

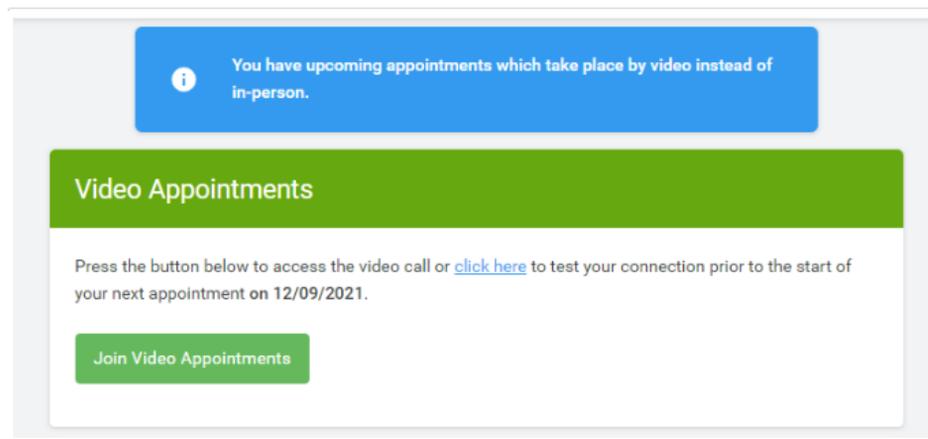
## Parents' Guide to running appointments via Video Call

### **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))

At the top of the page you will see a **blue notice** telling you that you have upcoming video appointments, as well as a “*click here*” link which allows you to check that your internet connection and device can successfully connect to a video call.

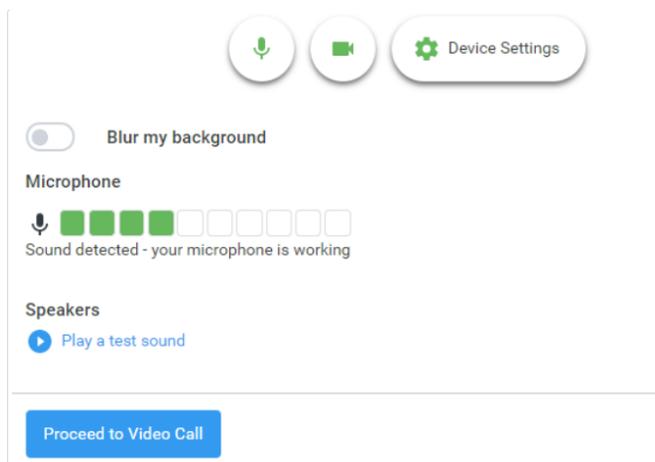
The green **Join Video Appointments** button allows you to join your appointments on the day – or to test your camera/microphone at any time.



### **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 here you can blur your background in video calls (if using Chrome), 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 can see the following, when in a call:

- 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 control buttons allow you to mute the mic or turn off the camera. The cogwheel allows you to change the settings, such as blurring your background, or choosing to use a different mic or camera (if you have more than one available).
- Please note that the background blurring feature is only available for parents using a laptop/desktop device and Google Chrome, other devices or browsers will not work.



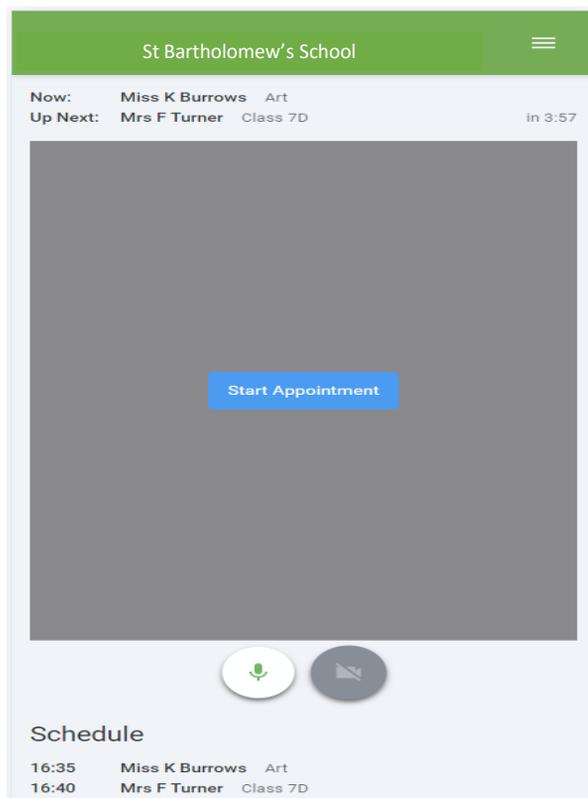
- When another person is available these also show a *pick up* button to start the call.



