

Video Appointments: Parents

How to attend appointments over video call

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

- a device with a microphone and speaker/headphones
- a compatible up-to-date web browser:

iPhone/iPad: Safari **Note: there is a known issue joining video calls using iOS 14.2. Please check your device does not run iOS 14.2, or use an alternate device.**

Android: Chrome or Firefox

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.

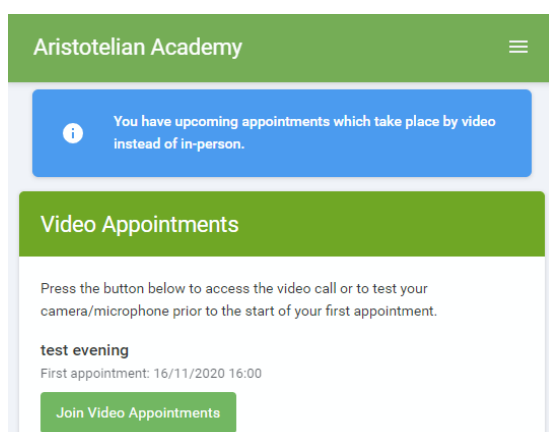
How to attend your appointments via video call

1. Log in and go to the Evening

On the day of the video appointments (or before, if you want to test your camera and microphone) login to Parents Evening at the usual web address for your school, or click the login link from the bottom of the email confirmation you will have received.

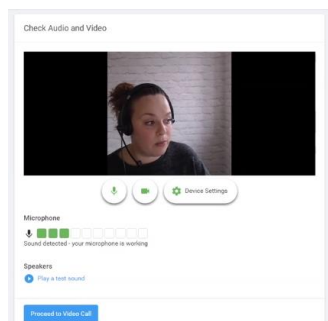
Once logged in you will see a notice that you have upcoming video appointments and under this the details of the event, along with a *Join Video Appointments* button.

Press the button to join your appointment on the day - or to test your camera/microphone at any time.



2. Check Audio and Video

When you click *Join Video Appointments* the *Check Audio and Video* screen will be displayed. You may at this point be asked if you wish to allow access to your camera/microphone, in which case please click yes.



From here you can turn on or off your microphone and camera, change which devices are being used for the call, and check your microphone and speakers. Once you are happy, click *Proceed to Video Call*.

3. The Video Call

On this screen you can see the following, when in a call:

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.



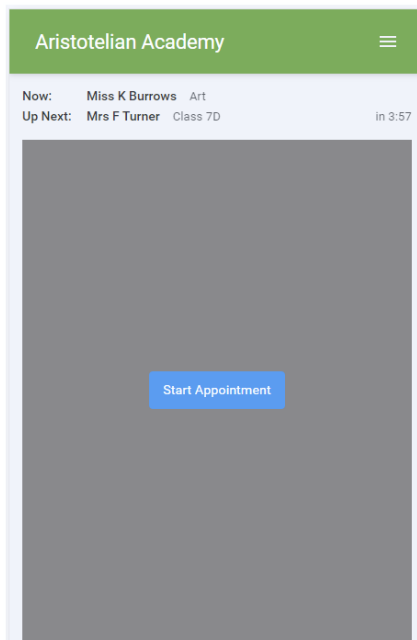
When another person is available these also show a pick up button to start the call



and a hang up button to leave the call.



In the middle, when your appointment is due to start, the *Start Appointment* button.



4. 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 (or have turned it off) - and can start your discussion with them.

You will also see the remaining time for the appointment counting down in a blue bar at the top of the screen, which will turn red when the last 10 seconds begin.

If anyone loses access to the system for some reason during the call, they can log in again and click *Start Appointment* on the video call screen. As long as the other person is still in the call this will let you continue with the appointment.

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 rejoin the call, it does **not** reset the timer.

The appointment will always end at the scheduled time.

5. 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 times.

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.

Once your final appointment for the evening is complete you will see a message advising you of this.

