

**Virtual Teacher/ Parent Meeting Guide**

**A guide to joining a Virtual Teacher/ Parent Meeting**

**Contents**

How to attend your appointments via video call 2

* + Log in and go to the Evening 2
	+ The Video Call screen 3
	+ Making a call 4
	+ Follow on calls 5

Troubleshooting Issues 6

Frequently Asked Questions 9

**How to attend your appointments 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](https://www.microsoft.com/en-us/edge))
* **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) will reduce echo and enable you to focus on the consultation.

**1. Log in and go to the meeting**

On the day of the video appointments, login to Parents/ Teacher Meeting by clicking the login link from the bottom of the email confirmation you have received.

Once logged in, you will see a notice that you have upcoming video appointments. Under this, the details of the event, along with a *Join Video Appointments* button. This will become available 60 minutes ***before*** your 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 please click ‘**yes’**.

**On this screen you can see the following:**

* At the top left, the teacher name for your appointment
* At the top right, a countdown to the start of the appointment
* At the bottom, the controls for the microphone and camera (once the class 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 - 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.

***Please******note -*** *if you or the teacher are late, or leave and re-join the call, it does****not****reset the timer. The appointment will always end at the scheduled time. If this happens, you may want to contact the teacher again, after the teacher/ parent meeting to conclude your conversation.*

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



**Troubleshooting Issues**

Follow the steps in this guide if you're 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're 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](https://www.microsoft.com/en-us/edge) 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.

If you're using a laptop with a built-in webcam or a computer with a USB webcam, try checking your webcam works by opening the Camera application which should come pre-installed on your computer.
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'll 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're 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:

* **iPhone/iPad**Safari - open *Settings*from the Homescreen, then choose *Safari*, and scroll to the *Camera & Microphone Access* option.
* **Android**Chrome - [click here](https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DAndroid&hl=en) to view guide
Firefox - [click here](https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions#w_using-your-android-deviceaos-settings-menu-to-change-camera-and-microphone-permissions) to view guide
* **Windows**Chrome - [click here](https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en&oco=0) to view guide
Firefox - [click here](https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions#w_using-firefoxaos-address-bar-to-clear-camera-or-microphone-permissions-for-a-site) 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 isn't blocked for this website.
* **Mac**Safari - [click here](https://support.apple.com/en-gb/guide/safari/ibrwe2159f50/mac) to view guide
Chrome - [click here](https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en&oco=0) to view guide
Firefox - [click here](https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions#w_using-firefoxaos-address-bar-to-clear-camera-or-microphone-permissions-for-a-site) to view guide

# **Frequently Asked Questions**

### Can multiple teachers join the same video call?

Yes, up to 3 teachers, in different locations, can be part of the same video call with the parent.

### Can multiple parents join the same video call from different locations?

Currently, each video appointment can only accommodate one parent (and up to 3 teachers) with no way to involve more than one parent in an appointment.

### How do parents join the video call?

Parents simply access the system on the day of their appointments and press the Join Video Appointments button at the top of their screen. There's also a link sent to parents in their email confirmation to join the video call.

### How do we see if a parent attended the video call?

When a parent attends a video call, their attendance is automatically changed to Present for the appointment.

### What are the bandwidth requirements?

Video calling should adapt to the available bandwidth. The recommended bandwidth for video calls for popular video conferencing solutions tends to be around 1-3 Mbps per call, and we would recommend considering this as a guide.

### Can video calls be recorded?

It's not possible to record calls.

### Can a live transcript/subtitles be shown?

It's not possible to show subtitles.