

Skype for Business Meetings

Remote audits | Customer information

Remote Audits

General information

If on-site audits cannot be carried out on time, your audit may be postponed by 6 months under certain circumstances. Whenever and wherever possible, TÜV Rheinland will work with you to avoid audit cancellations.

So-called remote audits are one possibility for this:

- These are very suitable for document checks and the corresponding.
- The auditor does not have to visit you on site for the audit.
- The audit takes place online.
- A remote audit cannot replace an audit 100%. Currently, a maximum of 30-50% is possible, depending on the type of organisation.
- Each remote audit must be completed with an on-site audit within max. 6 months.

Should non-conformities occur in the course of remote audits, the following applies

- For major non-conformities identified in the remote audit, corrective action must be taken within 3 months of the last day of the remote audit or, if necessary, demonstrated during the subsequent on-site audit.
- For minor non-conformities identified in the remote audit, the corrective action plan and corrective actions must be reviewed and accepted within 3 months of the last day of the remote audit.

Skype for Business / Lync | Skype Web App

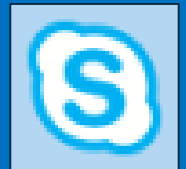


TÜV Rheinland uses Skype for Business (Lync) for video or audio conferences. Invitees outside of the TÜV network, e.g. customers or external auditors, may be invited too. The following slides guide through the steps via Skype Web App (“Try Skype Web App”).

- Modern computer, operating system
- Modern browser
- Further help to be found here:
[Supported platforms for Skype Meetings App \(Skype for Business Web App\)](#)
- Troubles, get further help here:
[Trouble installing the Skype for Business Web App plug-in?](#)



Already Skype for Business, Microsoft Lync or Skype installed on your computer?
The Web App plugin does not use your local installation:
in case of performance issues, you may temporarily close your local Skype software.



Skype for Business / Lync | Invitation

The screenshot shows a Gmail interface with a meeting invitation for 'Audit (SA) DEMO' from 'Tim' (customer@gmail.com) received 11:03 (2 hours ago). The invitation includes a calendar card for Saturday, March 21, 2020, from 08:00 to 17:00 UTC, via Skype Meeting. Below the calendar card, the meeting details are listed: Customer location: Germany, 22765 Hamburg, Viral-spring street 19; Auditor: Remote (not on-site); Audit plan: Refer to the agreed and submitted audit plan by email. At the bottom, there are options to 'Join Skype Meeting' (with a circled '1' next to it), 'Join by phone' (+492218066000), and 'Find a local number' (with a circled '2' next to it). The interface also shows a 'Sign in' button and a sidebar with various email categories.

