

Video: Pupils - How to attend appointments over video call

In order to make video calls you need to have as a minimum:

- a device with a microphone and speaker (mobile phone, laptop, netbook or computer)
- a compatible web browser:
 - iPhone/iPad: Safari
 - Android: Chrome or Firefox
 - Windows: Chrome, Firefox or Edge (latest version)
 - Mac: Safari, Chrome or Firefox

It is also recommended that you:

- Use 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.
- Use a headset (or earphones with a microphone) to reduce echo. This is not essential but it is recommended to use if you have them.

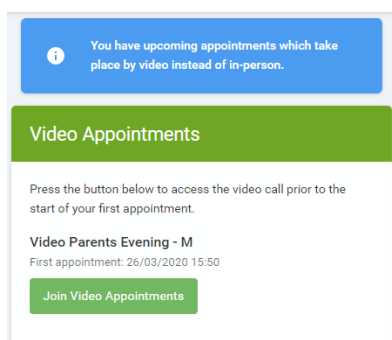
How to attend your appointments via video call

1. Log in using your parent's login and go to the Form Tutor Video Call

On the day of the video appointments, login to the Parents Evening Booking System at the usual web address for your school - <https://westhillschool.schoolcloud.co.uk/>, or click the login link from the bottom of the email confirmation your parent has received.

IMPORTANT: You must log in as the parent that has received the email!

Once logged in you will see a notice that you have an upcoming video appointment and under this the details of the event, along with a **Join Video Appointments button**. This will become available 60 minutes before your appointment. Make sure that you log in and are ready for your appointment at least 5 minutes before your appointment time.



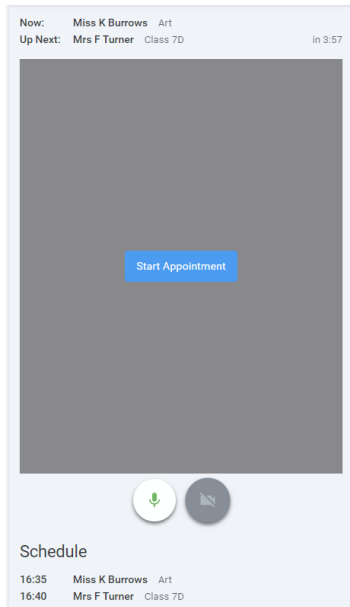
2. The Video Call screen

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:

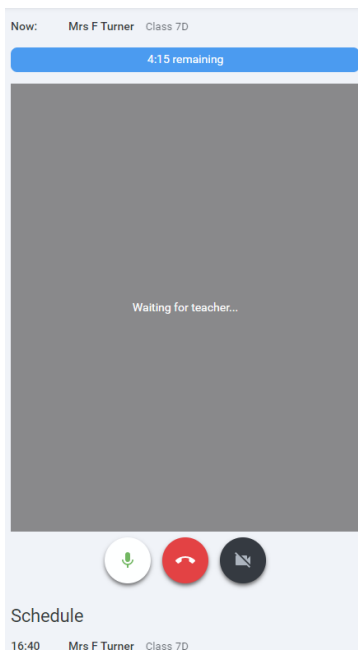
- At the top left the teacher name (and subject details) for your appointment

- At the top right a countdown to the start of the appointment.
- At the bottom the controls for the microphone and camera (once your Form Tutor 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, you will see the Start Appointment button.



3. Making a call

Click the Start Appointment button. You will see yourself in the bottom right corner of the screen. If your Form Tutor 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 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 your Form Tutor 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.