

# Video Appointments: Teachers - How to run your appointments over video call

This video gives you an overview of the process of what to do when your Administrator has informed you that your appointments on an evening will be held via video call. Underneath the video is a help article with written information to the same effect.

The screenshot shows the SchoolCloud interface for Green Abbey School. The page title is 'Year 7 & 8 Parents' Evening - Video Calls Wednesday, 11th Nov 2020'. There are three status filters: 'Booked', 'Available', and 'Unavailable'. Below these are three more filters: 'Booked', 'Not Responded', and 'Present', 'Absent', 'Unknown'. The main section is 'My Schedule' with options to 'Print', 'Add Appointment', 'Availability', 'Join Video Appointments', and 'Bulk Change Attendance'. The table below shows appointments for 12:00, 12:20, 12:40, 13:00, 13:20, 13:40, 14:00, 14:20, and 14:40. The 12:00 appointment is for Alwyn Alcott, with parent Mrs Madelyn Alcott, subject English, and attendance 'Present'. The 14:20 and 14:40 appointments are for Andrew Abbot and Ben Abbot, both with parent Mrs Rachael Abbot, subject English, and attendance 'Present'.

Time	Student	Parent	Subject	Attendance
12:00	Alwyn Alcott	Mrs Madelyn Alcott	English	Present
12:20			Available	
12:40			Available	
13:00			Available	
13:20			Available	
13:40			Available	
14:00			Available	
14:20	Andrew Abbot	Mrs Rachael Abbot	English	Present
14:40	Ben Abbot	Mrs Rachael Abbot	English	Present

Video Parents Evening Demonstration (<https://vimeo.com/478501326>) from SchoolCloud () on Vimeo.

**Requirements:** In order to make video calls Parents and Teachers 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 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.
- Once an evening is available you can test your setup at any time - see below

## How to take your appointments over 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 the system in the usual way (please see the main Teacher Guide ([//support.parentseveningsystem.co.uk/article/431-teacher-guide](https://support.parentseveningsystem.co.uk/article/431-teacher-guide)) for more details if you need them) and view the event in question.

**Note:** the screenshots below show the view on a computer/laptop. Mobile device screens will contain the same elements though they may be arranged for a smaller screen.

**Note:** if no appointments with you have been booked as yet, you will not see the video options covered below. You must have been booked at least once in order to test, etc

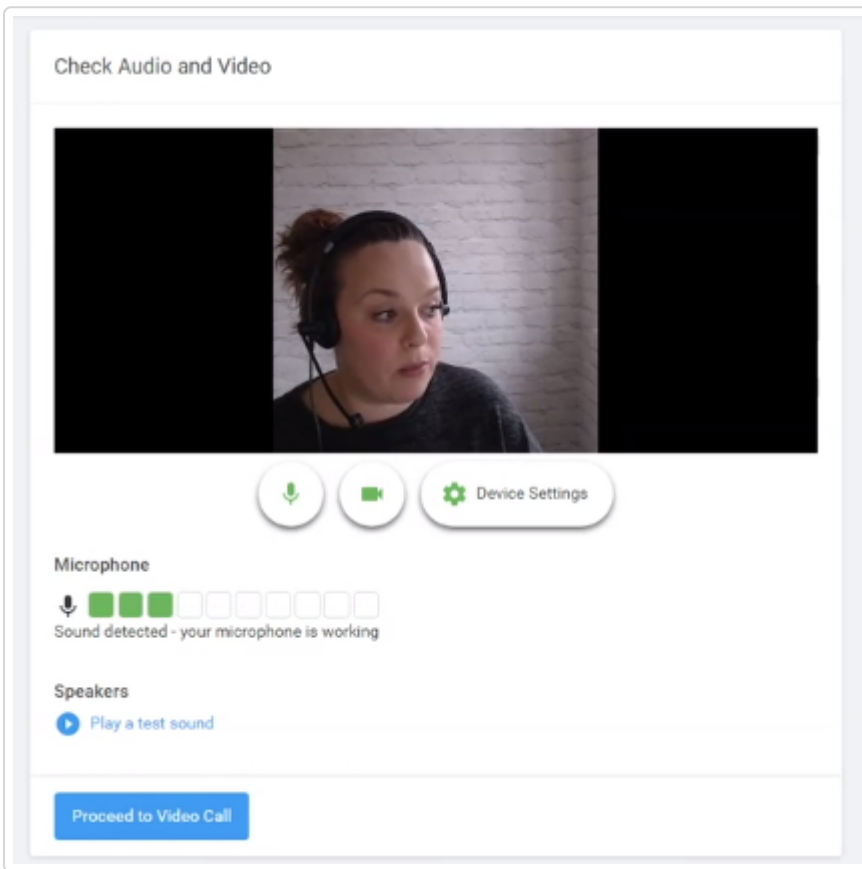
At the top of the page you will see a **blue notice** alerting you to the fact that your appointments will be via video and advising you when the first appointment is due.

