

Parents Evening System

Video Appointments: Parents - How to attend appointments over a 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, Chrome
Android: Chrome, Firefox or the Samsung Browser
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.

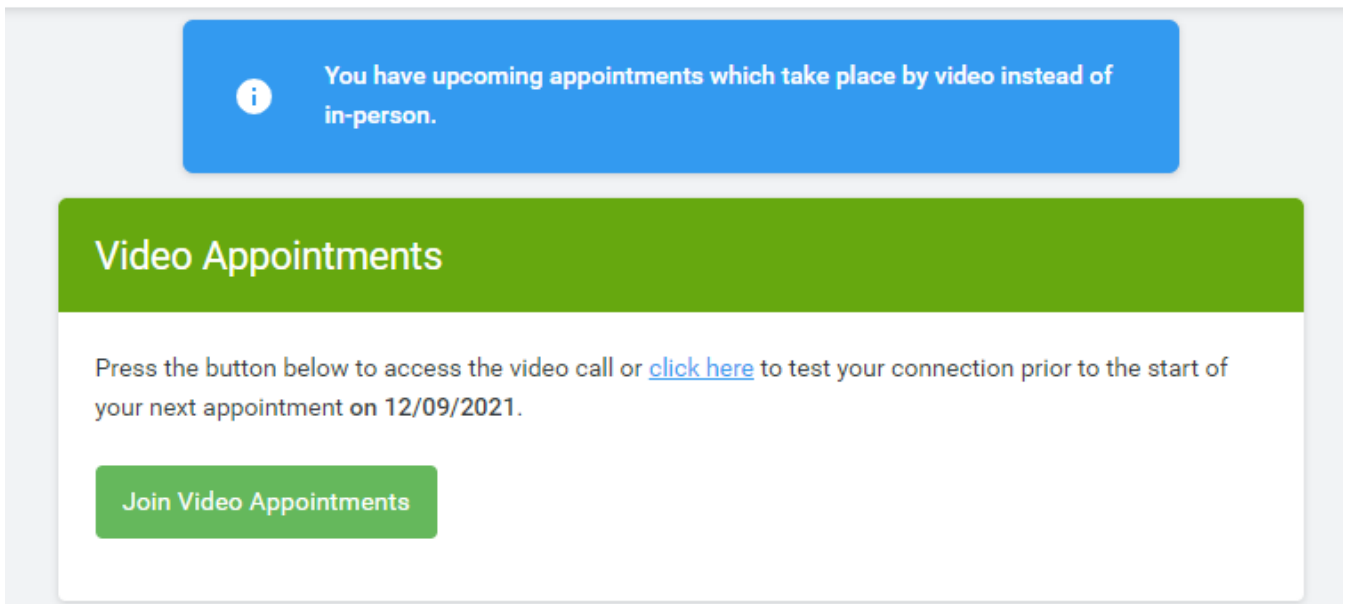
How to attend your appointments via video call

1. Log in and go to the Evening

On the day of the video appointments (or before, if you want to test your camera and microphone, etc) login to Tes Parents' Meetings at the usual web address for your school or click the login link from the bottom of the email confirmation you will have received.

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 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 bar with the text "Video Appointments". Underneath the header, there is a white box containing the text: "Press the button below to access the video call or [click here](#) to test your connection prior to the start of your next appointment on 12/09/2021." At the bottom of this white box is a green button with the text "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 blur your background in video calls, 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*.




Blur my background

Microphone



Speakers

 Play a test sound

[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's 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 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).



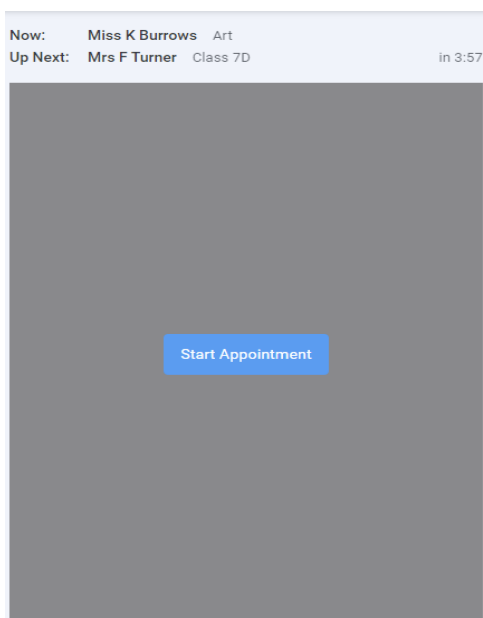
When another person is available, these also show a pick up button to start the call



and a hang up button to leave the call.



