



CCMS Skype Virtual Inspection Training Guide

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Alex Gallegos

Overview

To overcome the issue of social distancing and insurance property adjusters performing interior inspections, we recommend this protocol for the Field Adjuster to enlist the insured's assistance via the **Skype** mobile app.

The Field Adjuster can perform the physical exterior inspection of the damaged property and, may also perform the services of interior inspection by guiding the Insured **on their mobile device, via Skype** <https://www.skype.com/en/get-skype/download-skype-for-desktop/>.

The insured will video conference on their mobile device with the Field Adjuster and assist the Adjuster by following their directions on what photographs to take. The Field Adjuster will need to "coach" the insured in taking the required images to help identify the damages being reported. It is also possible to save the video recording of the inspection within the app.

Field Adjuster Equipment Required:

- **Skype** - a free app used worldwide and distributed by the Microsoft Corporation. (**Skype for Business is a different platform and will not work**) The **mobile** app can be found on **Google Play for Android** and **App Store for iOS**. Every Adjuster will be required to install and be able to intelligently operate the software. *You can use your Microsoft account login if available*. <https://www.skype.com/en/get-skype/download-skype-for-desktop/>
- A cloud-based file system (there are both free and paid versions available) such as: Dropbox, MS OneDrive, Google Drive, Box, etc. will be required.
- Fully functioning and charged internet connected mobile device. Review your equipment and mobile device – ensure that you have the latest updates in place and available memory to perform inspections and store all photos and videos that you take. You will be relying on your mobile device to assist you in performing communications and inspection services so also ensure that your device is fully updated and charged.

Key Questions When Scheduling Your Inspection

- Do you have a "smart" mobile phone? (unsupported devices are attached to this document)
- Do you have Wi-Fi – If no, we need to advise them that data could be consumed.
- Do you have an active Skype account? If **NO** > "can you or is there someone available to assist installing Skype on the mobile device? If **NO** > ask if we could assist with installation. If they agree, send an email to: [/support@ccmsclaims.com/](mailto:support@ccmsclaims.com) with Insured name, claim #, email address, mobile contact.
- Do I have your consent to potentially record some or all our conversation? (We will remain in compliance in 2 party privacy law states)

If you are unable to determine the availability of the Insured to perform the **VII**, notify your Manager to review and assist.

Skype Procedure

- Call the insured prior to the inspection for scheduling and to answer any protocol questions. You should also ask permission to test a call via Skype to verify that the insured has a working knowledge of the app prior to you arriving at their property.
- Advise the insured of your arrival at their property. Determine if the exterior or interior inspection is to be performed first with the insured.
- Invite the insured from your Skype mobile app using their mobile number.



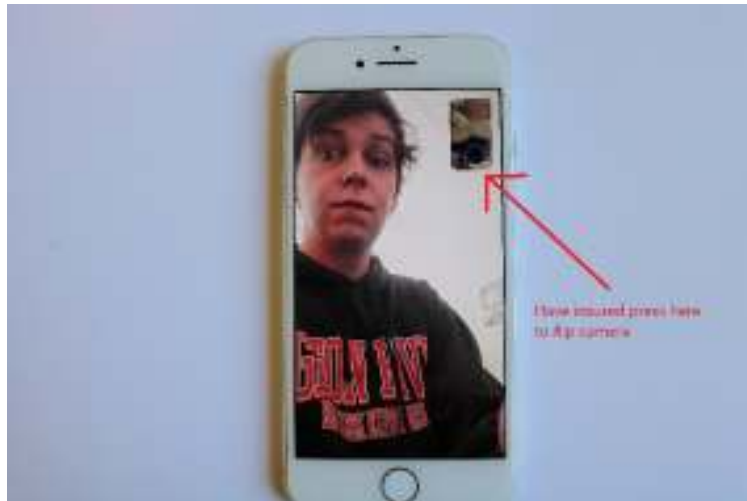
Select "Invite to Skype" to send an invite to the insured

- Video connection established: video screen quality should be exceptional. Both caller and Receiver should see each other clearly.



