

# Parents' Guide - How to attend appointments over video call

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

## 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  
**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.

If you are unsure what details you have given us, eg Kathy or Katherine Mike or Michael; please use the Portal to check. The personal tab will list you details as they are in our systems.

### Step 1: Login and go to the Evening

On the day of the video appointments, login to Parents Evening at <https://schoolname.schoolcloud.co.uk/>, or click the login link from the bottom of the email confirmation you will have received

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

Parent Title, First name and Last name (*These MUST be the same as those you have supplied to the school. If you are unsure, please check the Portal where your details are displayed*)

You will also be required to enter your child's **Legal** names and date of birth

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

### Step 2: Your appointments

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.

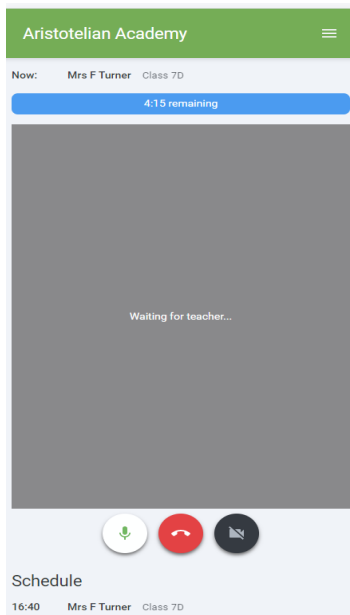
This button will only become active 60 minutes before your first appointment.

### Step 3: The Video 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 (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.



#### Step 4: 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.

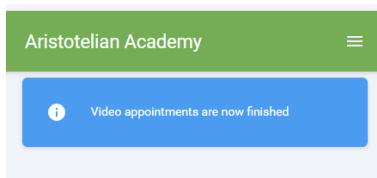
You will also see the remaining time for the appointment counting down in the bar at the top of the screen.

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). The appointment will run for the remaining time left for the appointment. No extra time is added to compensate for the dropped meeting.

When the countdown in the bar stops the appointment time is over and the call will automatically end. This is not controlled by the teacher.

#### Step 5: Follow on calls

If you have a call scheduled with other teachers the screen will display a Start Next Appointment button. When you are ready to proceed, click on it



#### Step 6: Appointments finished

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.