

Parents' Guide for Attending Appointments via Video Call

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

Requirements:

In order to attend video call appointments, you need to have (as a minimum):

- A device with a microphone & speaker
- A compatible web browser:



iPhone/iPad – Safari



Android – Chrome



Windows - Chrome, Firefox or the latest version of Microsoft Edge (with blue/green logo)



Mac – Safari, Chrome or Firefox



Linux – Chrome or Firefox



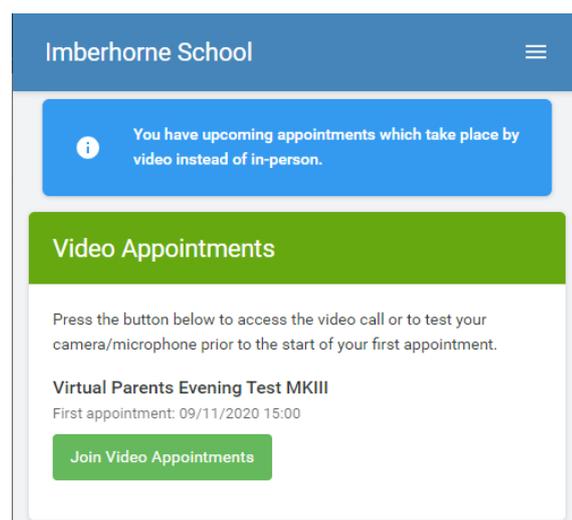
We also recommend using your smartphone for video appointments. If you do not have a smartphone with a front facing camera, use a laptop or PC with a webcam. Ideally you should use a headset or earphone with microphone to reduce echo and background noise.

Please note that you will need to use one of the Web Browsers listed above – this may not be the browser you normally use to access the internet.

Step 1: Log in and Choose Evening

On the day, log in to the Parents Evening via the school website or by clicking the link in your confirmation email.

Once logged in, you will see a notice that you have upcoming video appointments. Under this you will see details of the event, along with a *Join Video Appointments* button. This button will become available 60 minutes before your first appointment



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Step 2: Test Video / Audio

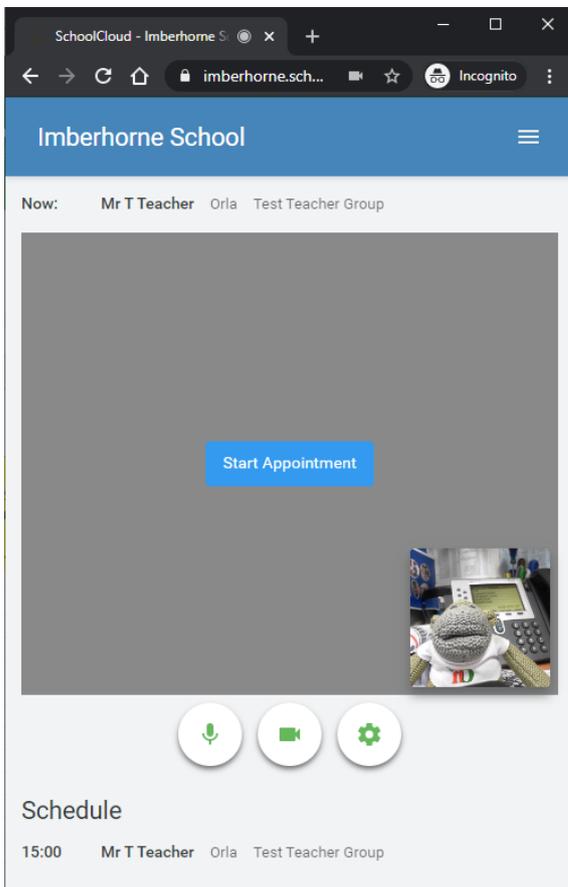
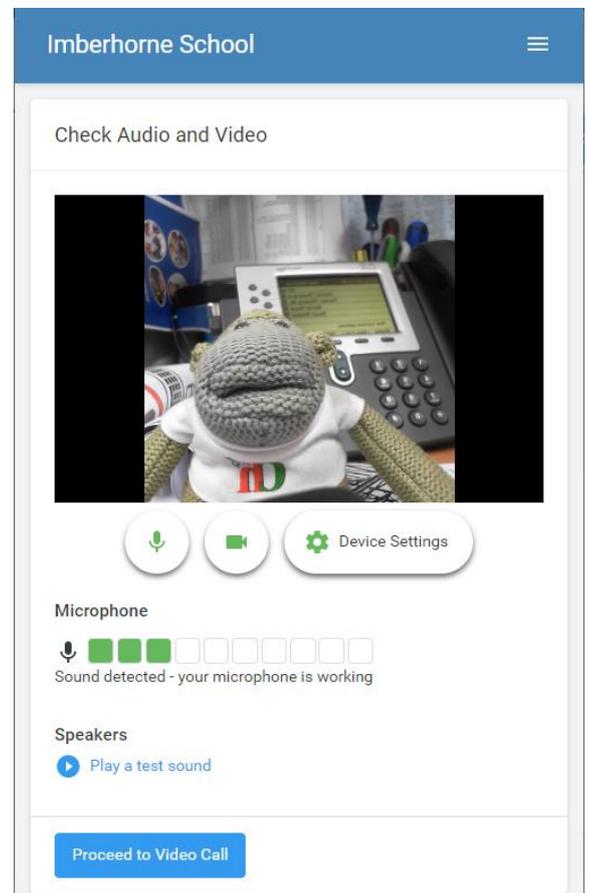
When you click the *Join Video Appointments* button the video test screen will be displayed. You may be asked if you wish to allow access to your microphone and/or camera – you should say yes.