Verify the quality of the video call once connected with the insured

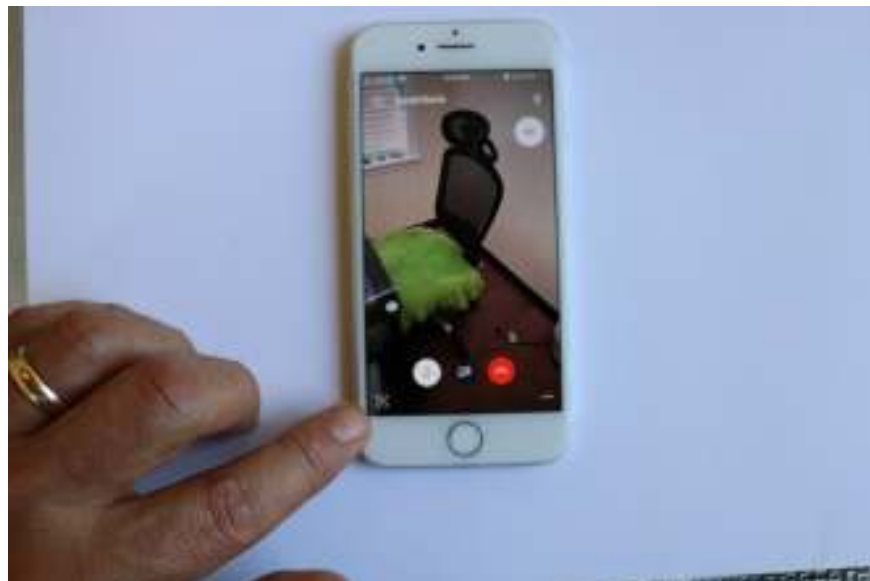
- Insured advised to “flip” screen to take photos.



- Shut off the video camera function to be able to take full screen photographs.



- Take a photograph by selecting the “capture” icon.

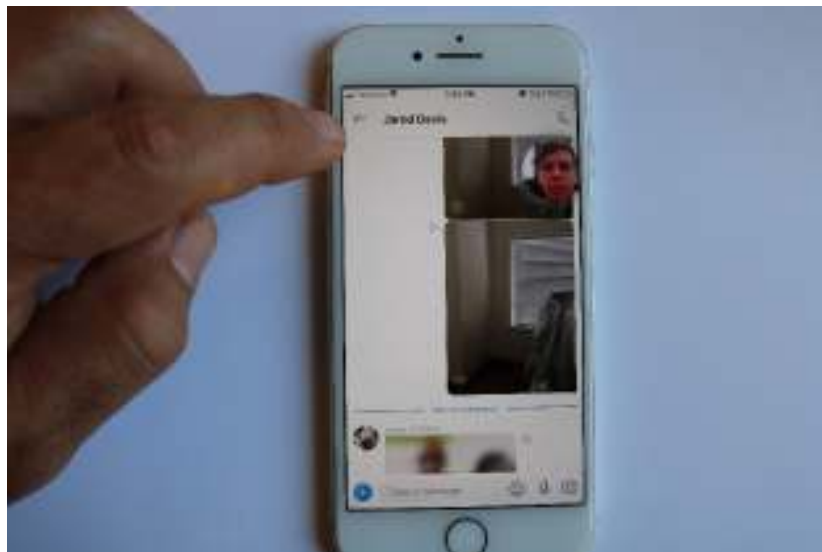


Press the capture button in the bottom left to save a photo of what's on screen

- Qualify information by capturing an image of Identification or a property bill.
- View photos and choose photos. Note that all photos are able to be viewed by both parties when an image is taken and, they remain available after the call is terminated.

