

# Parent Guide to Video Appointments:

## How to attend appointments over video call

This article tells you what to do to join our video call parents evenings this year.

### **In order to make video calls you need to have as a minimum:**

- a device with a microphone and speaker
- a compatible up-to-date web browser:
  - iPhone/iPad:** Safari, Chrome **Note: there is a known issue joining video calls using iOS 14.2. Please upgrade any iOS 14.2 devices to iOS 14.3, or use a different device.**
  - Android:** Chrome, Firefox or the Samsung Browser
  - Windows:** Chrome, Firefox or Microsoft Edge
  - Mac:** Safari, Chrome or Firefox
  - Linux:** Chrome or Firefox

### **We also recommend:**

- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.

## How to attend your appointments via video call

### 1. Log in and go to the Evening

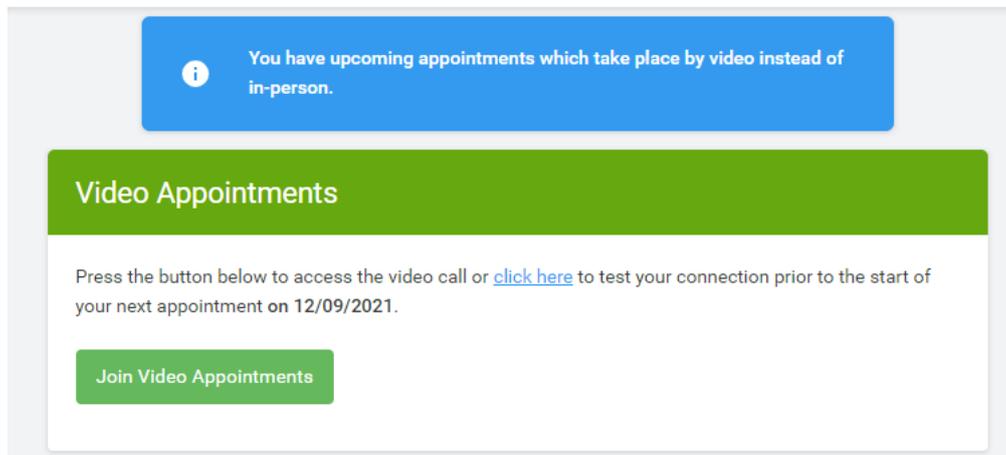
On the day of the video appointments, login to Parents Evening at the usual tab within our website homepage or **click the link at the bottom of the email confirmation you will have received with your appointment schedule.**

**NOTE: You will need your child's LOGIN CODE (included in your invite letter).**

Once logged in you will see a notice that you have upcoming video appointments and under this the details of the event, along with a *Join Video Appointments* button. This will become available 60 minutes before your first appointment.

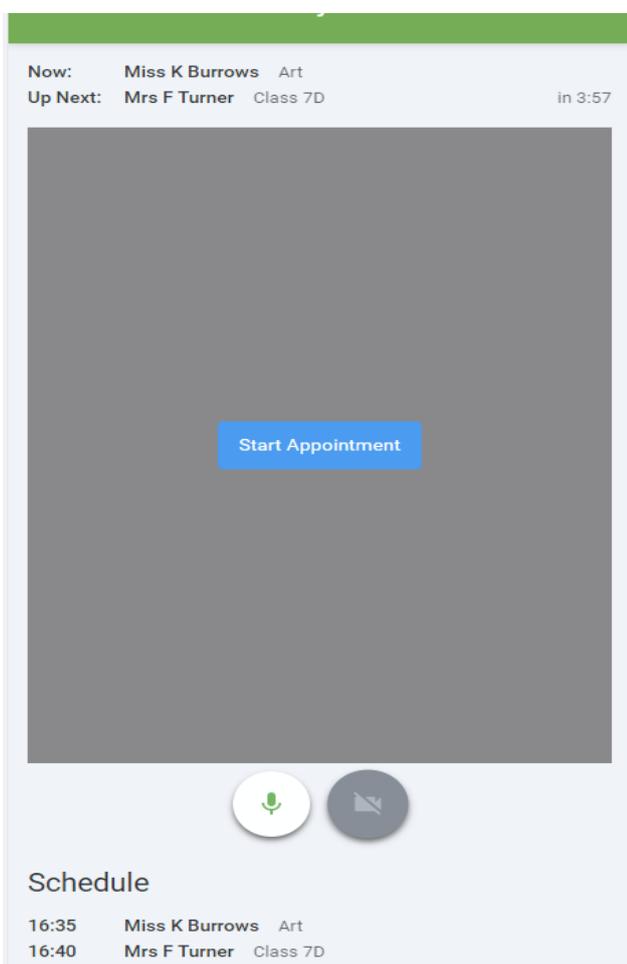
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There is also a link to test your video and audio connection prior to the live event. We recommend you perform this test to ensure your device is operating correctly.