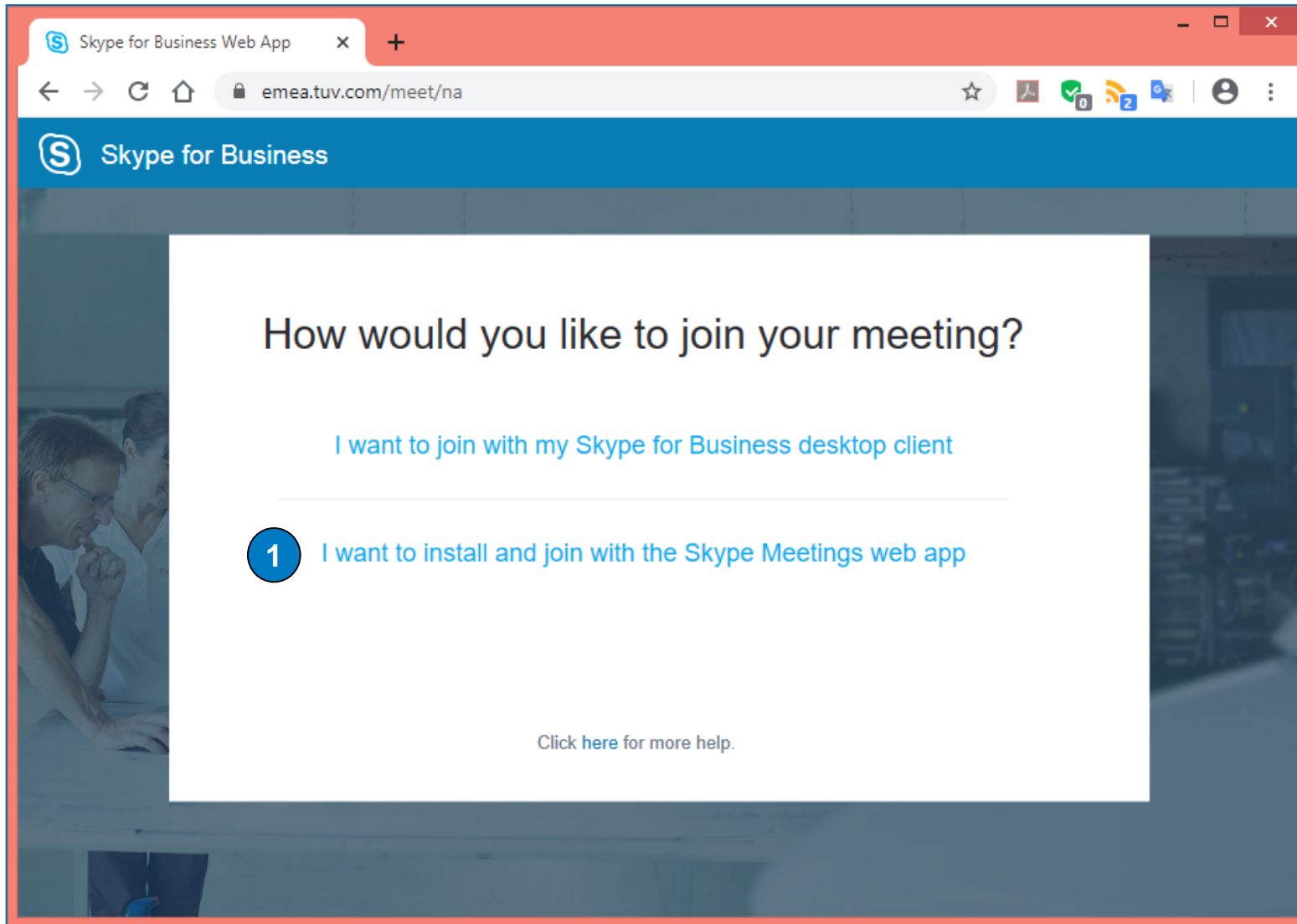
Your invitation contains following hyperlinks:
Join Skype Meeting
and **Try Skype Web App**.
Join Skype Meeting
can only be used by intern employees of TÜV Rheinland. Please open **Try Skype Web App** to start the online meeting.

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Alternatively, joining the call only via audio only is also possible. The list of local landline numbers is limited.