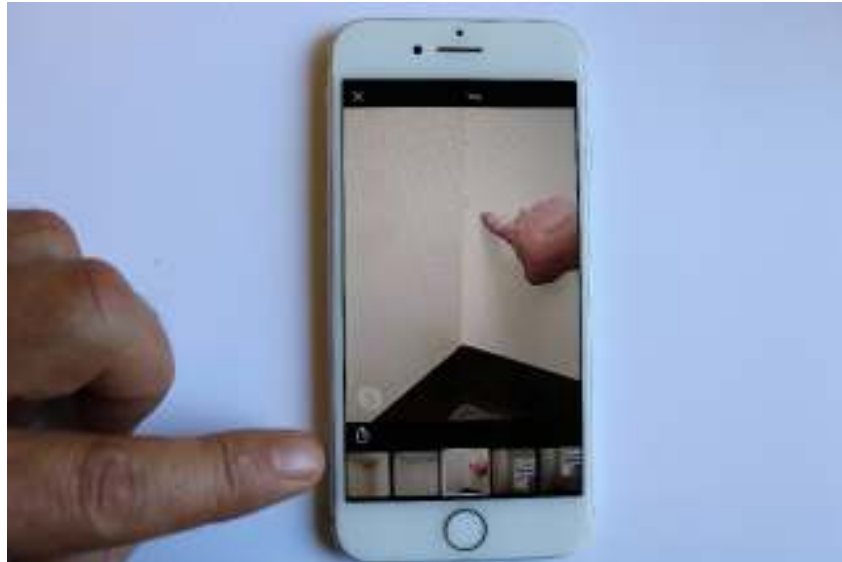


Select the folder button in the top left to view the photos taken



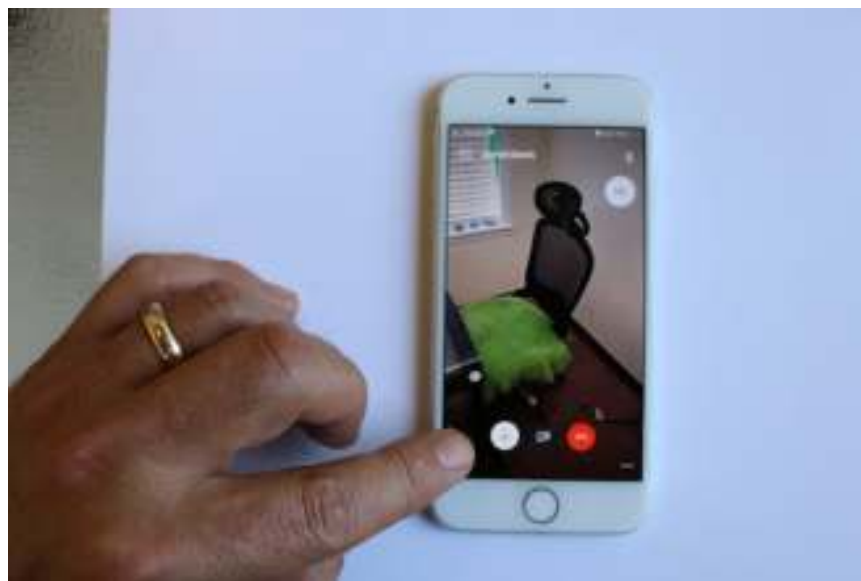
Viewing saved photos

- Chosen photos are to be “saved” on the Field Adjusters mobile device, then transmitted to their cloud-based file server.



