

# Parents Evening System

## Video Appointments: Parents - How to attend appointments over video call

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

- a device with a microphone and speaker/headphones
- a compatible up-to-date web browser:  
**iPhone/iPad: Safari** **Note: there is a known issue joining video calls using iOS 14.2. Please upgrade any iOS 14.2 devices to iOS 14.3, or use an alternate device.**  
**Android:** Chrome or Firefox  
**Windows:** Chrome, Firefox or Microsoft Edge (Chromium - [download here](#))  
**Mac:** Safari, Chrome or Firefox  
**Linux:** Chrome or Firefox

### We also recommend:

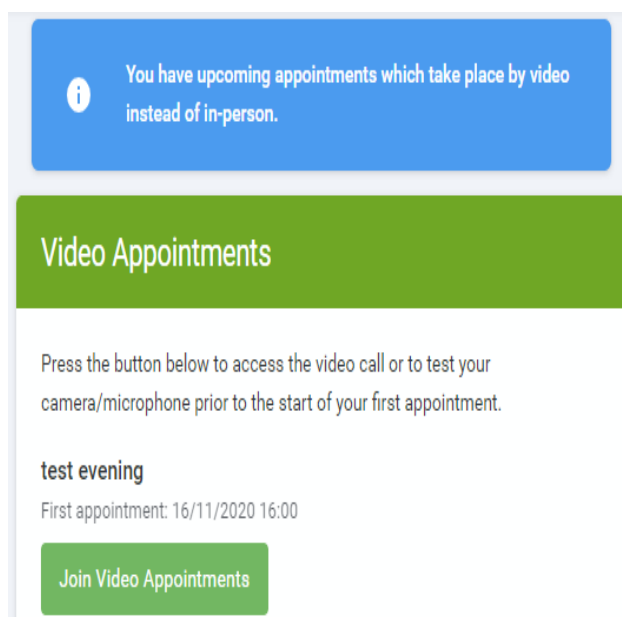
- Using your smartphone for video appointments. If you do not have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.

### 1. Log in the Parents Evening System and go to the Evening

On the day of the video appointments (or before, if you want to test your camera and microphone) login to Parents Evening - <https://friernbarnet.parentseveningsystem.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.

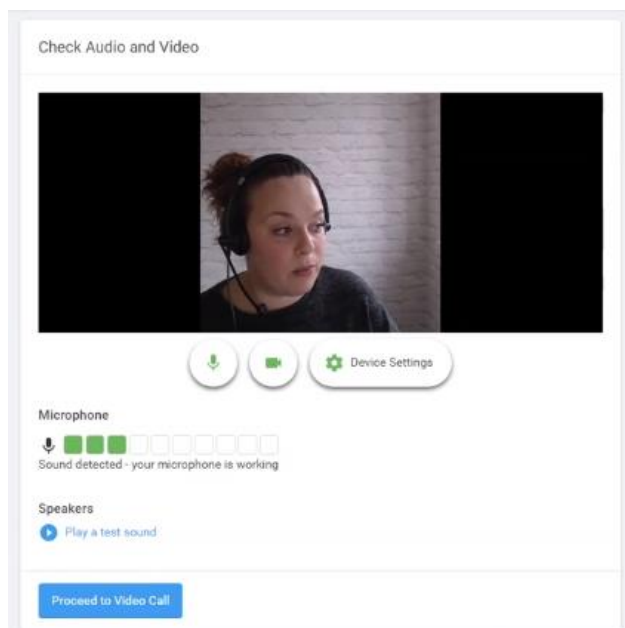
Press the button to join your appointment on the day - or to test your camera/microphone at any time.



The screenshot shows a user interface with a blue notification box at the top containing an information icon and the text: "You have upcoming appointments which take place by video instead of in-person." Below this is a green header section titled "Video Appointments". Underneath the header, there is a paragraph of text: "Press the button below to access the video call or to test your camera/microphone prior to the start of your first appointment." This is followed by the text "test evening" and "First appointment: 16/11/2020 16:00". At the bottom of the section is a green button labeled "Join Video Appointments".

