How to install and setup Skype for Business on Mac

Please note that the requirements: Your computer must be running MacOS 10.11 or above. Please contact the HUIT Service Desk (617-495-7777) for assistance regarding Operating System upgrade.

- If you already have Skype for Business installed on your Mac, please proceed to Step 8 to open and login in to the application.

**Step 1.** If Lync 2011 is open, please quit the application.

**Step 2.** Open ‘Spotlight’ by pressing the ‘CMD’ and ‘SPACEBAR’ keys at the same time.

**Step 3.** Type ‘Self Service’ in the search box (Figure 1, A).

**Step 4.** Click on the ‘Self Service’ application to open (Figure 1, B).

![Figure 1](image-url)
Step 5. Under the 'Categories' menu click ‘Microsoft’ on the right hand side of the window (Figure 2, A).

Figure 2

Step 6. Click install under ‘Skype for Business’ (Figure 3, A). Please monitor the progress at the top of the screen and continue to the next step after the installation completes.

Figure 3
Step 7. Open ‘Spotlight’ by pressing the ‘CMD’ and ‘SPACEBAR’ keys at the same time.

Step 8. Type ‘Skype for Business’ in the search box (Figure 4, A).

Step 9. Click on the ‘Skype for Business’ application to open (Figure 4, B).

Step 10. Login to Skype for Business with your primary email address for both the sign-in address and username fields (Figure 5, A & B). Enter your Harvard Key in the password field (Figure 5, C).

- Please note that if you are a Microsoft MFA enabled user you will not be able to use your Harvard Key as the password. Instead you will need to generate a new app password, please contact the HUIT Service Desk at 617-495-7777 or ithelp@harvard.edu for assistance.
Figure 5

**Step 11.** Read through the instructional welcome prompts and click next, then enjoy Skype for Business on Mac!

![Figure 5](image)

Figure 6

If you run into any issues please contact the HUIT Service Desk at 617-495-7777 or ithelp@harvard.edu.