You should be able to see a picture from your webcam (if you have one), and the green boxes to the right of the microphone icon should be moving from left to right.

If you can't see a picture, or the bars aren't moving, click the "Device Settings" and make sure the correct camera and microphone are selected.

We suggest you click the "Play a test sound" to make sure you'll be able to hear us.

Once you're happy, click "Proceed to Video Call".

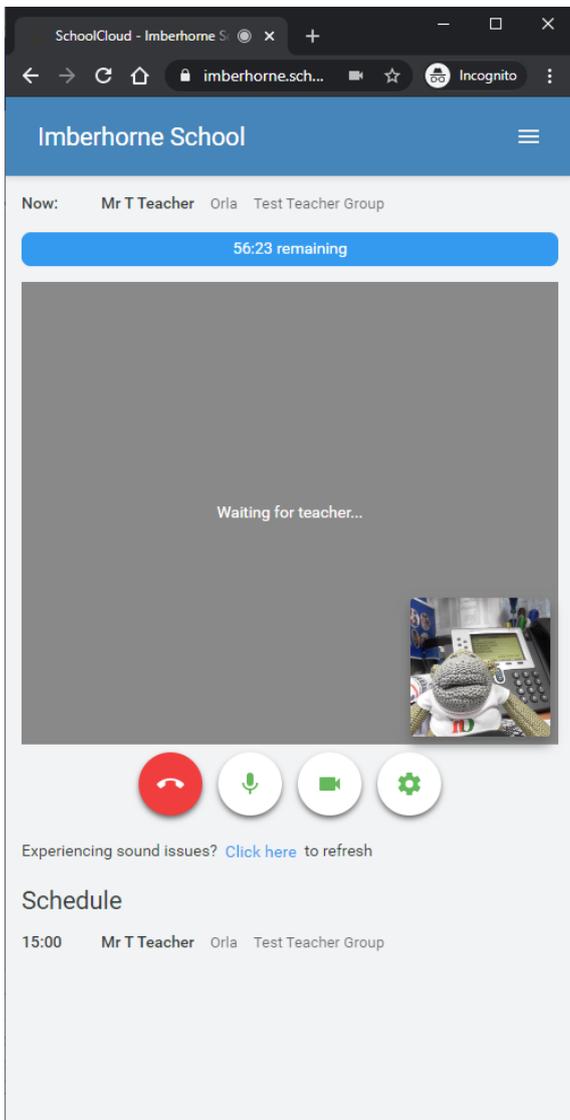


Step 3: The Video Call Screen

On this screen you can see the following:

- At the top left the teacher name and subject 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 you will also see pick up & hang up buttons.

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Step 4: Joining an Appointment

Click the blue Start Appointment button. You will see yourself in the bottom right-hand corner (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 the call, you will see them in the main part of the screen and you can start your conversation 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 for some reason during the call, simply log in again and click *Start Appointment* on the video call screen. As long as the teacher is still on the call, you will be able to continue the appointment.

When the countdown in the blue bar gets to zero, the appointment time is over and the call will end automatically.

Please note: *if either parent or teacher is late, or leaves and re-joins the call, it does **not** reset the timer. The appointment will always end at the scheduled time.*

Step 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 this button.

Please note: *if you delay starting a call, it does **not** extend the duration of that call. The appointment will always end at the scheduled time.*

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