

# Virtual Appointments: Parents and Carers - how to attend appointments over call



## SchoolCloud Parents Evening - Parent Login

from SchoolCloud <https://vimeo.com/473882995>

This video shows you how to log in to book, and later attend, virtual appointments at our virtual parents' Evening.

Below is written information to support the video. It finishes with details of **how to invite another parent/carer to join your appointments.**

### 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 (<https://www.microsoft.com/en-us/edge>)) **Mac:** Safari, Chrome or Firefox  
**Linux:** Chrome or Firefox

### We also recommend:

- Using your smartphone for virtual 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.

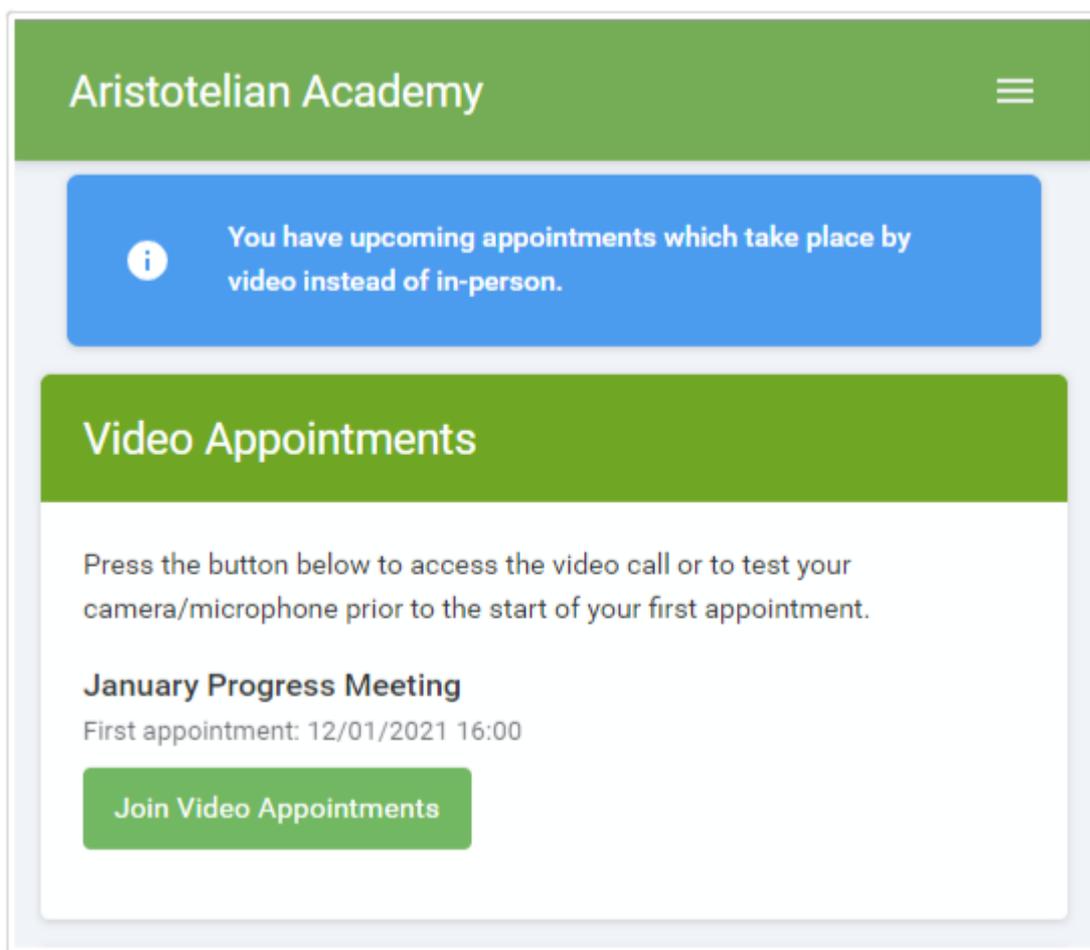
# How to attend your appointments via video call

## 1. Log in and go to the Evening

On the day of the virtual appointments (or before, if you want to test your camera and microphone) login to Parents Evening on Wigston Academy's website (under the Links Tab), or click the login link from the bottom of the email confirmation you will have received.

