

# Parents - How to attend appointments over video call

This video shows you how to log in to book, and later attend, video appointments at your school's Parents Evening. Underneath the video is a help article with written information to the same effect and, at the bottom, details of **how to invite another parent/guardian to join your appointments**.

Click below to watch the video



Video Parents Evening Demonstration (<https://vimeo.com/473882995>) from SchoolCloud on Vimeo.

# Parents' Guide for Booking Appointments

Browse to <https://raleigh.schoolcloud.co.uk/>

Your Details

Title: Mrs, First Name: Rachael, Surname: Abbot

Email: rabbot@gmail.com, Confirm Email: rabbot@gmail.com

Student's Details

First Name: Ben, Surname: Abbot, Date Of Birth: 20 July 2000

Log In

## Step 1: Login

Fill out the details on the page then click the *Log In* button.

A confirmation of your appointments will be sent to the email address you provide.

Parents' Evening

This parents' evening is an opportunity to meet your child's teacher. Please enter the school via the main entrance and sign in at reception.

Click a date to continue:

Thursday, 16th March  
Open for bookings

Friday, 17th March  
Open for bookings

I'm unable to attend

## Step 2: Select Parents' Evening

Click on the date you wish to book.

Unable to make all of the dates listed? *Click 'I'm unable to attend'*

Choose Booking Mode

Select how you'd like to book your appointments using the option below, and then hit Next.

Automatic  
Automatically book the best possible times based on your availability

Manual  
Choose the time you would like to see each teacher

Next

## Step 3: Select Booking Mode

Choose *Automatic* if you'd like the system to suggest the shortest possible appointment schedule based on the times you're available to attend. To pick the times to book with each teacher, choose *Manual*. Then press *Next*.

We recommend choosing the automatic booking mode when browsing on a mobile device.

Choose Teachers

If there is a teacher you do not wish to see, please untick them before you continue.

Ben Abbot

Mr J Brown  
SENCO

Mrs A Wheeler  
Class 11A

Continue to Book Appointments

## Step 4: Choose Teachers

If you chose the automatic booking mode, drag the sliders at the top of the screen to indicate the earliest and latest you can attend.

Select the teachers you'd like to book appointments with. A green tick indicates they're selected. To deselect, click on their name.

Confirm Appointment Times

The following appointments have been reserved for two minutes. If you're happy with them, please choose the Accept button at the bottom.

Teacher	Student	Subject	Room
Mr J Sinclair	Ben	English	E6
Mrs D Mumford	Ben	Mathematics	M2
Dr R Monamara	Andrew	French	L4

Accept Appointments

Cancel Appointments

## Step 5a (Automatic): Book Appointments

If you chose the automatic booking mode, you'll see provisional appointments which are held for 2 minutes. To keep them, choose *Accept* at the bottom left.

If it wasn't possible to book every selected teacher during the times you are able to attend, you can either adjust the teachers you wish to meet with and try again, or switch to manual booking mode (Step 5b).

Mr J Brown  
SENCO (A2)  
Ben

Miss B Patel  
Class 10E (H3)  
Andrew

Mrs A Wheeler  
Class 11A (L1)  
Ben

16:30

16:40

16:50

17:00

## Step 5b (Manual): Book Appointments

Click any of the green cells to make an appointment. Blue cells signify where you already have an appointment. Grey cells are unavailable.

To change an appointment, delete the original by hovering over the blue box and clicking *Delete*. Then choose an alternate time.

Once you're finished booking all appointments, at the top of the page in the alert box, press *click here* to finish the booking process.

My Bookings

Teacher	Student	Subject	Room
Mr J Sinclair	Ben	English	E6
Mrs D Mumford	Ben	Mathematics	M2
Dr R Monamara	Andrew	French	L4

Print

## Step 6: Finished

All your bookings now appear on the *My Bookings* page. An email confirmation has been sent and you can also print appointments by pressing *Print*. Click *Subscribe to Calendar* to add these and any future bookings to your calendar.