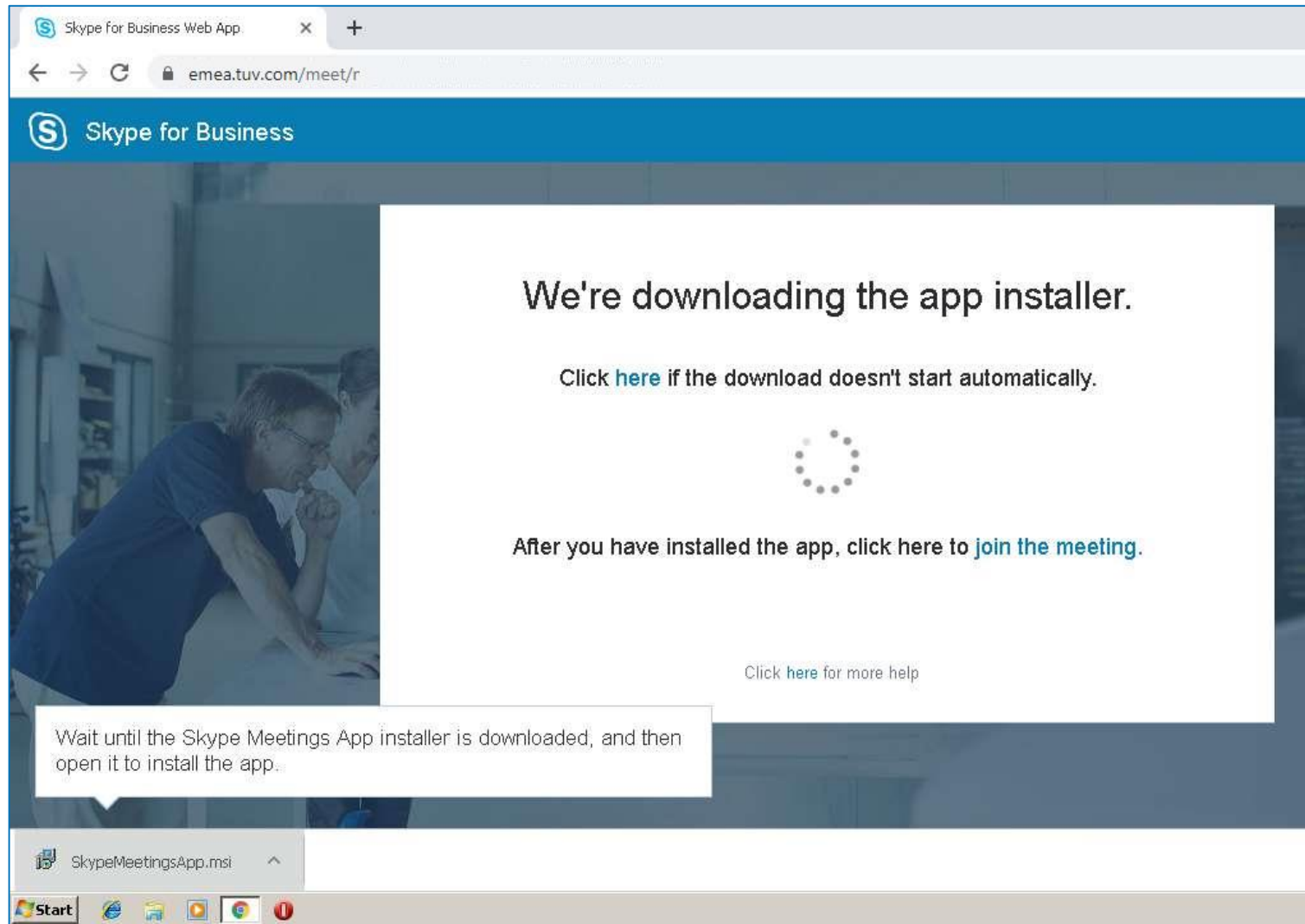
Skype for Business / Lync | Skype Web App plugin



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Usually, **Skype Meeting web app** is most compatible. Select this option and follow the steps.