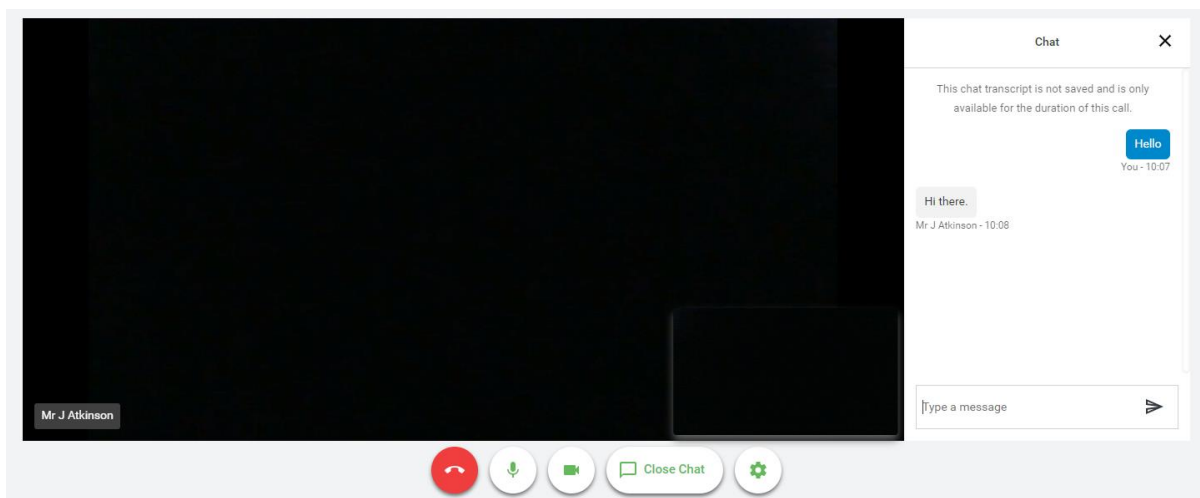
- In the middle, when your appointment is due to start, the *Start Appointment* button.



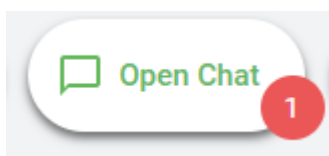
Once the call has been joined, an option to *Open Chat* will also appear. This allows you to chat via text if that is required.



Clicking will open a chat window to the right hand side of the video window 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.



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.

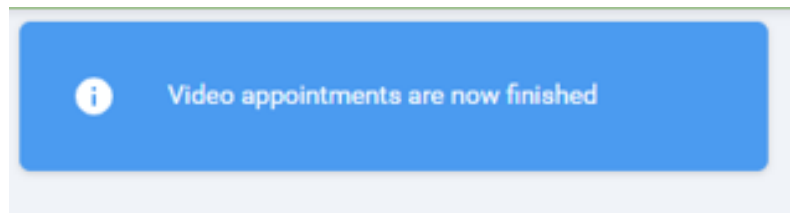
5. Follow on calls

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.

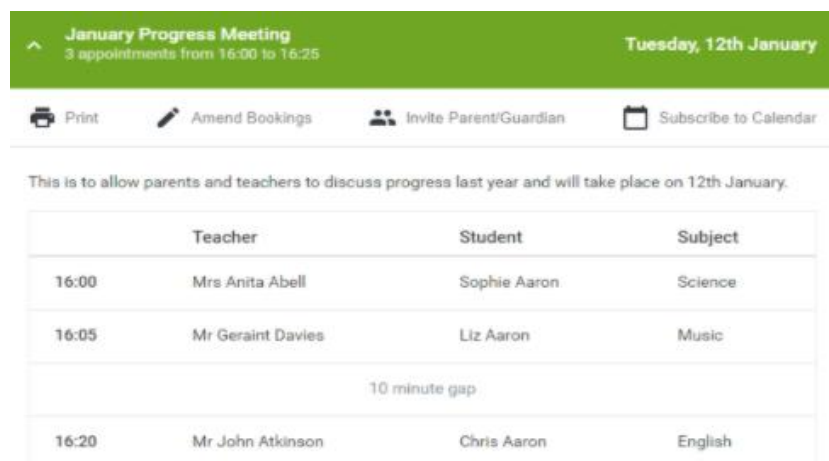
Once your final appointment for the evening is complete you will see a message advising you of this.



6. Inviting another parent/guardian to join your appointments

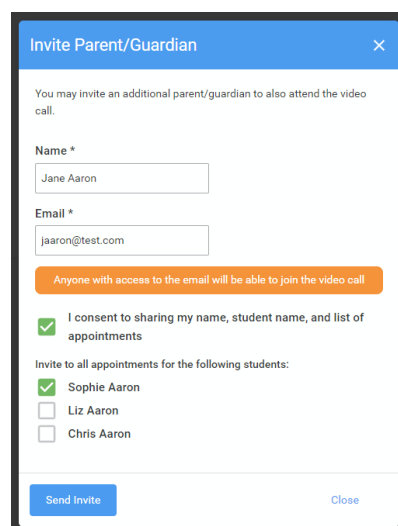
You can give **one** other parent/guardian access to join your video appointments in respect of each student linked to you that is involved in the conference. You can grant this access at the time of booking, or later if required.

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.



