



Parents Evening Video Appointments: How do parents attend appointments over video call?

In order to attend our virtual parent's evenings you will need to have as a minimum:

- a device with a microphone and speaker
 - iPhone/iPad: Safari , Chrome
 - Android: Chrome, Firefox or the Samsung browser
 - Windows: Chrome, Firefox or Microsoft Edge (Chromium)
 - Mac: Safari, Chrome or Firefox
 - Linux: Chrome or Firefox

We recommend:

- Using your smartphone for video appointments.
- Using a headset (or earphones with a microphone) to reduce echo.
- Logging in early to check your camera and microphone work (you could then log out and back in just before your appointment is due to begin).

No app is required, but please ensure that you allow the website to have access to your camera and microphone when prompted.

On the day of your appointments:

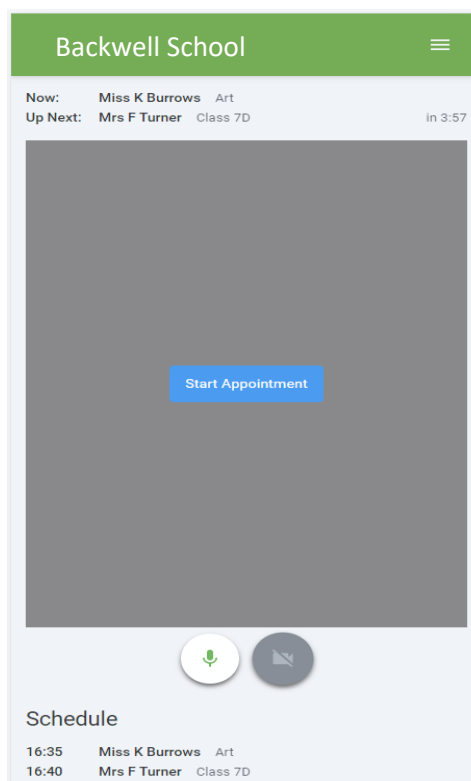
1. Log in and go to the Evening

Login at the usual address <https://backwell.schoolcloud.co.uk/>, 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. This will become available 60 minutes before your first appointment.

2. The Video Call screen

When you click *“Join Video Appointments”* the video call screen will be displayed. You may at this point be asked to allow access to your camera/microphone, in which case please 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.



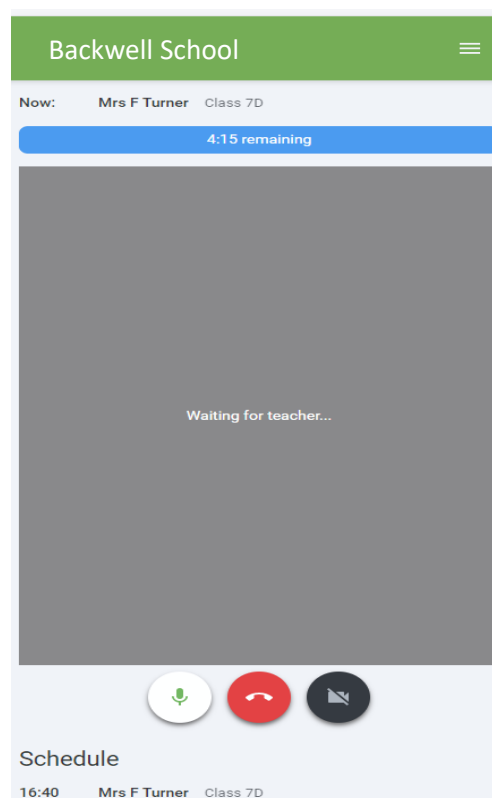
3. Making a call

Click the “*Start Appointment*” button. You will see yourself in the bottom right corner of the screen. If your video is not working, then you will need to change some settings on your device. For example on iPhone you may need to open the settings app, then choose “Safari” and scroll down to “Camera & Microphone” and change to “always allow” or “ask”. Guidance for troubleshooting a wide range of devices can be found here:

<https://support.parentseveningsystem.co.uk/article/807-video-troubleshooting-camera-and-microphone-access>

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 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 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.

5. Inviting another parent/guardian to join your appointments

You can give one other parent/guardian access to join your video appointments in respect of each student linked to you that is involved in the conference. You can grant this access at the time of booking, or later if required.

Once you have made your bookings (or when you later log in and go to *My Bookings*) click on the *Invite Parent/Guardian* link at the top of the list of your bookings. If you have already sent an invitation this link will show as *Manage Invites* instead.

This guidance is demonstrated in the first 1 minute 30 seconds of the following video:

<https://vimeo.com/401026901#t=15>