Skype for Business / Lync | Installation or Activation of the Skype Web plugin



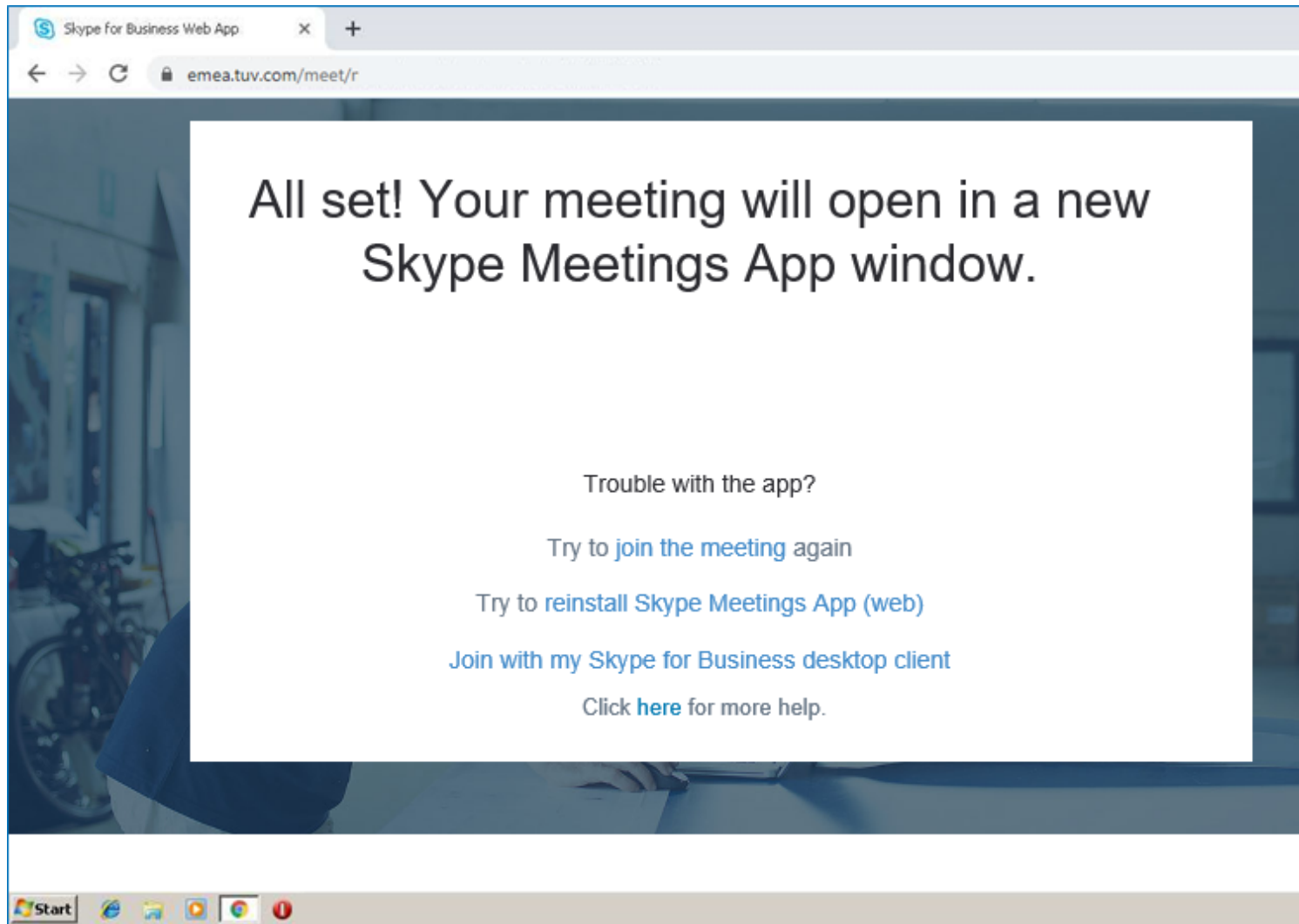
Depending on your local operating system or browser, you may be asked for further steps to continue.

Important:

Some features, e.g. screen sharing, may be restricted by your local network, firewall or operating system.