- And a *hang up* button to leave the call.



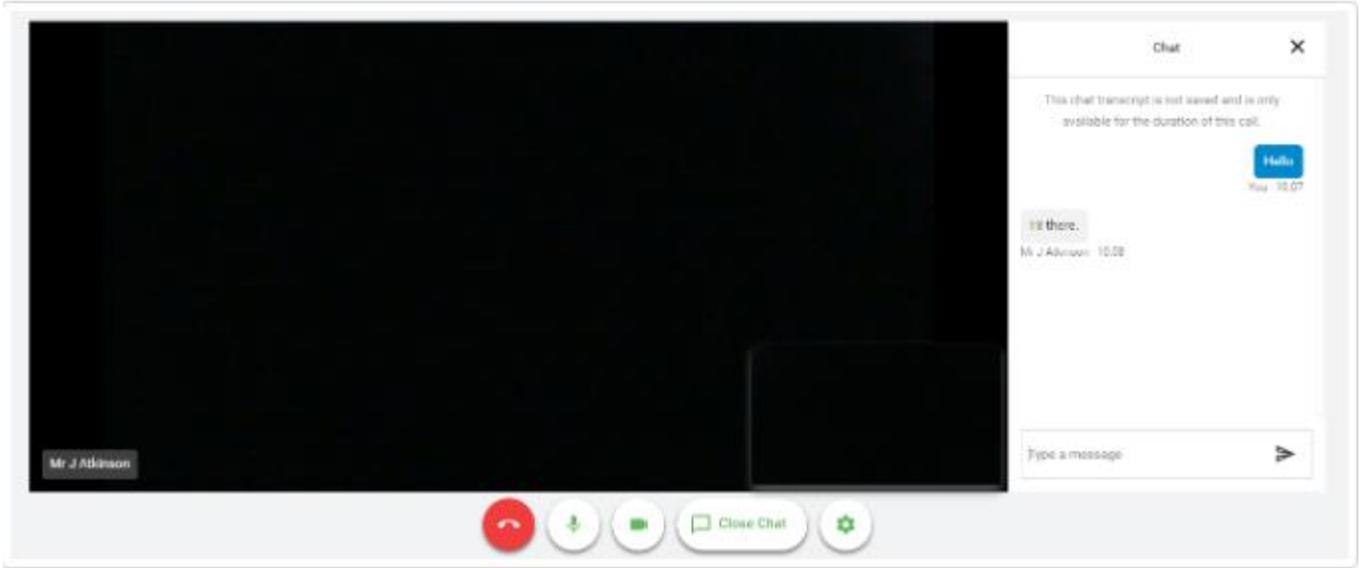
- In the middle, when your appointment is due to start, the *Start Appointment* button.



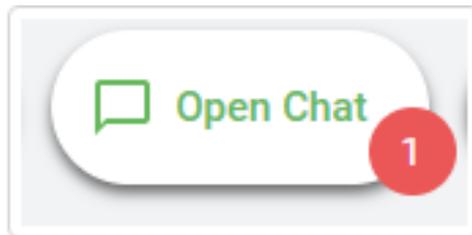
- Once the call has been joined, an option to *Open Chat* will also appear. This allows you to chat via text if required.



- 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.



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.

**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.

#### **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 your appointments are not consecutive, you will see a countdown telling you how long until the start of your next appointment after each completed appointments.

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