# Virtual Parents’ & Carers’ Intake Evening for New Year 7

## Additional Guidance for Parents & Carers

This helpful guidance is based on the experience of other schools.

If the technology lets us down and a meeting is missed, please don’t worry – we will make arrangements for contact by other means in the following days. There often isn’t time in an evening for teachers to speak to the parents or carers of every student that they teach so please email us as usual if you want to contact a teacher who does not have any available time during the evening.

Please follow these guidelines:

* Conversations should take place in appropriate locations.
* All participants should be appropriately attired as they would be for a real-life face to face meeting.
* Conversations must not be recorded.
* Both teachers and parents have the choice of using audio or video.
* As in real life, your son/daughter is welcome to attend.
* Please try to be on time as the appointment times are not flexible and will start and finish exactly on time. Appointments will be automatically stopped once the allotted time has ended.
* Positive, constructive relationships between staff and parents are normal at Walton-le-Dale.

Some additional technical advice

* When logging in the student and parent details are checked against the school records so names and details must match;
* Please read the [guide to attending appointments](https://support.parentseveningsystem.co.uk/article/801-video-parents-how-to-attend-appointments-over-video-call) carefully beforehand;
* Try logging on up to an hour before to check that everything is working;
* The same parent who made the appointments must be the one to log in as the appointments are linked to his/her details only and not to the other parent;
* Make sure your camera and microphone and volume are fully enabled in your settings and that you have allowed the system to access them;
* Better sound is achieved if only one person speaks (closely) to the microphone at a time;
* If one party loses connection please just wait whilst they log in again - you should be able to resume the conversation. Refreshing the page in the browser may also help;
* If there is a sound /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 hope that this new initiative runs smoothly. Please be reassured that if, for some reason, the technology lets any of us down we are available to contact by other means at a later point.