## 2. The Video Call screen

When you click *Join Video Appointments* the video call screen will be displayed. If you are asked to allow access to your camera/microphone, click yes.

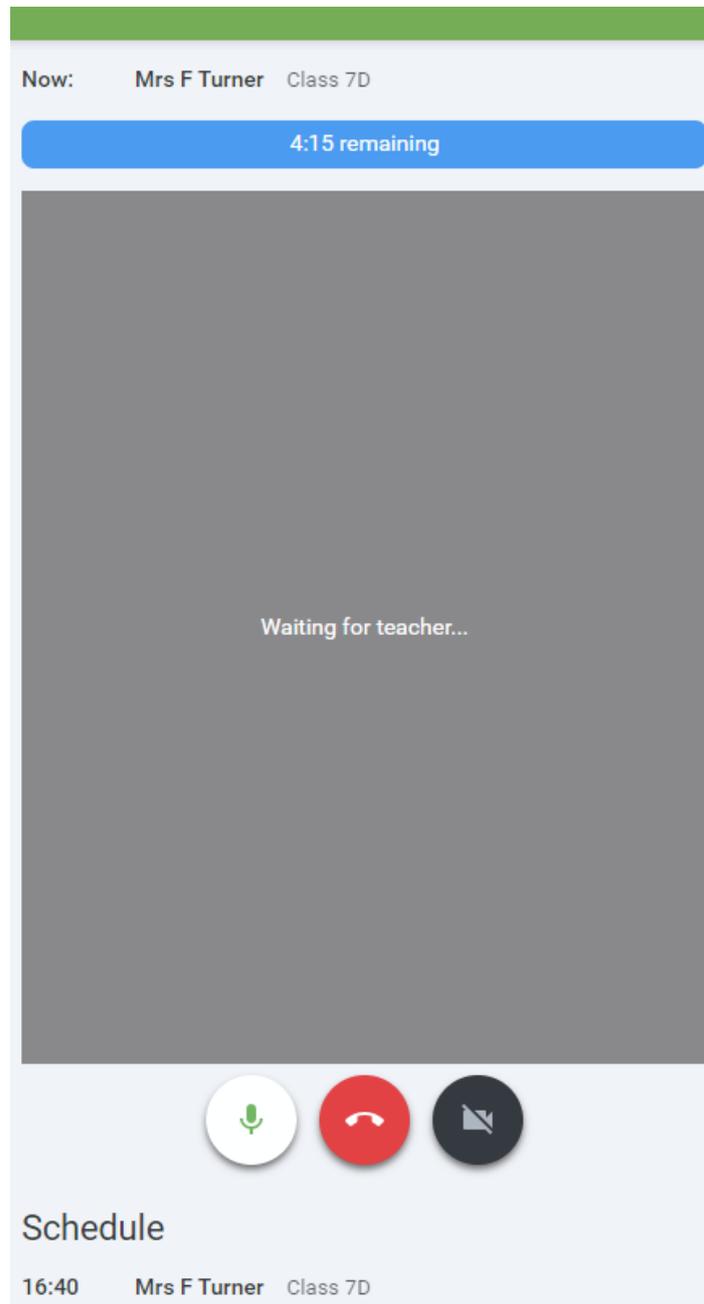


On this screen you can see the following:

- At the top left the teacher name (and subject details) for the current and next appointment
- At the top right a countdown to the start of the appointment.
- At the bottom the controls for the microphone and camera (once a teacher is available or you are in a call these also show a pick up and hang up button).
- In the middle, when your appointment is due to start, the *Start Appointment* button.

### 3. Making a call

Click the *Start Appointment* button. You will see yourself in the bottom right corner of the screen (unless you have no camera or have chosen to turn it off). If the teacher has not yet joined, you will see a notice to that effect in the centre of the screen.



When a teacher joins a call you will see them in the main part of the screen - or hear them, if they have no camera - and can start your discussion with them.

You will also see the remaining time for the appointment counting down in the blue bar at the top of the screen.

If you lose access to the system for some reason during the call, log in again and click *Start Appointment* on the video call screen. As long as the teacher is still in the call this will let you continue with the appointment (this is the same for the teacher if they lose their access).

When the countdown in the blue bar stops, the appointment time is over and the call will automatically end.

Note that if you or the teacher are late, or leave and re-join the call, it does not reset the timer. The appointment will always end at the scheduled time.

#### 4. Follow on calls

If you have a consecutive appointment scheduled, the screen will display a Start Next Appointment button. When you are ready to proceed, click on it.

Note that if you delay starting a call it does not extend the duration for that appointment. The appointment will always end at the scheduled time.

If you do not have a consecutive appointment, but you have not completed your final scheduled appointment you will see a countdown telling you how long until the start of your next appointment.