

## Parents' Guide for Booking a Video Call Appointment

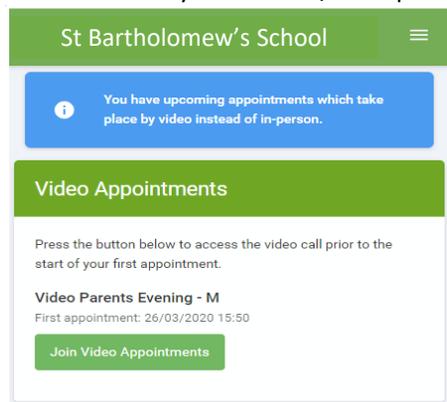
Browse to <https://stbartholomews.parentseveningsystem.co.uk/>

### **Step 1: Login and go to the Evening**

On the day of the video appointment, login to Parents Evening using the above address or the login link from the bottom of the email confirmation you will have received. (Please note that if you have invited another parent/carer to join the appointments, they will need to use their own log in details (i.e. own name and email address))

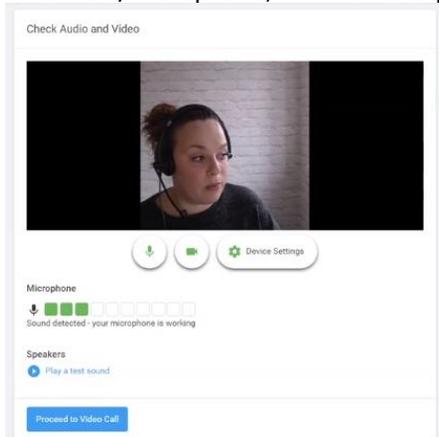
Once logged in, you will see a notice that you have upcoming video appointments and under this the details of the event, along with a **Join Video Appointments** button. This will become available 60 minutes before your first appointment.

Press the button to join your appointment– or to test your camera/microphone.



### **Step 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 there 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*.

### Step 3: The Video Call Screen

On this screen, you will see the following:

- At the top left, the teacher name ( and subject details) for your 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.



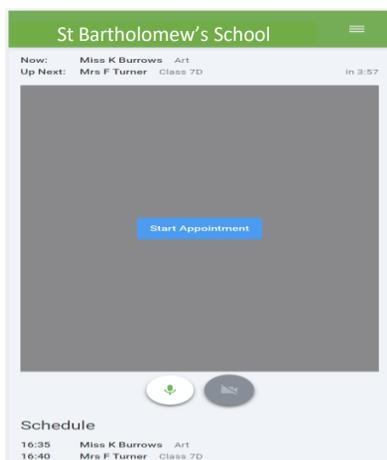
- When another person is available these also show a *pick up* button to start the call.



- And a *hang up* button to leave



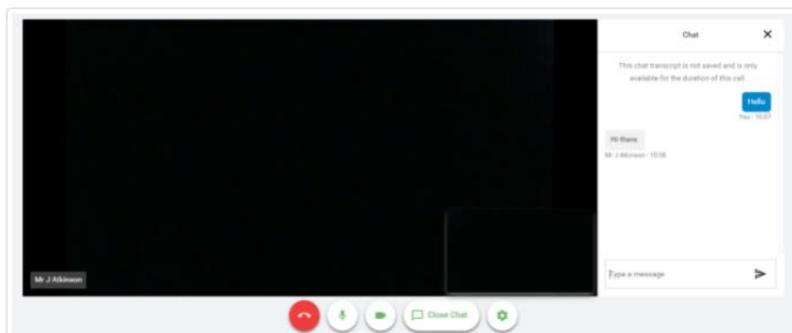
- In the middle, when your appointment is due to start, the *Start Appointment* button.



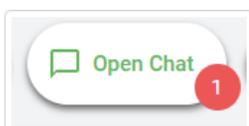
- When the call has been joined, an option to *Open Chat* will also appear. This allows you to chat via text if required.



Clicking will open a chat window to the right hand side of the video allowing you to send messages to the other attendees of the call. Clicking *Close Chat* will hide it again.



If a text message has been sent, but you have not opened the chat window, you will see a notification.



#### **Step 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 it is turned off). If the teacher has not joined yet, you will see a notice to that effect in the centre of the screen.



#### **Making a call (cont.)**

When a teacher joins the 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, which will turn red when the last 10 seconds begin..

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

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. The timer will however not restart and the appointment will end at the scheduled time.

#### **Step 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.

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.