Example of saved photo

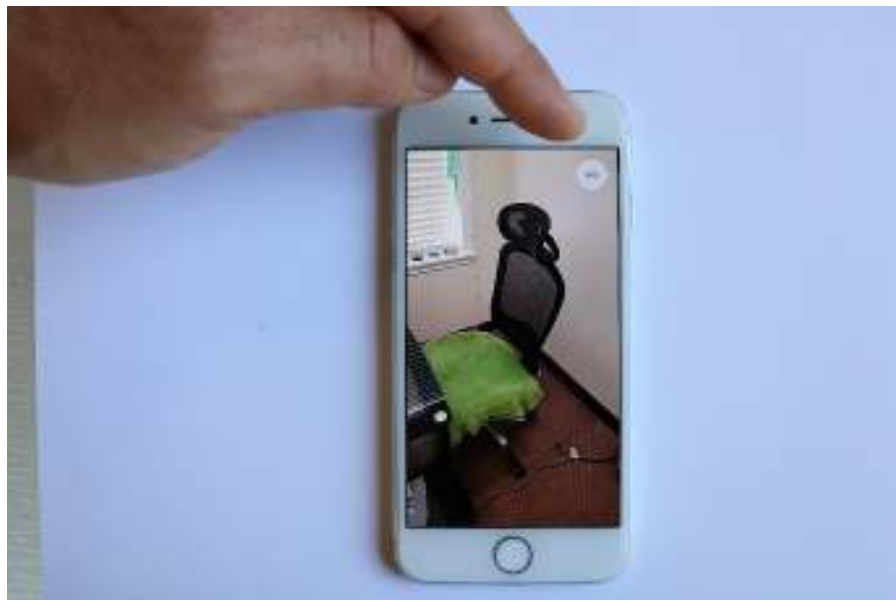
Miscellaneous and Examples



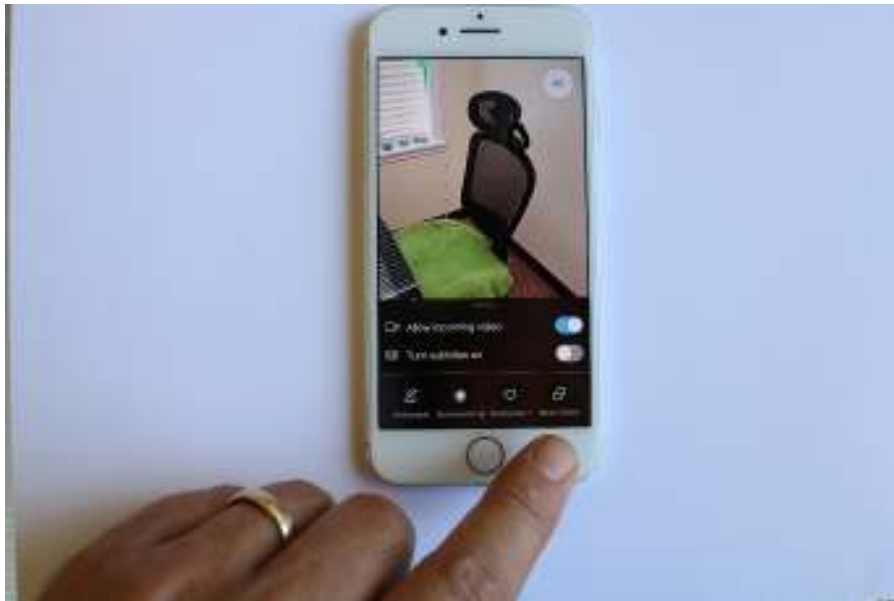
How to end call



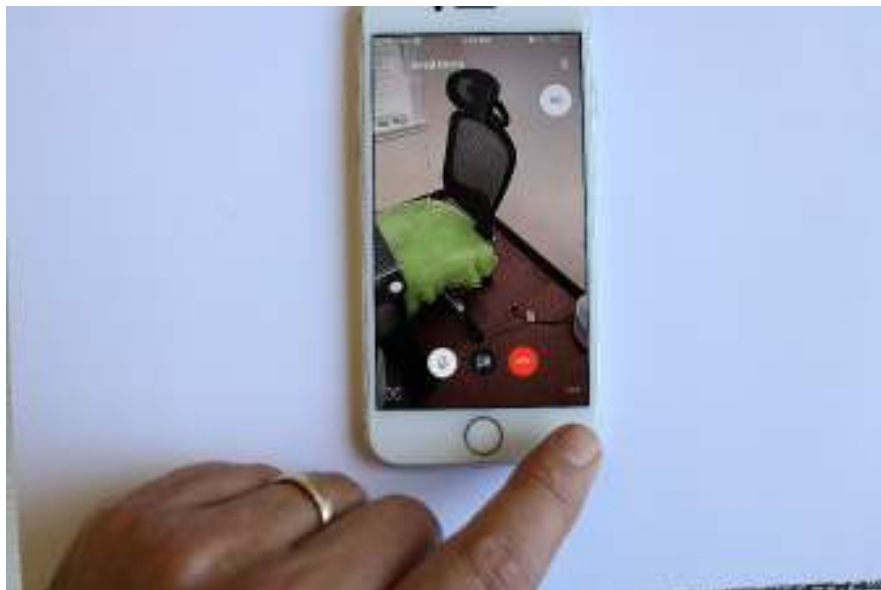
Menu icons and operation



Caller icon



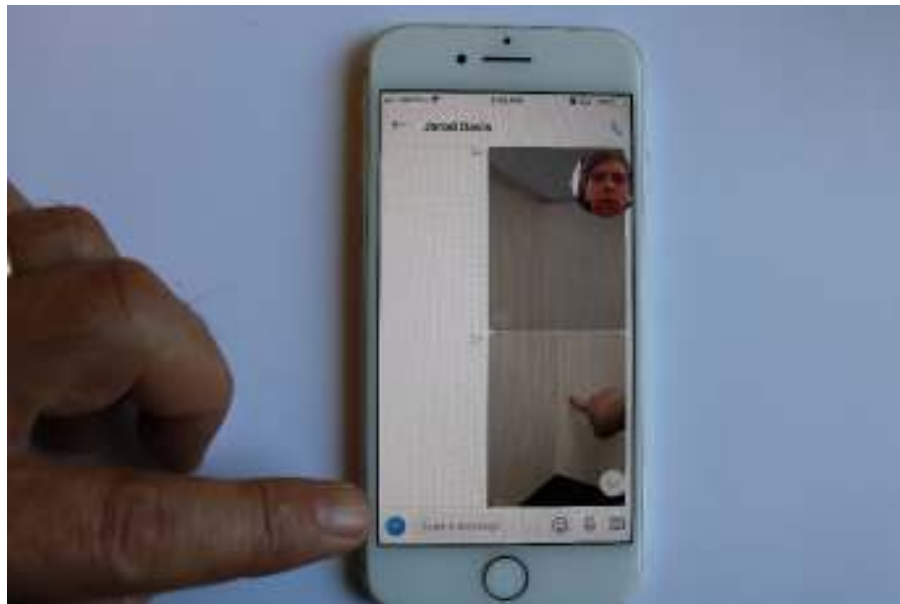
Ellipsis menu



Ellipsis menu options



Overview screen of video call

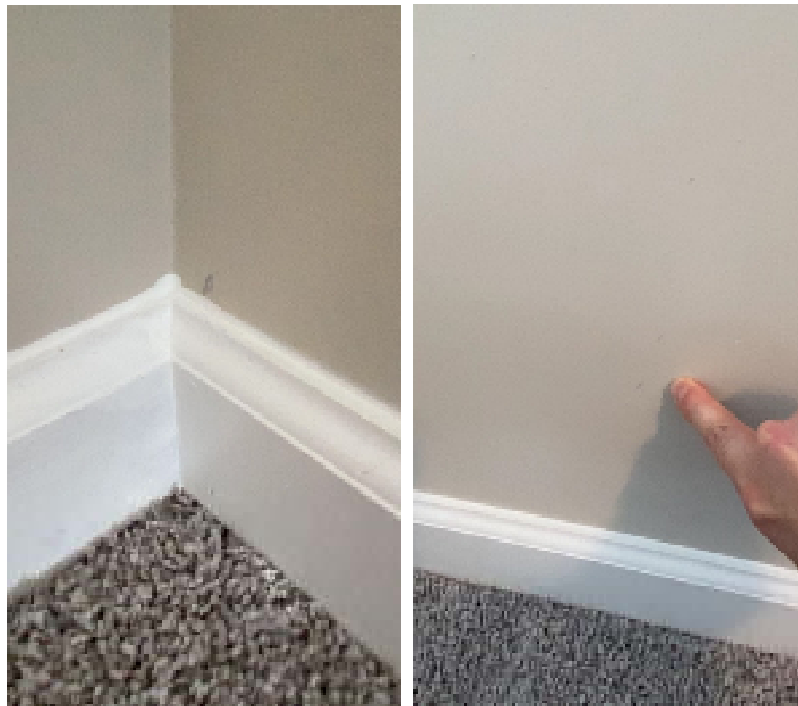


Messaging through the app and asking for more photos

Example Photos



Example photos taken from Skype on an Android device



Example photos taken from Skype on an iPhone



Downloads
Skype to Phone
Skype Number

Search Skype Support

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What is the latest version of Skype on each platform?

Make Skype-to-Skype calls, instant message your friends and family for free, or call mobiles and landlines at great Skype rates anytime you want, from your computer, mobile, or gaming device.

Learn more about the system requirements for Skype.

You can use Skype on the following platforms:

Platform	Latest versions
Android Phone and tablet	Skype for Android 6.0+ version 8.58.0.93 Skype for Android 4.0.4 to 5.1 version 8.15.0.430 Skype Lite version 1.84.0.1

Was this article helpful?

Yes

No

