

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

Due to the current situation with regards to covid-19, parents evening will be online. For this parents evening appointments can be made with your child's form teacher, which will be held via video call.

In order to make video calls you need to have 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](#))
 - Mac:** Safari, Chrome or Firefox
 - Linux:** Chrome or Firefox

We also recommend:

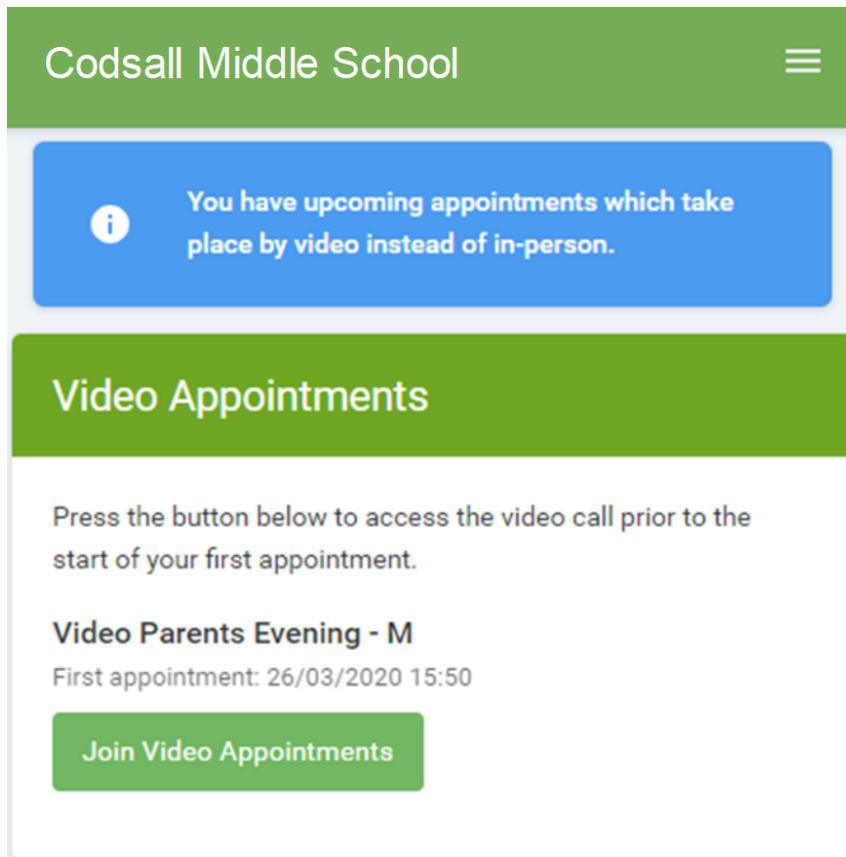
- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.

How to attend your appointments via video call

1. Log in and go to the Evening

On the day of the video appointments, login to the Parents Evening where you made your appointment at the usual web address for your school, 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. This will become available 60 minutes before your appointment.

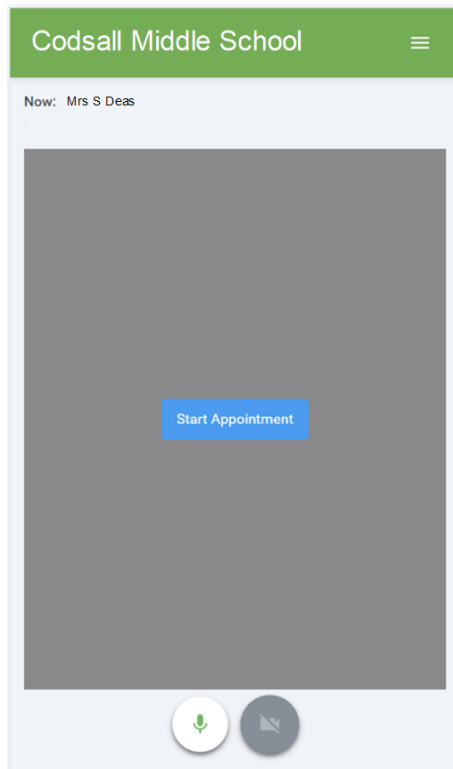


2. The Video Call screen

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 please click yes.

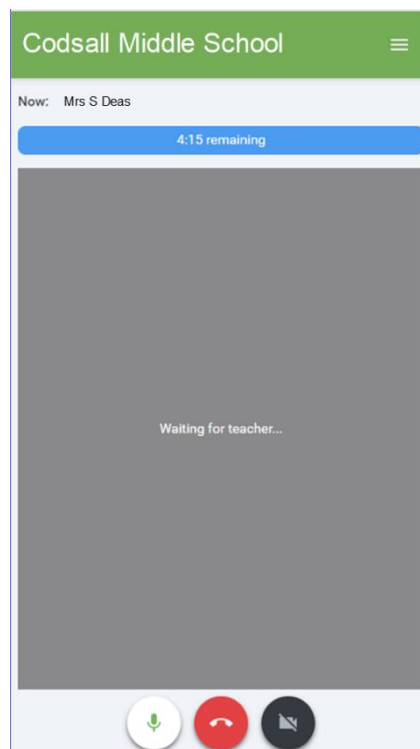
On this screen you can see the following:

- At the top left the teacher's name.
- 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 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.

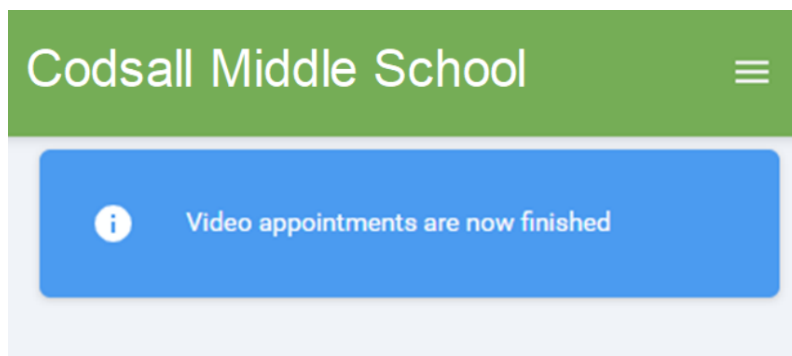
If you lose access to the system for some reason during the call, log in again and click *Start Appointment* on the video call screen. As long as the teacher is still in the call this will let you continue with the appointment (this is the same for the teacher if they lose their access).

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

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 and will not be allowed to over run. The teacher has not cut you, but the system is only scheduled to allow for a maximum of 10 minute appointments otherwise staff will be late for their next appointment.

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



You can then log out of the system.

Thank you for working with us as we try embark on a new system of communication with you to ensure that you continue to have feedback about your child's education throughout the year.

As always, your feedback is welcomed. Should you wish to communicate with us, please send an email to office@codsall-middle.staffs.sch.uk