To change your appointments, click on *Amend Bookings*

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

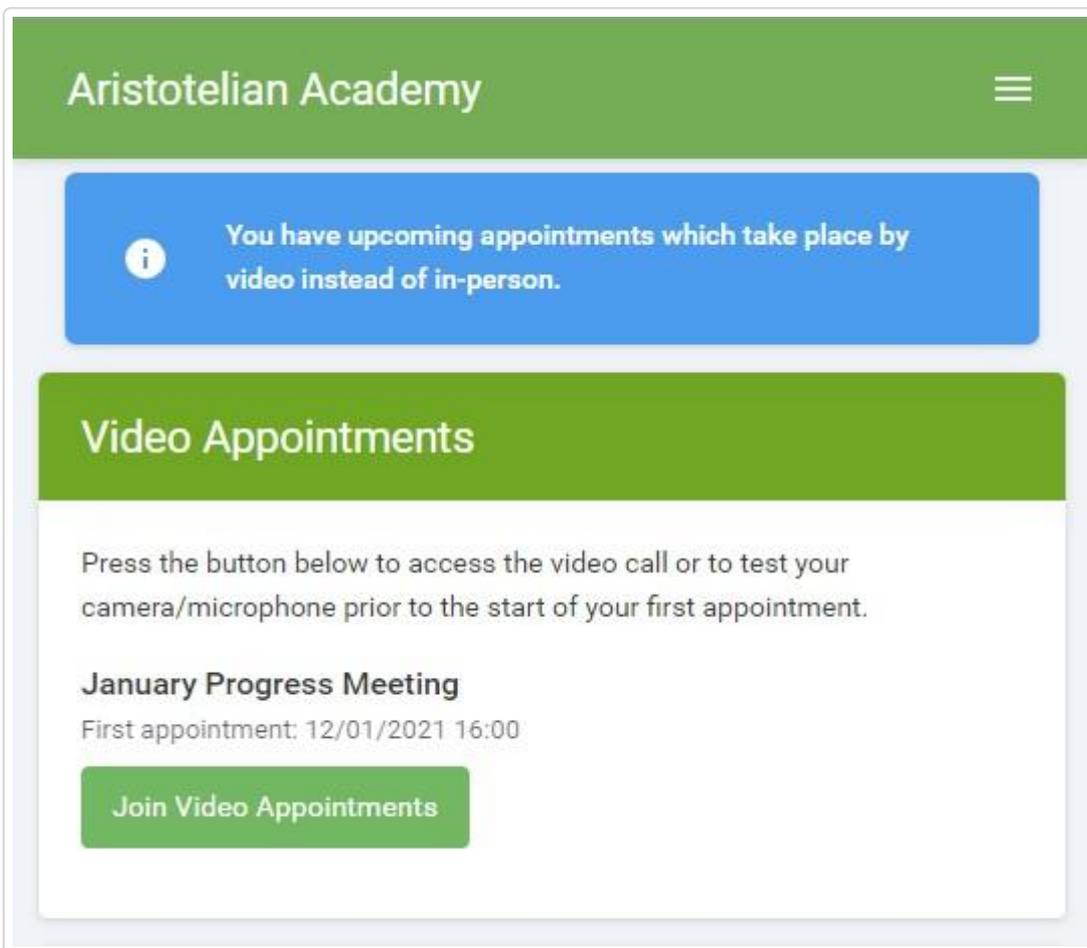
## How to attend your appointments via video call

### 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) login to Parents Evening at the usual web address for your school, or click the login link from the bottom of the email confirmation you will have received.

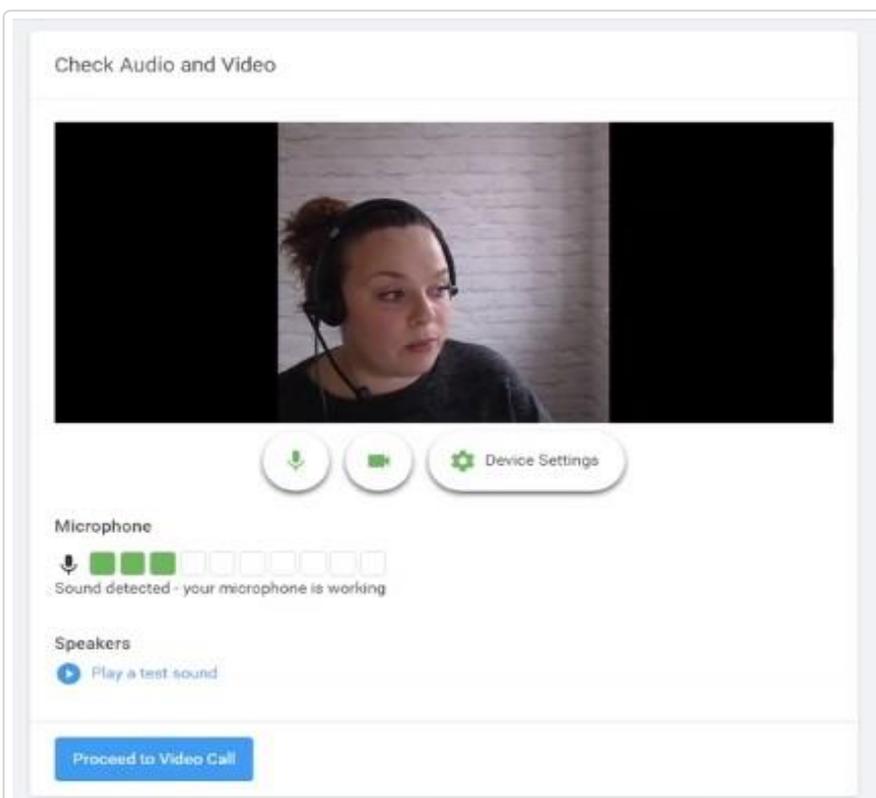
Once logged in you will see a notice that you have upcoming video appointments and under this the details of the event, along with a *Join Video Appointments* button.