iPhone	Skype for iPhone version 8.58.0.93
iPod touch	Skype 8.58.0.93
Mac	Skype for Mac (OS 10.10 and higher) version 8.58.0.93 Skype for Mac (OS 10.9) version 8.49.0.49
Linux	Skype for Linux version 8.58.0.93
Windows	Skype for Windows Desktop version 8.58.0.93
Windows 10	Skype for Windows 10 (version 14) 8.56.0.102/14.56.102.0 Skype for Windows 10 (version 12) 12.1815.210.0
Amazon Kindle Fire HD/HDX	Skype for Amazon Kindle Fire HD/HDX version 8.15.0.419
Amazon Fire HD Tablet	Skype for Amazon Fire HD tablet version 8.15.0.419
Windows 10 Mobile	Skype 12.1815.210.0 for Windows 10
Xbox One	Skype for Xbox One version 12.1815.210.107

Was this article helpful?

Yes

No

Additional Resources

Ask the Community

Join the conversation with other customers.

Help improve Skype Support

Share your ideas with a quick survey.

Try our virtual agent

In training to help with Skype.

Skype Status

Check if there are any issues currently affecting Skype.

Contact us

Our support team is ready to help.

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 **No emergency calls with Skype**

Skype is not a replacement for your telephone and can't be used for emergency calling

Was this article helpful?

Yes

No

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