

### Parent Video Chatting Instructions-4-14-20

These instructions are updated to include the ability for parents to initiate video-chatting at any time via Skype or Face Time. See below.

1. You need to download Skype on your phone or tablet.
2. The app will walk you through how to create an account or login.
3. Youth will call you from the unit phones or you can call the unit phones yourself to see if video chatting can occur. If you and the youth are available, you will need to follow the next direction. (The first few times you should remain on the phone with the youth or staff while they are getting set up to ensure it all works).
4. Once logged in, you will need to start a call by hitting the video icon on the top right corner. This will prompt you to share an invite which you will then need to have texted to the phone in the building their youth is located at (numbers below).  
Aliber: 515-318-9788  
Bright: 515-318-9624  
Jacobson: 515-326-2447  
Shiffler: 515-339-5602
5. The staff will then open text messages and will click the link to connect to the shared video chatting link.
6. Youth will be allowed 15 minutes for video chatting.
7. We received 4 additional cell phones for each building. These are iPhones and can be used for Face Time if you have an iPhone. If you have an Android, they can be used for Skype.  
Here are the numbers below:  
Aliber: 515-720-6868  
Bright: 515-650-7980  
Jacobson: 515-720-6885  
Shiffler: 515-720-6892
8. If you wish to Face Time with your child, you can use the phone numbers listed in #7 to do so. Same procedure from above will apply, simply call to the unit phone to see if your child wishes to video chat. Then you can call the cell phone directly or staff will call your number directly in order to engage in Face Time.
9. Here are the instructions for conducting a Face Time Call:  
To make a FaceTime call, you need the person's phone number or registered email address. There are a few ways to make a FaceTime call:
  - In the FaceTime app, tap the plus button  and type the person's phone number or email address. Tap the number or address, then tap Audio  or Video .
  - If you have the person's phone number or email address saved in your Contacts, you can start typing their name and tap the name when it appears. Then tap Audio  or Video .
  - You can also start a FaceTime video call from your iPhone during a phone call. Tap the FaceTime icon in the Phone app to switch to FaceTime.