Press the green button to join your appointment on the day - or to test your camera/microphone at any time.

The screenshot displays the SchoolCloud interface for Aristotelian Academy. At the top, the school name and logo are visible. Below this, the event title 'Termly Progress Meeting Mon, 15th Mar 2021' is shown, along with a 'Change' button. A prominent blue notice box contains the following text: 'These appointments take place by video instead of in-person. Press the button below to access the video call or to test your camera/microphone prior to when your first appointment starts at: 15/03/2021 10:40'. A green button labeled 'Join Video Appointments' is positioned below the notice. The interface also features a sidebar with navigation options: 'My Bookings', 'My Availability', 'Reports', and 'Clubs & Events'. At the bottom, three progress charts are displayed: 'My Availability' (a green and blue arc), 'Students booked' (a red and blue arc), and 'Parent Attendance' (an orange and green arc).

## 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:

Now: Mrs R Abbot Andrew Abbot English [this call](#)  
 Up Next: Mrs R Abbot Ben Abbot English [online](#) in 6:27

6:27 remaining

Mrs Rachael Abbot

Experiencing sound issues? [Click here](#) to refresh

Schedule

14:20	Mrs R Abbot	Andrew Abbot	English
14:40	Mrs R Abbot	Ben Abbot	English
16:00	Mrs K Ackton	Bill Ackton	English

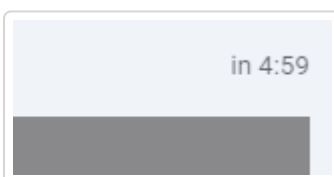
[this call](#)  
[online](#)  
[offline](#)

At the top left the parent name (and child details) for the current and next appointment and, if the parent has invited a guest, the name of that guest.

Now: Mr J Aaron + Jane Aaron-Smith (guest) Sophie Aaron Science  
 Up Next: Mr J Aaron Chris Aaron Art

Parents have the ability to grant an additional parent/guardian access to their appointments for a particular student. If you have any concerns about this remember that you can keep your camera switched off, or end the call.

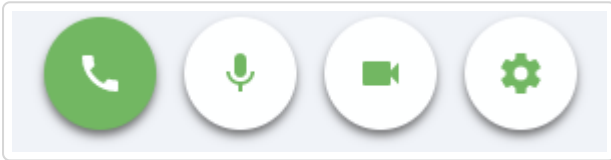
At the top right a countdown to the start of the appointment.



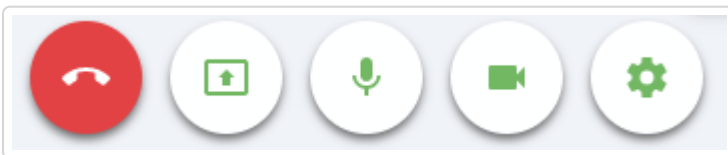
At the bottom the controls for the microphone and camera.