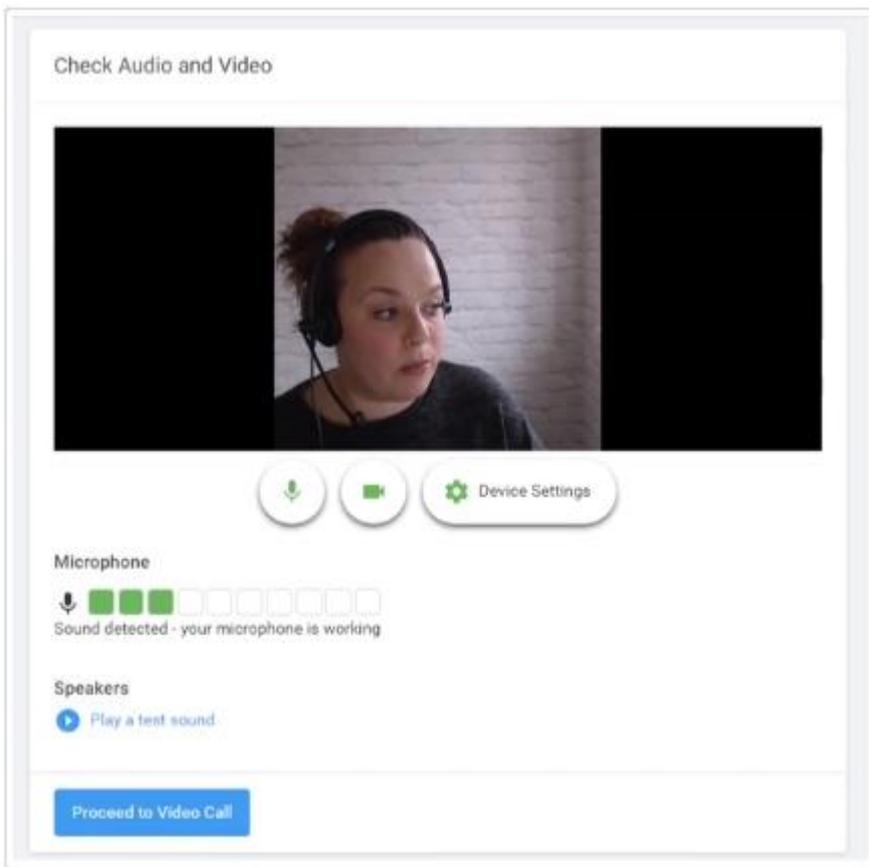
Once logged in you will see a notice that you have upcoming virtual appointments and under this the details of the event, along with a *Join Video Appointments* button.

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



## 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:

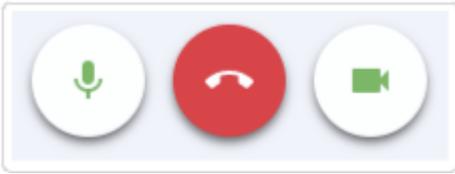
- At the top left the teacher name (and subject details) for the current and next appointment
- At the top right a countdown to the start of the appointment
- At the bottom the controls for the microphone and camera.



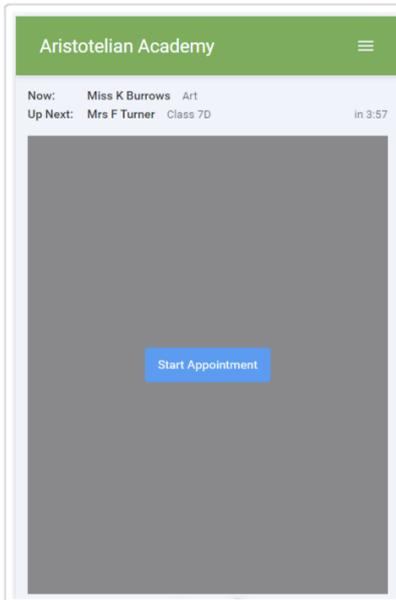
When another person is available these also show a pick up button to start the call



and a hang up button to leave the call.



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



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. Please be warned that the appointment will be ended and this is not the teacher cutting you off!**

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.