## 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 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*.

## 3. The Video Call

On this screen, you can see the following, when in a call:

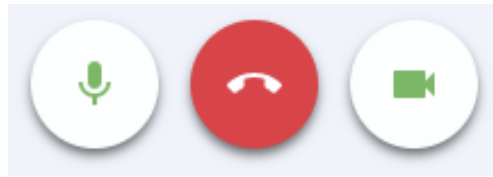
- At the top left the teacher name (and subject details) for the current and next appointment
- At the top right a countdown to the start of the appointment
- At the bottom the controls for the microphone and camera



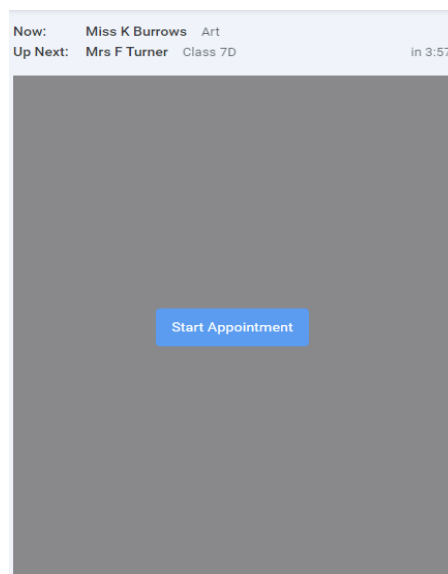
When another person is available, these also show a pick up button to start the call



and a hang up button to leave the call.



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



#### 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 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 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 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.

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

**Note - 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.**

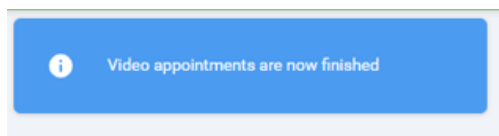
## 5. Follow on calls

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 - 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.

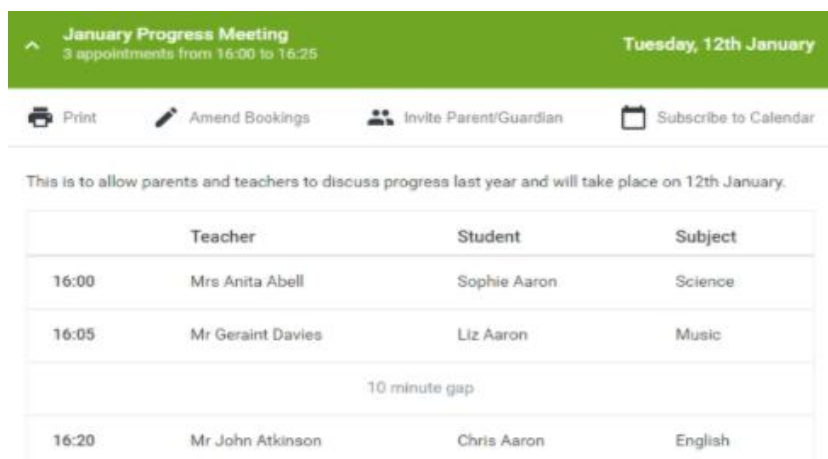
Once your final appointment for the evening is complete you will see a message advising you of this.



## 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.

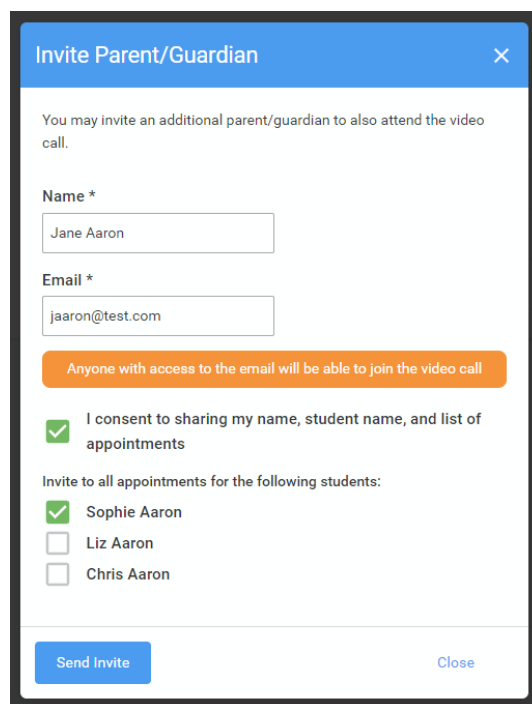
1. Once you have made your bookings (or when you later log in and go to *My Bookings*) click on the *Invite Parent/Guardian* link at the top of the list of your bookings. If you have already sent an invitation this link will show as *Manage Invites* instead.