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*.

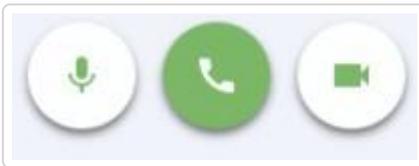
## 2. The Video Call

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.



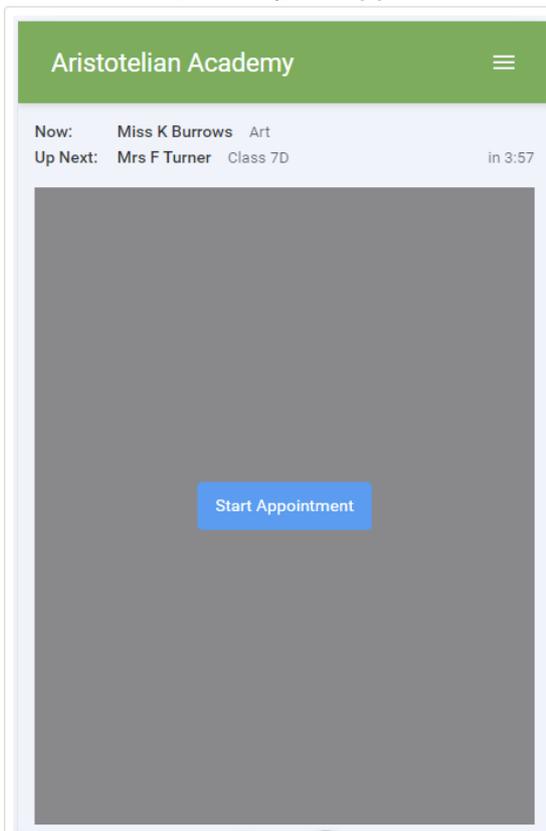
When another person is available these also show a pick up button to start the call



and a hang up button to leave the call.



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



### 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 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** 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.

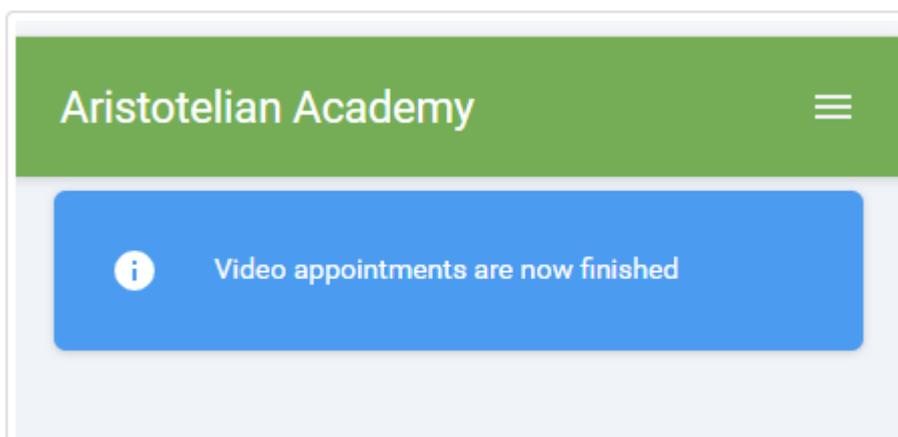
#### 4. Follow on calls

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** 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 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.



## 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.

**January Progress Meeting** Tuesday, 12th January  
3 appointments from 16:00 to 16:25

 Print     Amend Bookings     Invite Parent/Guardian     Subscribe to Calendar

This is to allow parents and teachers to discuss progress last year and will take place on 12th January.

	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 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).**