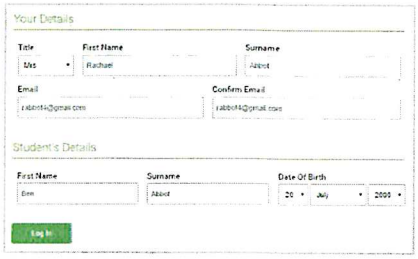
Parents' Guide for Booking Appointments

schoolcloud

Browse to https://standrews1865.schoolcloud.co.uk/



Step 1: Login

Fill out the details on the page then click the *Log In* button.

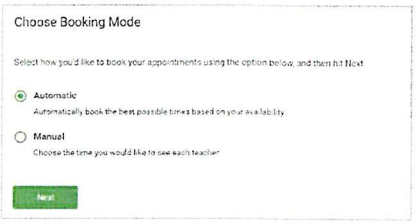
A confirmation of your appointments will be sent to the email address you provide.



Step 2: Select Parents' Evening

Click on the date you wish to book.

Unable to make all of the dates listed? Click *I'm unable to attend.*



Step 3: Select Booking Mode

Choose *Automatic* if you'd like the system to suggest the shortest possible appointment schedule based on the times you're available to attend. To pick the times to book with each teacher, choose *Manual*. Then press *Next*.

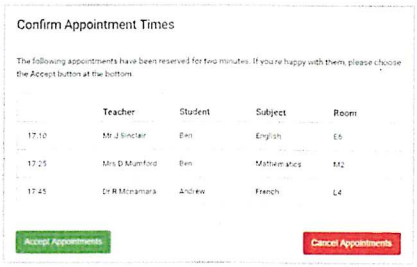
We recommend choosing the automatic booking mode when browsing on a mobile device.



Step 4: Choose Teachers

If you chose the automatic booking mode, drag the sliders at the top of the screen to indicate the earliest and latest you can attend.

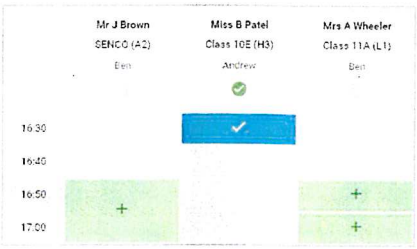
Select the teachers you'd like to book appointments with. A green tick indicates they're selected. To de-select, click on their name.



Step 5a (Automatic): Book Appointments

If you chose the automatic booking mode, you'll see provisional appointments which are held for 2 minutes. To keep them, choose Accept at the bottom left.

If it wasn't possible to book every selected teacher during the times you are able to attend, you can either adjust the teachers you wish to meet with and try again, or switch to manual booking mode (Step 5b).



Step 5b (Manual): Book Appointments

Click any of the green cells to make an appointment. Blue cells signify where you already have an appointment. Grey cells are unavailable.

To change an appointment, delete the original by hovering over the blue box and clicking *Delete*. Then choose an alternate time.

You can optionally leave a message for the teacher to say what you'd like to discuss, or raise anything beforehand.

Once you're finished booking all appointments, at the top of the page in the alert box, press *click here* to finish the booking process.



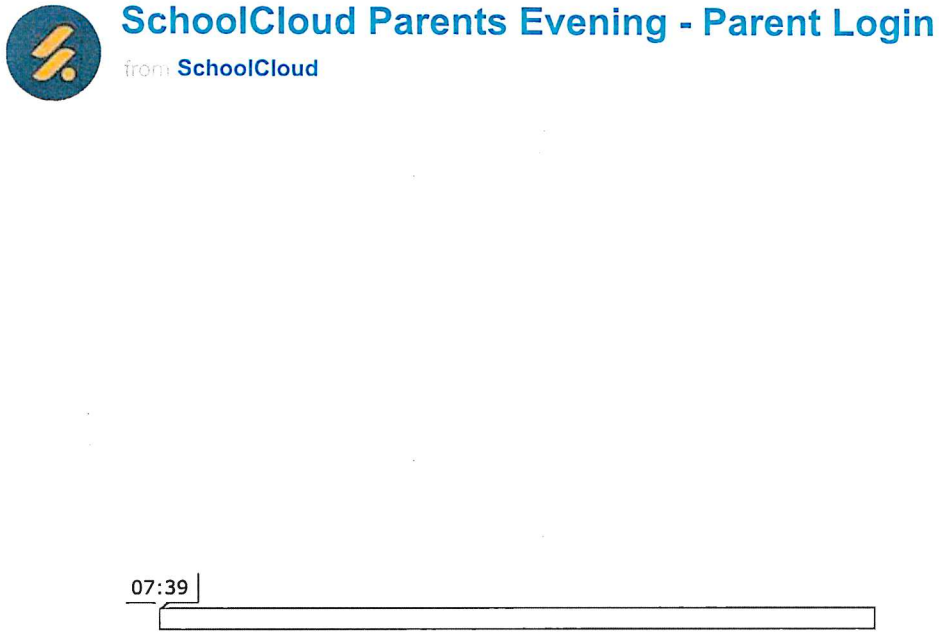
Step 6: Finished

All your bookings now appear on the My Bookings page. An email confirmation has been sent and you can also print appointments by pressing *Print*. Click *Subscribe to Calendar* to add these and any future bookings to your calendar.