	Teacher	Student	Subject
16:00	Mrs Anita Abell	Sophie Aaron	Science
16:05	Mr Geraint Davies	Liz Aaron	Music
10 minute gap			
16:20	Mr John Atkinson	Chris Aaron	English

2. You will then be presented with a box asking for the details of the parent/guardian to be given access.

If there is more than one student linked to you and involved in the evening they will all be shown.

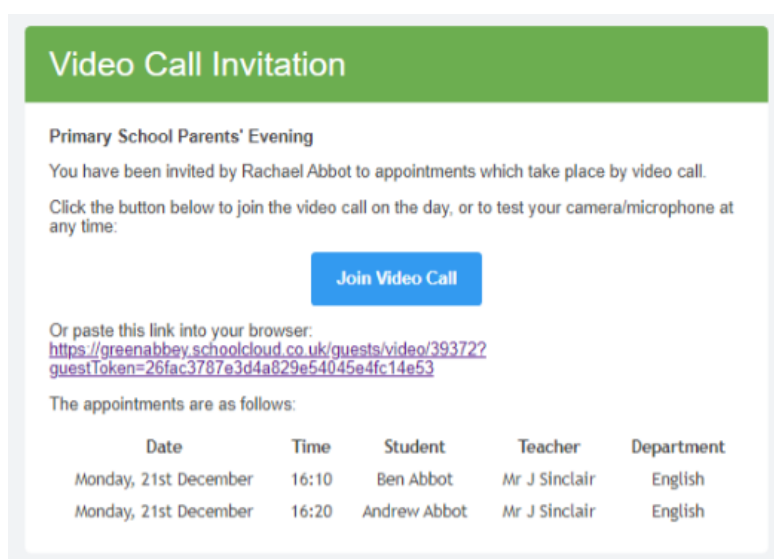


You **must** enter a *Name*, and an *Email address*, as well as tick the box to consent to that person being given access to the information used to make the appointments.

If there is more than one student linked to you, choose the student(s) in respect of whose appointments the access to this person will be granted.

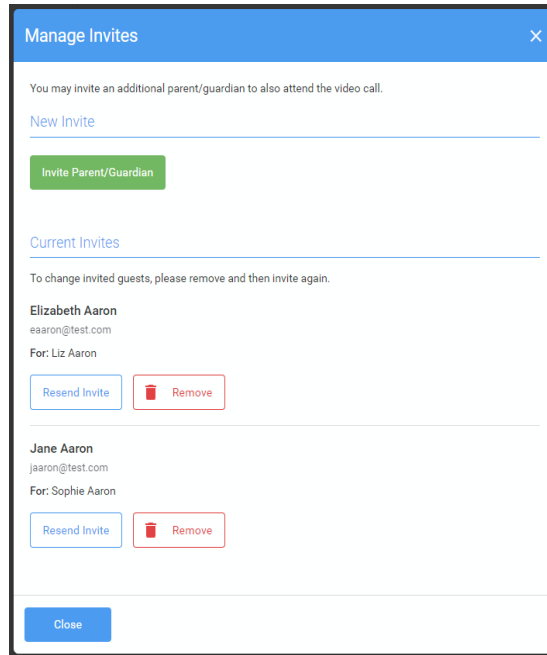
When you click the blue *Send Invite* button an email is sent to the address entered, giving them a link and details on how to join the call.

