

Parents' Guide for Joining Video Appointments

Please log in to the online booking system <https://beckfoot.schoolcloud.co.uk/> and click **Join Appointments**. More detailed instructions and some recommendations can be found below:

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
 - Mac: Safari, Chrome or Firefox
 - Linux: Chrome or Firefox



schoolcloud
Parents Evening

Virtual parents' evenings
Video calls between teachers & parents

We also recommend:

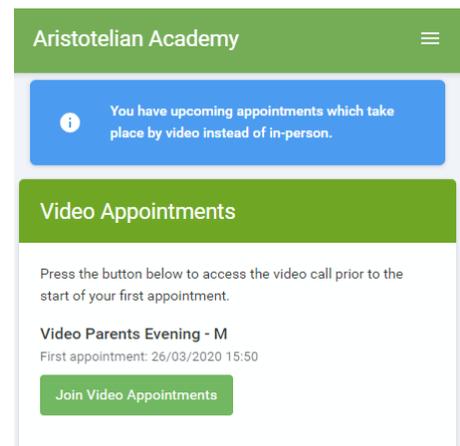
- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.
- Attending the appointments in a quiet area with no disturbance.

How to attend your appointments via video call

1. Log in and go to the Evening

On the day of the video appointments, login to Parents Evening <https://beckfoot.schoolcloud.co.uk/> or click the login link from the bottom of the email confirmation you will have received.

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



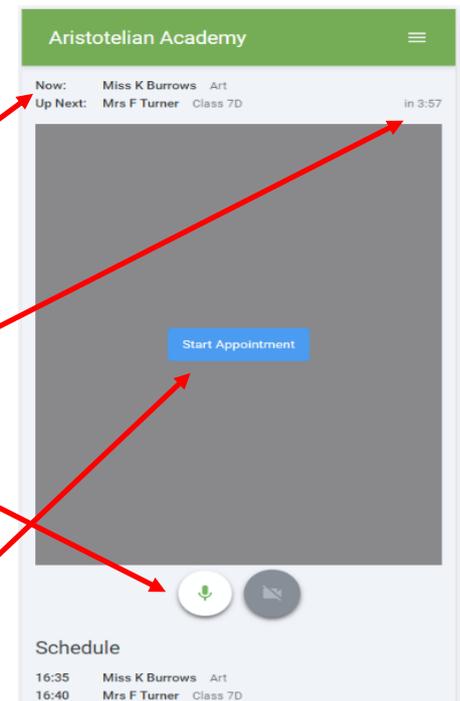
2. The Video Call screen

When you click Join Video Appointments, the video call screen will be displayed. If you are asked if you wish to allow access to your camera/microphone, please click yes.

On this screen you can see the following:

- 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).

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



3. Making a call

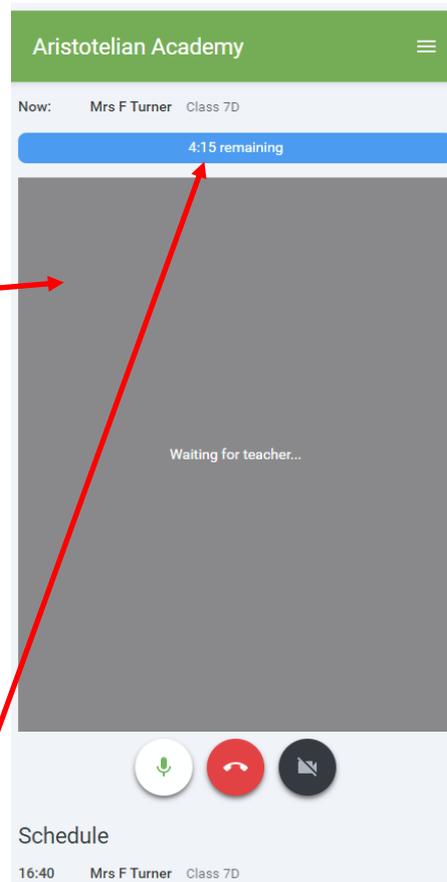
Click the **Start Appointment** button. You will see yourself in the bottom right corner of the screen (unless you have no camera, or have chosen to turn it off). If the teacher has not yet joined you will see a notice to that effect in the centre of the screen.

When a teacher joins a call you will see here - 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: 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.

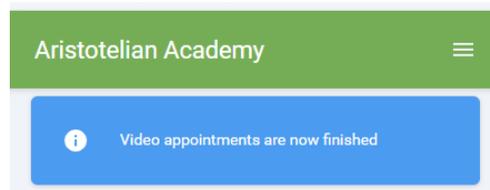
4. Follow on calls

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: 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.



Troubleshooting

If you are having trouble joining a video call, please check the following:

- Check you're using a compatible web browser.
- Check your camera and/or microphone is working.
- Check your web browser has access to the camera and/or microphone.

Usually all it takes is selecting the Allow option when your web browser prompts for access to the camera and microphone. Further troubleshooting information can be found here: <https://support.parentseveningsystem.co.uk/article/807-video-troubleshooting-camera-and-microphone-access>