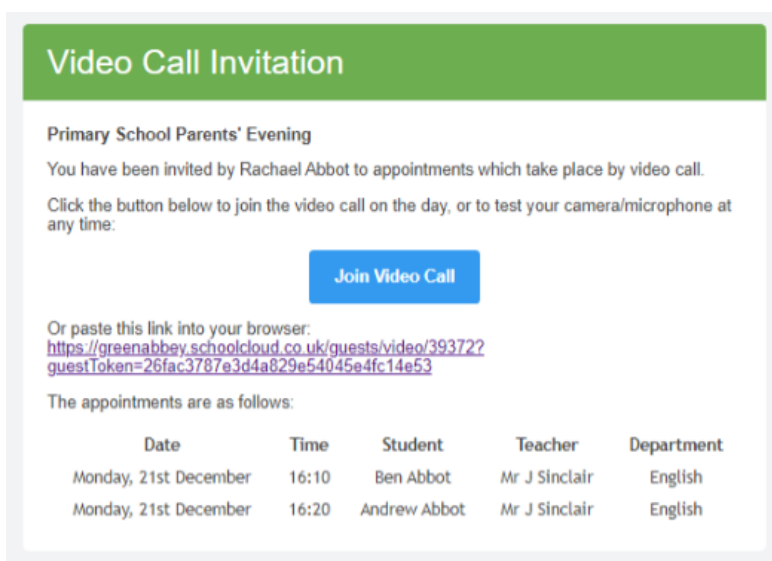
You **must** enter a *Name*, and an *Email address*, as well as tick the box to consent to that person being given access to the information used to make the appointments.

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.

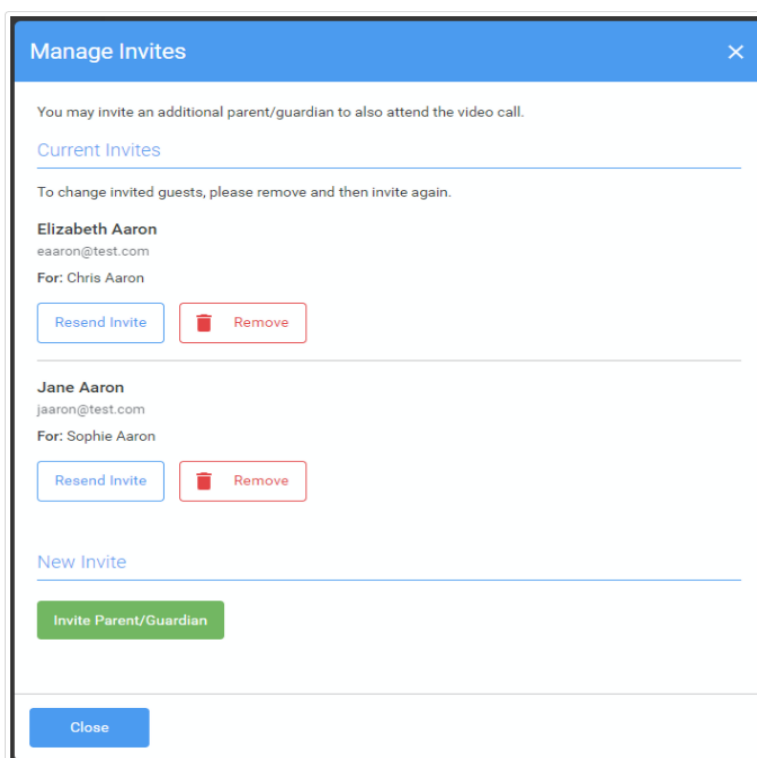
When you click the blue *Send Invite* button an email is sent to the address entered, giving them a link and details on how to join the call.

Please note that **ONLY** that one invited guest should use this link. Anyone else using it (including the parent that sent the invite, who should log in via their own confirmation email) will knock the guest out of appointments.

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



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** (you can have **one** invite per student, if wished), and allows you to *Resend* invites or *Remove* them. If you have no more invitations available the green button will be replaced with a message that says *Unable to invite another parent/guardian. Only one invite can be sent per student.*



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.

Note that a call can have a maximum of 4 people in it at any one time. A school can assign 3 teachers to take joint appointments for a class, if they do this the parent can still invite their ONE guest, however once the number of active participants in the call reaches 4 no further people can join it (unless one of the existing participants leaves the 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, Chrome
- **Android:** Chrome, Firefox or the Samsung Browser
- **Windows:** Chrome, Firefox, or Microsoft Edge (Chromium - [download here](#))
- **Mac:** Safari, Chrome, or Firefox
- **Linux:** 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.

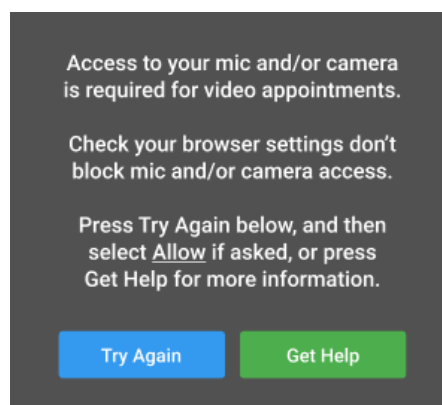
Once you have booked appointments, you will see the Join Video Call button appear when logging in. Clicking on the button will open a page to test your camera/microphone/speakers.

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 **iPad OS 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.