



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:

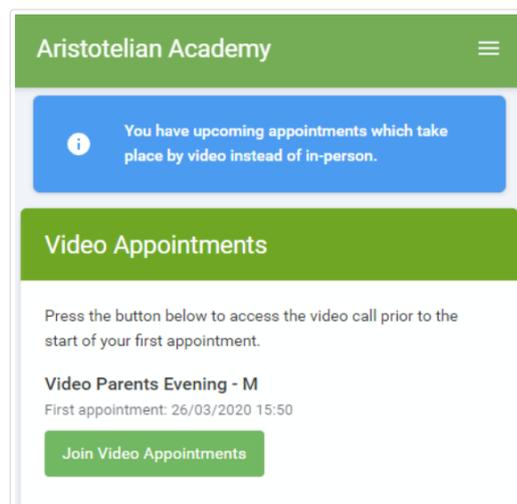
- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.

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.



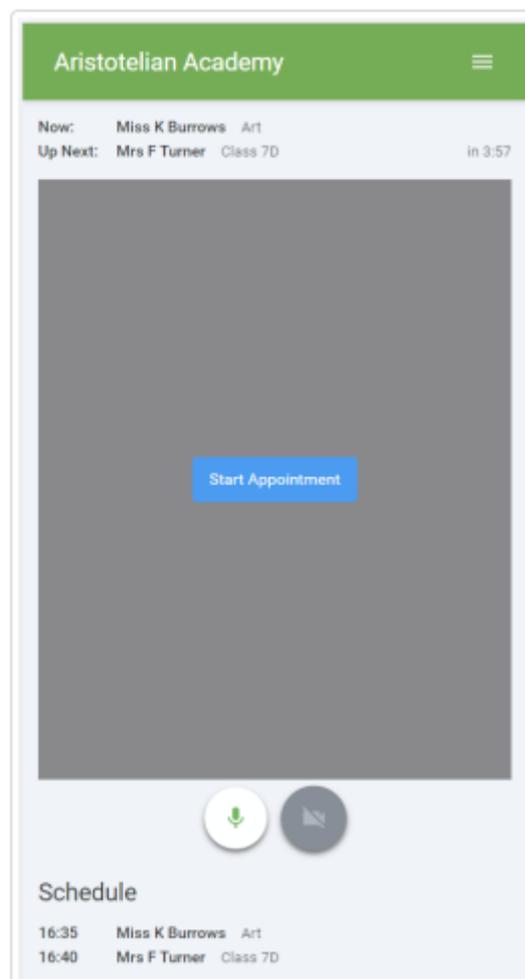


2. The Video Call screen

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.

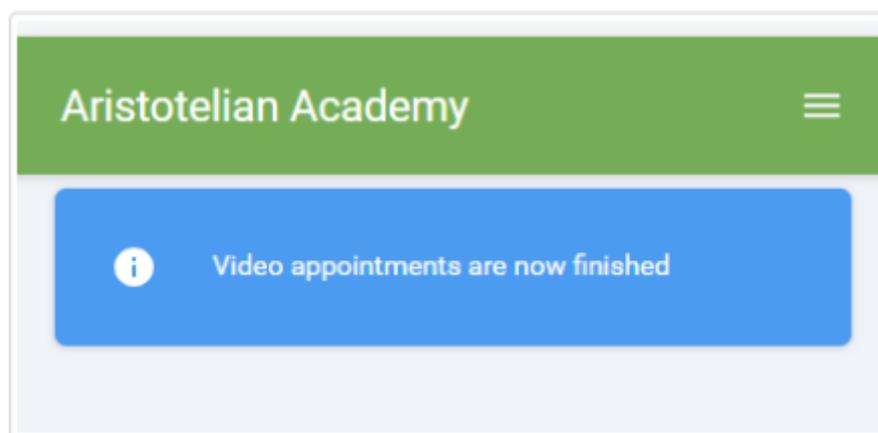


4. Follow on calls

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.



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.

A screenshot of a booking confirmation page for a "January Progress Meeting" on Tuesday, 12th January. The page includes a header with the meeting title and date, a sub-header indicating 3 appointments from 16:00 to 16:25, and a toolbar with options to Print, Amend Bookings, Invite Parent/Guardian, and Subscribe to Calendar. Below the toolbar, there is a descriptive paragraph and a table listing the appointments.

	Teacher	Student	Subject
16:00	Mrs Anita Abell	Sophie Aaron	Science
16:05	Mr Geraint Davies	Liz Aaron	Music



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 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:

Video Call Invitation

Primary School Parents' Evening

You have been invited by Rachael Abbot to appointments which take place by video call.

Click the button below to join the video call on the day, or to test your camera/microphone at any time:

[Join Video Call](#)

Or paste this link into your browser:
<https://greenabbey.schoolcloud.co.uk/guests/video/39372?guestToken=26fac3787e3d4a829e54045e4fc14e53>

The appointments are as follows:

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.

Manage Invites

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

[New Invite](#)

[Invite Parent/Guardian](#)

[Current Invites](#)

To change invited guests, please remove and then invite again.

Elizabeth Aaron
eaaron@test.com
For: Liz Aaron

[Resend Invite](#) [Remove](#)

Jane Aaron
jaaron@test.com
For: Sophie Aaron

[Resend Invite](#) [Remove](#)

[Close](#)



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. 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

What to do if you experience technical difficulties

If you are greeted with a black screen at the start of any of your appointments you need to hang the call up by pressing the red button and reconnect using the green button. You may need to do this a few times. You should then be able to see and hear the teacher. If you experience any connection problems during the call, hang up and connect to the call again without logging off.

If for any reason you do have any connection problems that cannot be resolved please email us at talktous@hattonacademy.org.uk. We will notify the teacher and arrange for them to telephone you at an alternative time