**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.

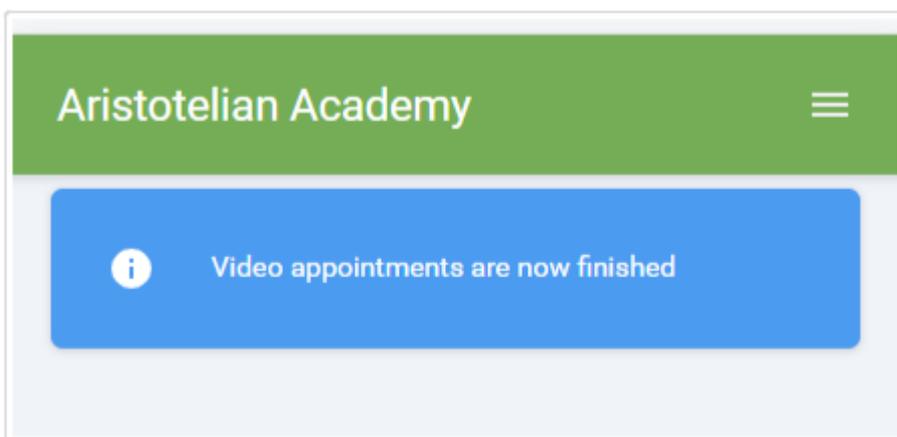
## 5. Follow on calls

If you have an appointment following another one scheduled the screen will display a *Start Next Appointment* button. When you are ready to proceed, click on it

**Note** that 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 follow on appointment, but you still have more booked then 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/carer to join your appointments

You can give one other parent/carer access to join your video appointments. You can give them 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.

Invite Parent/Guardian

You may invite an additional parent/guardian to also attend the video call.

Name \*

Jane Aaron

Email \*

jaaron@test.com

Anyone with access to the email will be able to join the video call

I consent to sharing my name, student name, and list of appointments

Invite to all appointments for the following students:

Sophie Aaron

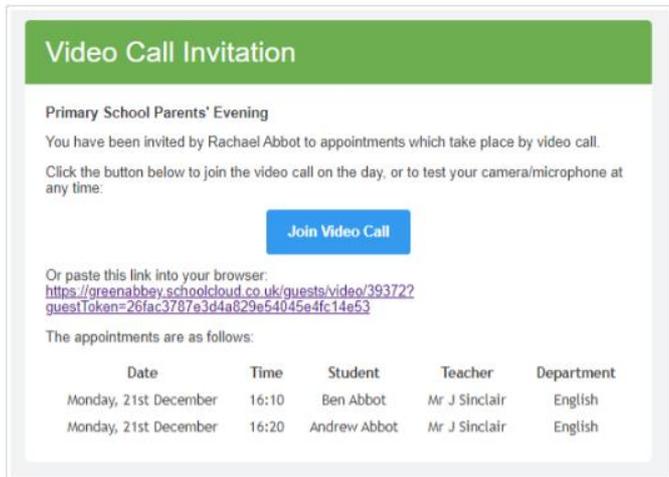
Liz Aaron

Chris Aaron

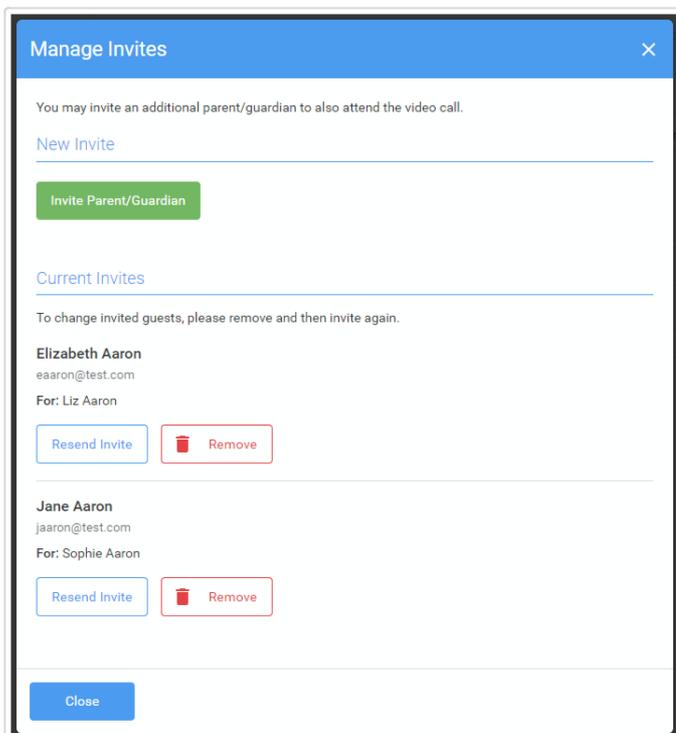
Send Invite Close

You **must** enter a *Name*, and an *Email address*, as well as tick the box to consent so that person has access to the information used to make the appointments. If there is more than one student linked to you, choose the student(s) whose appointments the person is being given access to.

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:



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.



**Note that a call can have a maximum of 4 people in it at any one time. In cases where a school has assigned 3 teachers to take joint appointments for a class, a parent can still invite a guest, but once the number of participants in the call reaches 4 no further people can join it (unless one of them leaves).**

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.