

Online Meeting Guide for Parents / Carers

To make video calls you need

- A device with a mic and speaker (mobile phone*, tablet, laptop, netbook or computer).
* A smartphone is recommended for video appointments, *ensure you are stationary and in a high signal area*. If you don't have a smartphone with a front-facing camera, use a laptop/computer with a webcam
- Compatible web browsers: iPhone-iPad: *Safari or Chrome* / Android: Chrome, Firefox or Samsung Browser / Windows: Chrome, Firefox or Microsoft Edge (Chromium) / Mac: Safari, Chrome or Firefox / Linux: Chrome or Firefox

How to attend your appointments via video call

1. Log in using your parent login and go to the Video Call

Login to the Parents Evening Booking System (same system used to make your appointments) via the **Parents link on the school website** (Progress Evenings). We advise you log on before the day of your appointments to test/setup your camera and mic.

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

You must login as the parent that made the appointment and must refresh the page if on more than 20 mins before.

2. Check Audio and Video

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

Here you can turn mic and camera on/off, blur your background, change which devices are being used for the call, and check your mic and speakers. Once you are happy, click **Proceed to Video Call**.

3. The Video Call

When you click **Proceed to Video Call** the video call screen will be displayed. 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, mic/camera on/off buttons, open/close chat and cogwheel button (Blur background and change mic/camera). Once the member of staff 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, you will see the **Start Appointment** button.

If there is an issue with audio, Chat can be used, and any messages sent to you show will show as a notification on the Open Chat button (when Chat window is closed) or in the Chat window (when Chat window is open).

4. Making a call

Click the **Start Appointment** button. You will see yourself in the bottom right corner of the screen. 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 a blue bar at the top of the screen, which will turn red when the last 10 seconds begin.

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 rejoin 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.

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 or a teacher delay starting a call it does not extend the duration for that appointment. The appointments will always end at the scheduled times.

Further information can be found:

<https://support.parenteveningsystem.co.uk/article/801-video-parents-how-to-attend-appointments-over-video-call>

Inviting another parent/guardian to join your appointments

You can give another 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.

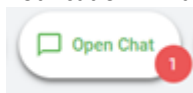
Further information can be found:

<https://support.parentseveningsystem.co.uk/article/862-video-appointments-parents-how-to-invite-another-parent-guardian-to-join-your-appointments>

Troubleshooting

For common issues please see below:

- If you see “waiting for” message (if appointment has already started) or you get a black screen and cannot see or hear the other person:
 - Refresh your page.
 - Re-join with the camera switched off.
- If you encounter issues relating to audio or video or connecting to the call, the issue is likely to be issues with internet connectivity. Please ensure data signal or WiFi signal is strong. If this is not possible, please try turning off your camera and refreshing your page. Additionally, try restarting your device.
- If you're unable to resolve issues with sound/video, please use the Chat feature. During a video call you will be able to open/close chat using the chat button, and if you're sent a chat message when chat is not opened, a notification will appear on the chat button.



Further help can be found here:

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