

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

This article tells you what to do when your school has informed you that your appointments with teachers 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 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. This will become available 60 minutes before your first appointment.

The screenshot shows a mobile application interface for the Aristotelian Academy. At the top, there is a green header with the text 'Aristotelian Academy' and a hamburger menu icon. Below the header is a blue notification box with a white information icon and the text: 'You have upcoming appointments which take place by video instead of in-person.' Underneath the notification is a green section header titled 'Video Appointments'. Below this header, there is a white box containing the text: 'Press the button below to access the video call prior to the start of your first appointment.' This is followed by the event title 'Video Parents Evening - M' and the date and time 'First appointment: 26/03/2020 15:50'. At the bottom of this white box is a green button with the text 'Join Video Appointments'.

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 (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.



Now: Miss K Burrows Art

Up Next: Mrs F Turner Class 7D

in 3:57

Start Appointment



### Schedule

16:35 Miss K Burrows Art

16:40 Mrs F Turner Class 7D

### 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.



Now: Mrs F Turner Class 7D

4:15 remaining

Waiting for teacher...



Schedule

16:40 Mrs F Turner Class 7D

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.

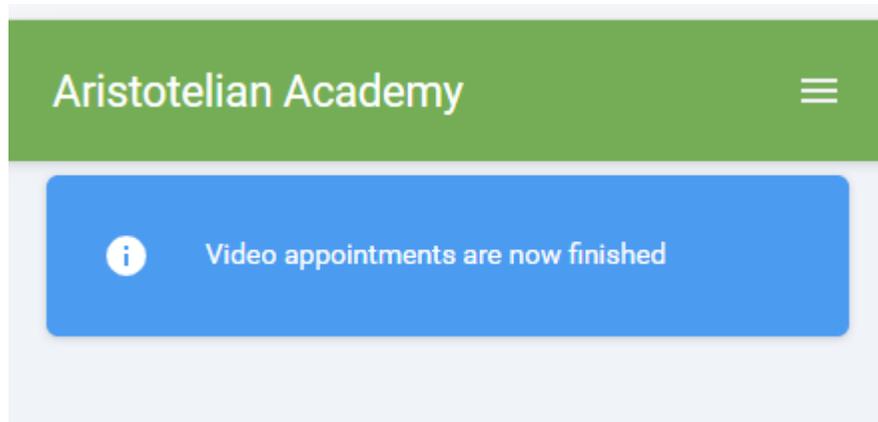
#### 4. Follow on calls

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.

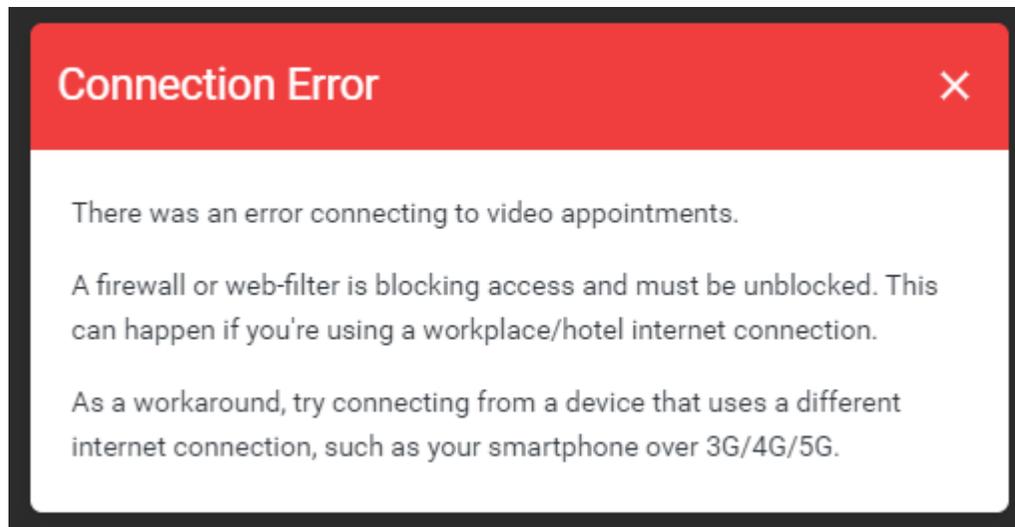


## Video Appointments: Troubleshooting Issues

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 your school firewall is allowing the connection

If you see the following message, a firewall or web-filter is blocking access to Video Appointments:



This can only be resolved by having the IT team follow this

guide: [Video Appointments: Network Requirements for Firewalls and Web-Filters](#)

If you cannot wait for the IT team to allow the connection, try accessing the system using a different internet connection such as a smartphone over 4G.

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 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.

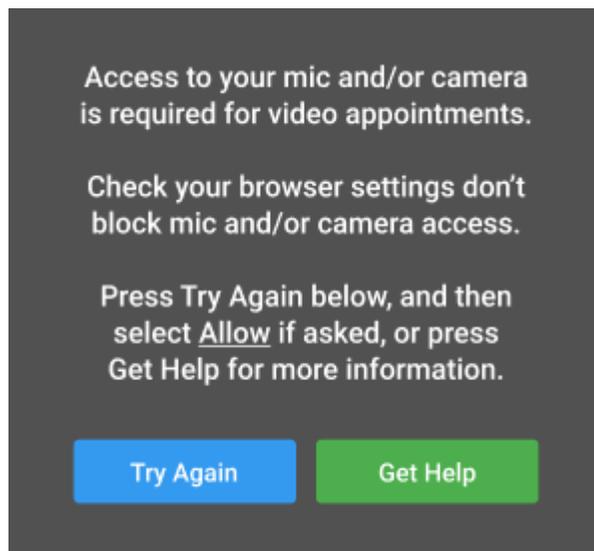
If you're using a laptop with a built-in webcam or a computer with a USB webcam, try checking your webcam works by opening the Camera application which should come pre-installed on your computer.

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:

- a. **iPhone/iPad**

Safari - open *Settings* from the *Home* screen, then choose *Safari*, and scroll to the *Camera & Microphone Access* option.

- b. **Android**

Chrome - [click here](#) to view guide

Firefox - [click here](#) to view guide

- c. **Windows**

Chrome - [click here](#) to view guide

Firefox - [click here](#) 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.

- d. **Mac**

Safari - [click here](#) to view guide

Chrome - [click here](#) to view guide

Firefox - [click here](#) to view guide

### **What will happen if the technology fails?**

If the video technology fails, the teacher will contact you via mobile phone. This will be the mobile phone number held on the school system and it will be the one the school uses to text you. The teacher will withhold their mobile phone number. Please ensure you have your mobile to hand in case we need to contact you via this medium.