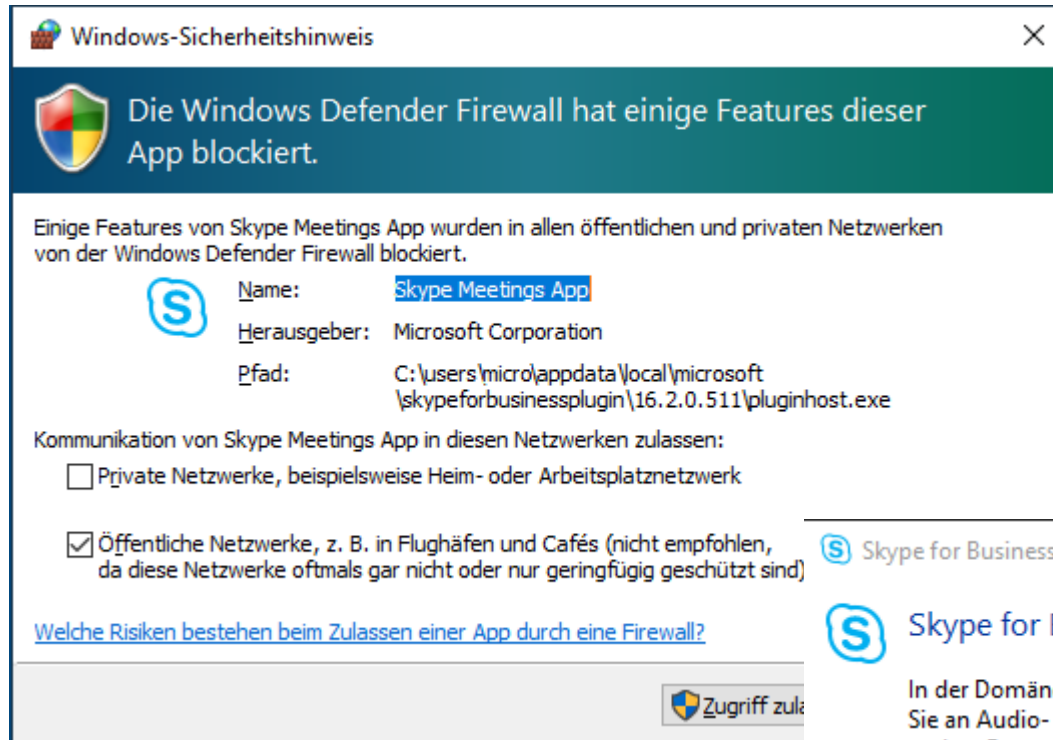
If you have no control to adjust security settings or difficulties, please try with a different web browser or computer.

Skype for Business / Lync | Starting the Web App

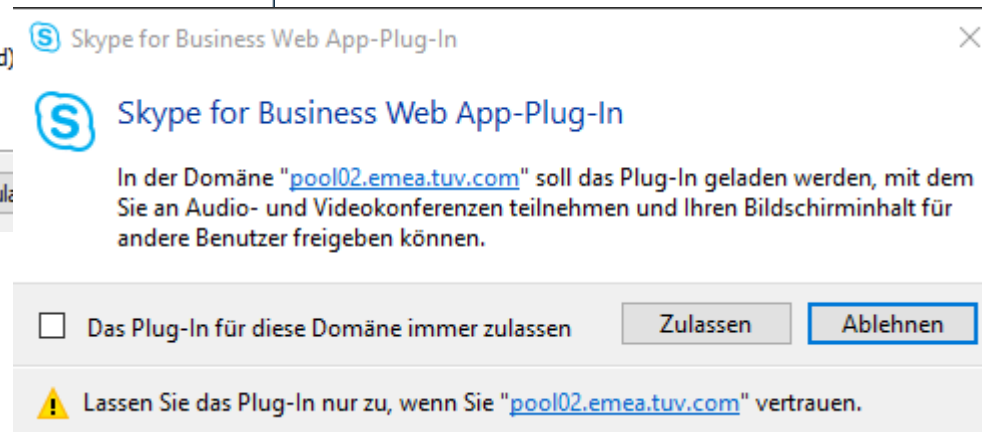


After the Skype Web App is started, the browser windows will remain in this screen. In case of troubles, further options are available.

Skype for Business / Lync | Starting the Web App | Security settings



According to your operating system settings, certain security warnings may be needed to be confirmed.



