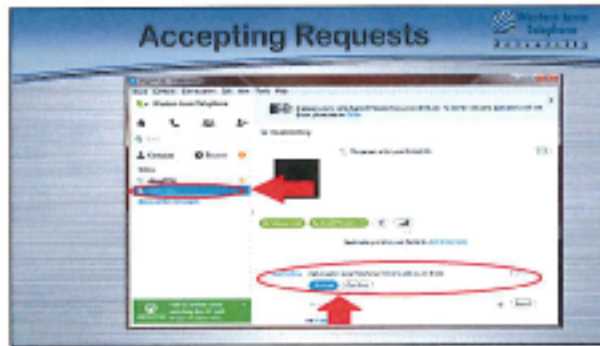
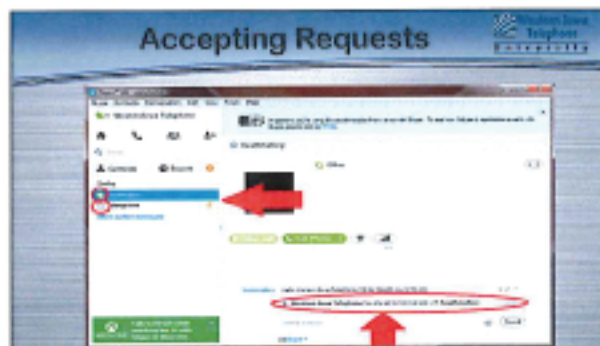


Slide 15



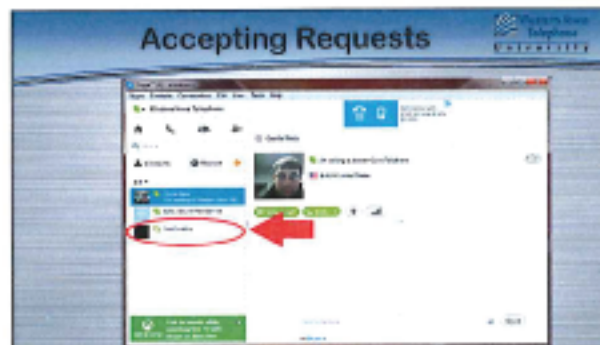
Click on one of the names that asks you to be in their contact list on the left side of the screen, and on the right side you will see you can either "Accept" or "Decline" their request. You may receive a request someone you don't know, so make sure you know the person you are adding.

Slide 16



Once you accept them to be in your Contacts, a message will appear on the right side saying "you have shared contact details with the contact you just added under their name".

Slide 17



Now if you click on the "Contacts" tab you will see the contact you just "accepted" will be in your contacts. Now, we will go over what the symbols by each contacts name means and how to change your status.

Slide 18



We will now go over what the symbols mean by your contacts and how to change your status. Here you can see that our contact "heathmallory" is offline and its symbol is only a green outline with nothing in the middle. Which means "offline". Any contact "offline" will not be able to video chat with you. You will not be able to video chat with them until they log in and become available to accept your video call. So now on your own "contacts" you will see that the Solution Center is offline. This is why preplanning a "Skype Date" is important, so again both parties know to be available and near their device.