed in order to Skype. You will need the visitor’s name and/or Skype code and/or email address.
5. Please use your evening calls and have the time and date confirmed prior to your scheduled visit. Residents will not be allowed additional phone time to confirm a Skype, get the information, or find out what happened should the visit not take place. **A “no show” will still count as a Skype visit.**
6. On the day of your visit, please bring your proposal and line up at the phone room. Skype visits are 20 minutes long. Please maintain appropriate language and be mindful as all visits are monitored.
7. Please be advised that failure to comply may result in a loss of Skype privileges.