

## **Information about Year 11 Online Video Subject Consultation - Thursday 23<sup>rd</sup> September 3pm – 7pm**

13<sup>th</sup> September 2021

Dear parents and carers,

I would like to invite you to book appointments with your child's teachers during our Online Video Subject Consultation on our online system hosted by SchoolCloud. Appointments will be available **on Thursday 23<sup>rd</sup> September after school**.

**Book your appointments from Wednesday 15<sup>th</sup> September at 4pm here - <https://lythamstanneshighschool.schoolcloud.co.uk>**

If you are unable to attend please click the 'unable to attend' option in SchoolCloud or email us in advance.

### **Do I need to book to see all my teachers?**

The system allows you to choose one appointment time with 8 of your teachers at a time to suit you.

If you are not able to book an appointment please contact us on [Consultation@lythamhigh.lancs.sch.uk](mailto:Consultation@lythamhigh.lancs.sch.uk) and we will ask the subject teacher to initially send you an email to start a dialogue.

### **How do I access the system?**

You can log on using any digital device with internet access, from your phone, tablet, laptop or desktop. To be able to log onto the system you will need to use your name along with your email address. The email is so that you can receive reminders and appointment confirmations. You will also need to use your child's name and date of birth to gain access to the system. If when you enter your details, an error prevents you from logging in, your contact details may be incorrect on our system. If you are struggling to gain access to the system or have any technical difficulties, please email us.

We strongly recommend that you log in and book your appointments as early as possible to get the maximum choice and so we can resolve any issues before the evening.

**Please book all your appointments by 3pm on Wednesday 22<sup>nd</sup> September.**

### **How do I book the appointments?**

When you are asked to tick which subjects you want to make appointments for, please only tick the 8 you want otherwise the booking system will consider your appointments as 'incomplete'. Once you have booked all your appointments you have 'pre-ticked', you will receive a confirmation email.

If you have a particular question in advance, you can leave a message by clicking on 'appointment message', and the teachers will endeavour to pick such issues up during the call.

### **What if I need help?**

Please visit the webpage below, watch the video link and read the parent guide (which is attached to this email).  
<https://support.parentseveningsystem.co.uk/article/801-video-parents-how-to-attend-appointments-over-video-call>.

### **What happens on the days of the appointments?**

Prior to your first appointment, follow the original link <https://lythamstanneshighschool.schoolcloud.co.uk> or the link provided in the confirmation email. This takes you directly to the school cloud platform. All your pre-booked appointments are displayed. Once logged in you will see a blue notice that you have upcoming video appointments and under this the details of the event, along with a green 'Join Video Appointments' button. 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'. When your appointment is due to start, click the blue 'Start Appointment' button.

After your appointment has ended, 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. If you do not have a consecutive appointment, you will see a countdown telling you how long until the start of your next appointment.

Appointments are four minutes long, as this is usually sufficient for staff to relay the main focus for learning and to provide a chance for questions from parents, carers and students. The video call automatically cuts off after four minutes so please excuse our staff for their brevity. Please be assured that if you require longer to discuss something in particular or have unanswered questions then you can e-mail [Consultation@lythamhigh.lancs.sch.uk](mailto:Consultation@lythamhigh.lancs.sch.uk) and we will get back to you or directly email the teacher.

**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.**

### **What are the protocols for Virtual Consultation Evenings for Parents and Carers?**

Please consider your location, background and attire as you would for workplace video meetings. If two parents/carers are in separate locations from each other and would like to attend the appointment simultaneously then one parent can book all the appointments and invite the second parent by clicking the 'Invite Parent/Guardian' button in the 'My Bookings' section. No conversations should be recorded.

### **What if I have technical problems?**

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 - please note that Samsung phones often default to using the Samsung Browser, this is not supported.
  - **Windows:** Chrome, Firefox or Microsoft Edge (Chromium - download here)
  - **Mac:** Safari, Chrome or Firefox
  - **Linux:** Chrome or Firefox

We also recommend:

- Using your smartphone with a front-facing camera or using a laptop/computer with a webcam for video appointments.
- Using a headset (or earphones with a microphone) to reduce echo.
- As soon as you've booked an appointment, you can test your video and sound. Make sure your camera and microphone and volume are fully enabled in your settings and that you have allowed the system to access them. If one party loses connection during the evening, please just wait whilst they log in again and the call will resume. If there is a sound or display issue try clicking the microphone/camera icon off and on again. If there is still an issue, try logging off and logging on again or try another device.

We look forward to you joining us on the night.

Yours sincerely,



Mr Cubbon  
Deputy Headteacher