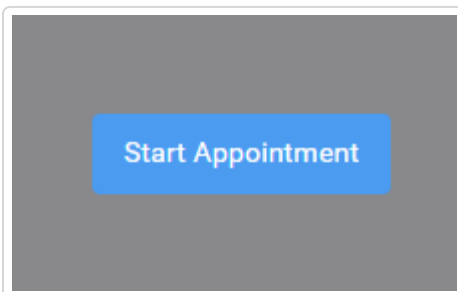
When another person is available these also show a pick up button to start the call



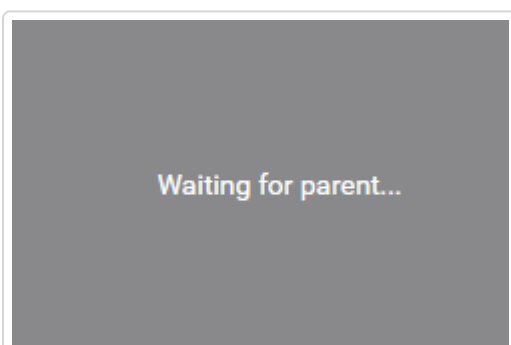
When you are in a call you also see a red hang up button to leave the call and, next to it, an icon that allows you to share your screen (or an application running on your laptop or desktop) - for more detail on screen sharing please see this article ([//support.parentseveningsystem.co.uk/article/892-teachers-sharing-your-screen-in-a-video-appointment](https://support.parentseveningsystem.co.uk/article/892-teachers-sharing-your-screen-in-a-video-appointment)).



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

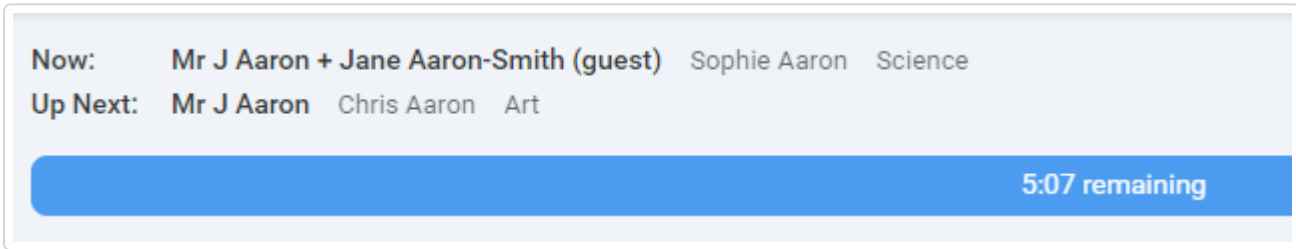


Once started, you will see yourself in the bottom right corner of the screen (unless you have no camera, or have chosen to turn it off). If the others involved in the call have not yet joined you will see a notice to that effect in the centre of the screen e.g.



When another person 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 stops the appointment time is over and the call will automatically end.

**Note** that if anyone is late, or leaves and rejoins a call, it does **not** reset the timer. The appointment will **always** end at the scheduled time.

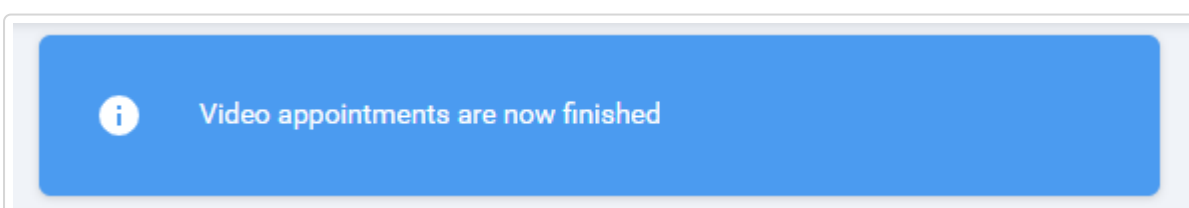
#### 4. Follow on calls

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.



When parents have joined a video call this is automatically recorded in the attendance report ([//support.parentseveningsystem.co.uk/article/421-how-to-record-and-report-on-parent-attendance](https://support.parentseveningsystem.co.uk/article/421-how-to-record-and-report-on-parent-attendance)).

✉ Still need help? Contact Us (</contact>)

*Last updated on April 13, 2021*

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