# How to Troubleshoot Skype

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## Login issues

### Forgot password

You should be able to reset your Skype password online if you have forgotten it.  You can do this here.

### Locked account

An account can be locked for phishing, spam, malware, and many other reasons.

To unlock your account:

1. Go to  https://account.microsoft.com and sign into the locked account.
2. Enter any phone number that can receive texts for a security code to be sent.
3. Change your password in order to completely unlock your account.

### Hacked account

If it appears that someone else has been using your account, you will want to do the following:

1. Change your password - which you can do here.
2. Check sign in to see if the activity was yours or not. Since the activity is monitored through IP address - check to see if anything is inconsistent.
    1. Go to Security → Sign-in Activity → View my Activity
    2. If you see any activity that you believe was not yours, select 'This wasn't me' and Skype will help you change your password.

### Forgot username

1. On the Skype sign in page, select 'More sign-in options'.
2. Select 'Forgot my username'.
3. Enter an alternate email or phone number for security.
4. Skype will show you any accounts associated with that email/phone number, select the one that is yours and proceed to log in.

# Skype's Features / General Usage

Using Skype, you are able to send messages, make calls to other Skype users, and create group conversations and calls.

### Adding contacts

1. From the top of your window, select either Search or People, Groups, & Messages
2. Type in the user's name, email, phone number, or Skype name.
3. Select the user you want.
4. Type your message and send it - you will only be able to send ten messages and all images will be blurred until they accept your request. They will be added to your contacts list.

### Send messages

1. Select the person or group that you want to send a message to from the Chats tab.
2. In the chat window, type your message.
3. Press enter or the send button (paper airplane).
4. If you want to edit the message you just sent, either right-click and hit 'Edit', or press the up arrow on your keyboard.

### Make calls to Skype users

1. Select the person or group that you want to call from the Contacts list.
2. Then select the audio or video button, depending on what kind of call you want. All call kinds can be changed while in the call.
3. You will also have the above options in any of your Chats.
4. To end a call, press.

### Create a group

1. Select the plus button and click 'New Group Chat'.
2. Enter a name for your group chat - this is required for the creation of a group - but don't worry, it can always be changed.
3. Select the camera icon to upload a picture.
4. Select the right arrow → to create the group.
5. Add any contacts you want in the group, then select Done to begin chatting.
6. Any forgotten contacts can be added in later by selecting 'Add People'.