



Video Appointments – Parent Instructions

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

- A device with a microphone and speaker
- A compatible web browser:
iPhone/iPad: Safari
Android: Chrome or Firefox
Windows: Chrome, Firefox or Microsoft Edge (Chromium – download here (<https://www.microsoft.com/en-us/edge>))
- **Mac:** Safari, Chrome or Firefox
- **Linux:** Chrome or Firefox

The following are also recommended:

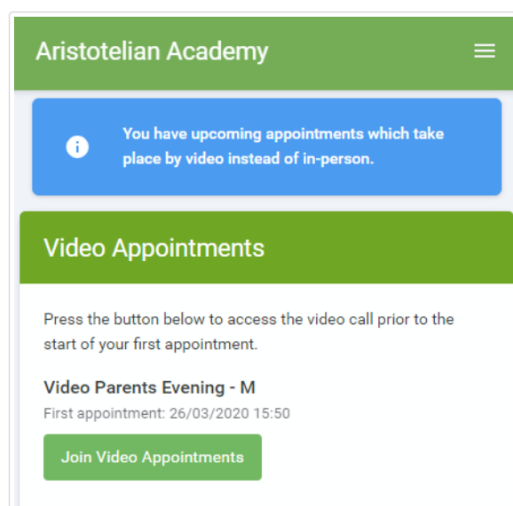
- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.

How to attend your appointments via video call

1. Log in and go to the event.

On the day of the video appointment, login to the Parents Evening system here: <https://scha.parentseveningsystem.co.uk/> or click the login link for the bottom of the email confirmation you will have received upon booking your appointment. A further confirmation will be sent on the day.

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 you first appointment.



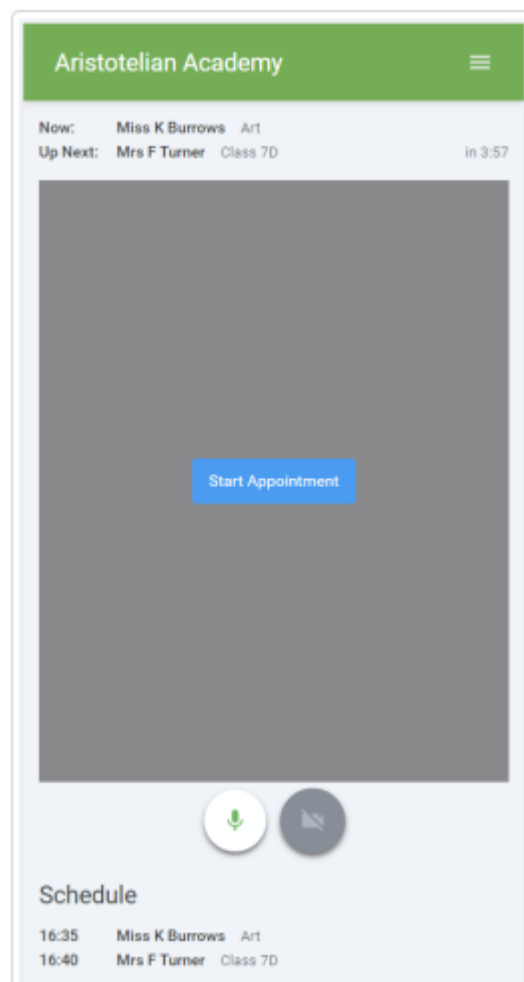


2. The Video Call screen

When you click *Join Video Appointments* the video call screen will be displayed. You may at this point be asked if you wish to allow access to your camera/microphone, in which case 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 (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 you can start your discussion with them.

You will also see your remaining appointment time 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.

Please note: if you are late to the video appointment or you experience log in issues, your time does **not** extend. Your allocated appointment time cannot be adjusted and the call will end automatically 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 read 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.

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