Skype for Business / Lync | Join the meeting

Skype Meetings App

Join the meeting

Enter your name to join

Join

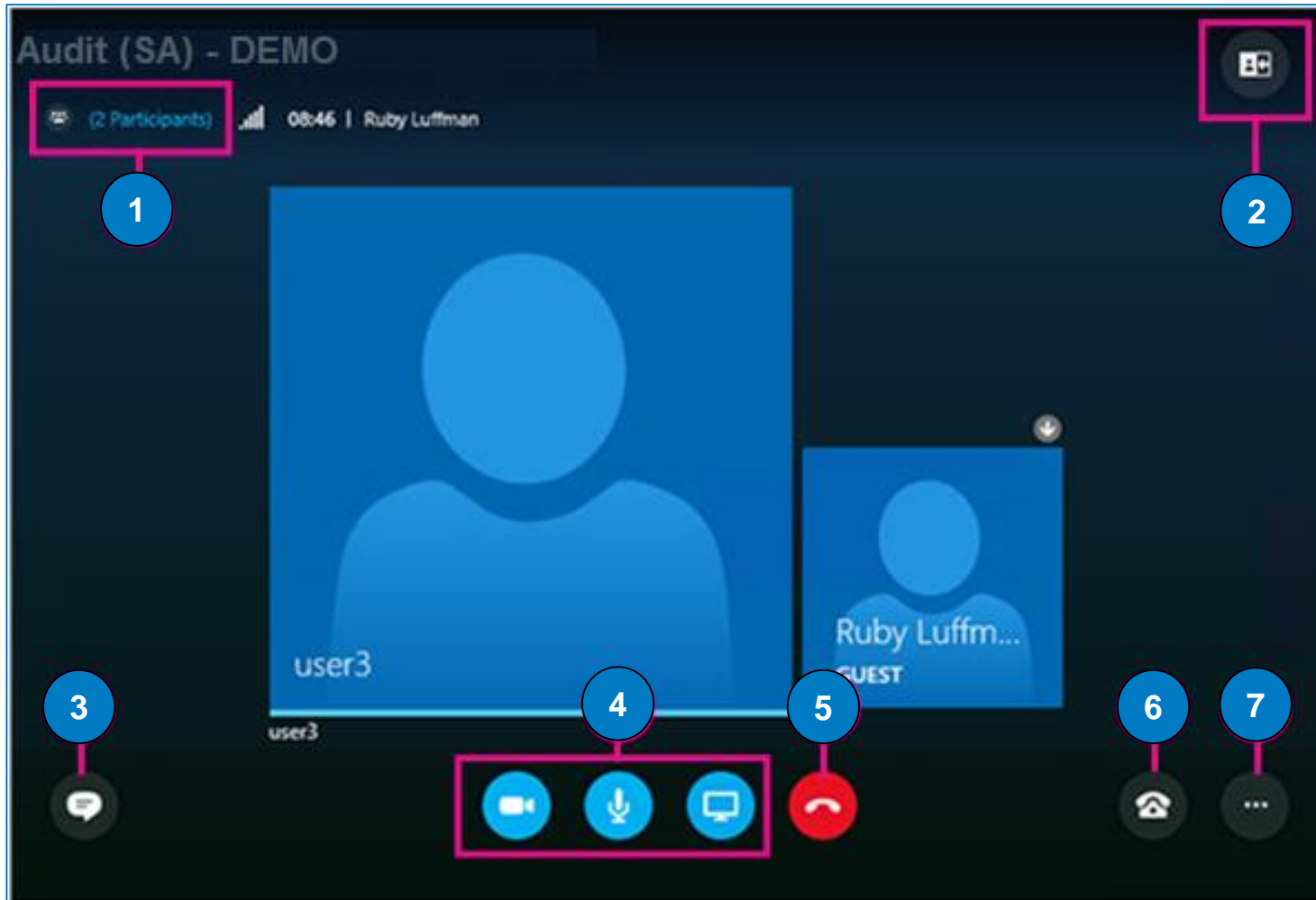
[Sign in if you have an Office 365 account](#)

[Join the meeting with my Skype for Business desktop client](#)

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- 1 After the successful loading of the Web App (Skype Meeting App), enter your name. You may put your company name in as well, e.g.:
John Smith TÜV Rheinland

Lync Meetings | Meeting Screen



- 1 Show list of participants
- 2 Select meeting view
- 3 Chat (instant message IM, text)
- 4 Share Video, mute, share screen
- 5 Hang up
- 6 Audio options
- 7 Meeting options

Tip: Screen sharing might be limited due to local security settings. Please contact your IT support for help.