



23 October 2020

Dear parents, guardians, carers

Tuesday 10 November – Online Tutor Parents Evening Year 7

On the evening of 10 November, we are looking forward to the opportunity for a meeting between yourself, your child and your child's form tutor to discuss your child's start to Poole High School. Due to the restrictions in place to protect the school and wider community, we will be holding this parents' evening, remotely.

A couple of years ago we introduced an electronic 'parents' evening booking system' (Parent Evening System). This year we will be carrying out the bookings in the same way on this system, but will also be using their "Virtual Parent Evening" facility to hold our evening, remotely. This is not dependent on any particular platform as long as your device has internet access, a camera and microphone. This could be a computer, tablet or smart phone. The same web address will take you to both the bookings and the actual parent evening so it is a good idea to create a bookmark for it: <https://poole.schoolcloud.co.uk/> The booking system will be live from **Monday 2 November** at 8:00am.

The system has standard five-minute appointments that are automated (i.e. not controlled by the teacher). If you are late to your appointment, they cannot be delayed. Therefore, please spend some time before the evening starts to ensure that the permissions for the camera and microphone are set, so you do not have to do this during your appointment slot. It is the first time we have used this technology for a whole year group parents evening so in the event that something in the system fails, we will resort to making phone calls. We will phone the mobile number of the first contact on SIMS. Please ensure that we have your up to date information and phone number. You can do this by completing the contacts section of the data collection sheet in the SIMS Parent App. It is currently not possible for multiple parents to join from different locations.

If you have any questions that you would like to raise in advance of the evening, please communicate through the year 7 office: year7office@poolehigh.poole.sch.uk

Yours sincerely

Mr P Gray
Headteacher

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Parents' Guide for Booking Appointments

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

Guidance Notes

- Appointments are allocated on a **first come, first served** basis so please be prompt in booking.
- A gap is automatically added between appointments so you shouldn't need any extra transition time.
- Make only **one appointment per subject** even if your child is taught by several teachers.
- Do not feel obliged to make an appointment** if your child is making good progress and you have no concerns
- The evening will be conducted remotely with video appointments. You will need to log back in on the evening to access your appointments. There is no app to download, it is all web based.
- Please ensure you have granted the website permission to access your camera and microphone.



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.



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*.



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. Or if you'd rather choose the times to book with each teacher, choose Manual. Then press *Next*.

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



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. If you make this window very small then the system may not be able to allocate all appointments.

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

You may book other teachers not listed on the screen by pressing the *Add Another Teacher* button.



Step 5a (Automatic): Book Appointments

If you chose the automatic booking mode, you should 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).



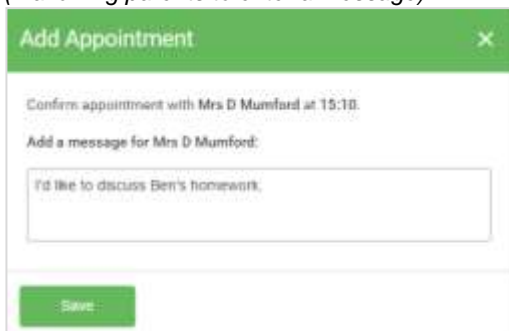
Step 5b (Manual): Book Appointments

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.

After clicking on a green cell to make an appointment, a pop-up box appears where you can optionally leave a message for the teacher to say what you'd like to discuss or raise anything beforehand.

(If allowing parents to enter a message)



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.



Step 6: Finished

You're now on the *My Bookings* page and all your bookings are below. An email confirmation has been sent and you can also print appointments from this page by pressing *Print*.

To change your appointments, click on *Amend Bookings*.

If you have any queries please email the year office with your query.




Parents' Guide for Attending Video Appointments

Browse to <https://poole.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 (Chromium version)
 - **Mac:** Safari, Chrome or Firefox
 - **Linux:** Chrome or Firefox

We 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.

	<p>Step 1: Login</p> <p>Fill out the details on the page then click the <i>Log In</i> button. A confirmation of your appointments will be sent to the email address you provide.</p>
	<p>Step 2: Go to the Evening</p> <p>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.</p> <p>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.</p>
	<p>Step 3: The Video Call screen</p> <p>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.</p> <p>On this screen you can see the following:</p> <ul style="list-style-type: none"> 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). <p>In the middle, when your appointment is due to start, the Start Appointment button.</p>



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 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.

Step 5 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.



Step 6 Ending the evening

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

If you have any queries please email the year office with your query.