Here is an example of what the invite email looks like:



Date	Time	Student	Teacher	Department
Monday, 21st December	16:10	Ben Abbot	Mr J Sinclair	English
Monday, 21st December	16:20	Andrew Abbot	Mr J Sinclair	English

3. You will then see a *Manage Invites* box that shows your sent invitation(s), allows you to add another invite if you have any more available (the person invited can be different for each student, if wished), and allows you to *Resend* invites or *Remove* them.



If you click *Remove* the link in the previously sent invitation will no longer work and that person can no longer join the video call.

## Video Appointments: Troubleshooting Issues

Follow the steps in this guide if you are having trouble joining a video call. Usually all it takes is selecting the *Allow* option when your web browser prompts for access to the camera and microphone.

### Check you are using a compatible web browser

The following web browsers are supported for making video calls:

- **iPhone/iPad:** Safari
- **Android:** Chrome or Firefox
- **Windows:** Chrome, Firefox, or Edge (latest version only)
- **Mac:** Safari, Chrome, or Firefox

### Check your camera and/or microphone is working

We recommend using a smartphone as all have a microphone, while most have a front-facing camera.

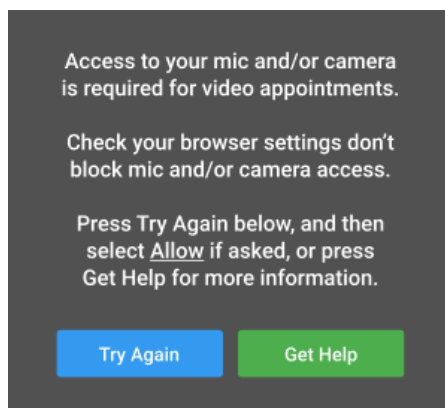
Once you have booked appointments, you will see the Join Video Call button appear when logging in. Clicking on the button will open a page to test your camera/microphone/speakers.

Remember to close any applications that are using the Camera, as it can only be used by one application at a time.

### Check your web browser has access to the camera and/or microphone

When accessing video calls for the first time, your web browser should ask you if you wish to allow access to the camera and microphone.

If your camera and/or microphone is not detected, you will see a message similar to this:



Please follow the suggestions below and then press *Try Again*.

Steps to try:

1. Try refreshing the page to see if the web browser prompts you for access to the camera and microphone. If you are prompted for access, choose *Allow*. Otherwise, continue to step 2.

2. Check if your web browser is blocking access to the camera and microphone and if so, unblock access. The steps depend on which web browser you're using:
  - a. **iPhone/iPad**  
Safari - open *Settings* from the *Home* screen, then choose *Safari*, and scroll to the *Camera & Microphone Access* option.
  - b. **Android**  
Chrome - [click here](#) to view guide  
Firefox - [click here](#) to view guide
  - c. **Windows**  
Chrome - [click here](#) to view guide  
Firefox - [click here](#) to view guide  
Edge (latest version) - press the *three dots* in the upper right and choose *Settings*, press *Site permissions* on the left, followed by *Camera* and *Microphone* on the right. Ensure camera and microphone access is not blocked for this website.
  - d. **Mac**  
Safari - [click here](#) to view guide  
Chrome - [click here](#) to view guide  
Firefox - [click here](#) to view guide

## Device/browser specific troubleshooting

### Apple Devices on iOS 14.2

#### **Issue: stuttering audio at the start of the video call**

There was a known issue affecting Apple devices running iOS 14.2 which caused stuttering audio when joining video calls. The audio would then often stabilize itself after some time. As this affected connecting to *any* video call in the Safari browser, it was not specific to SchoolCloud Parents Evening, nor within our ability to deal with. Apple fixed this issue with the release of **iOS 14.3** and **iPadOS 14.3** to the public on 15 December, which included an update of Safari to version 14.0.2. Anyone still seeing this issue should make sure they have applied the updates.

### Edge (Chromium)

#### **Issue: unable to hear audio from the other party**

Assuming you can hear audio from the other party when using a different browser such as Chrome or Firefox, this happens when the *Media Autoplay* setting in Edge blocks or limits audio from playing. Check Group Policy to ensure *AutoplayAllowed* is set to *Not Configured* or *Enabled*. Setting this to *Disabled* would cause this issue to occur.