To change your appointments, click on *Amend Bookings*.

Video: Parents - How to attend appointments over video call

This video shows you how to log in to book, and later attend, video appointments at your school's Parents Evening. Underneath the video is a help article with written information to the same effect including **how to invite another parent/guardian to join your appointments**.



Video Parents Evening Demonstration (https://vimeo.com/473882995) from SchoolCloud () on Vimeo.

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

- a device with a microphone and speaker/headphones
- a compatible up-to-date web browser:
  iPhone/iPad: Safari, Chrome **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, Firefox or the Samsung Browser
  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 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.

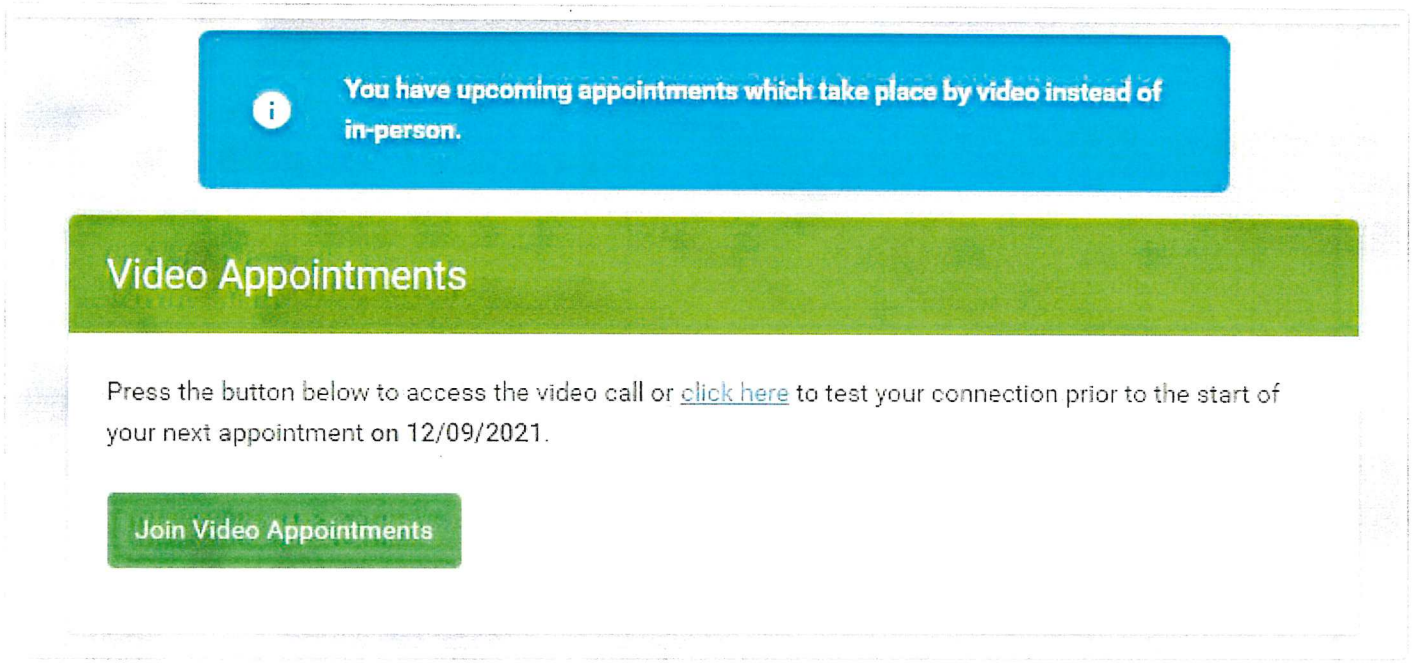
How to attend your appointments via video call

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, etc) login to Parents Evening at the usual web address for your school, or click the login link from the bottom of the email confirmation you will have received.

At the top of the page you will see a **blue notice** telling you that you have upcoming video appointments, as well as a *"click here"* link which allows you to check that your internet connection and device can successfully connect to a video call.

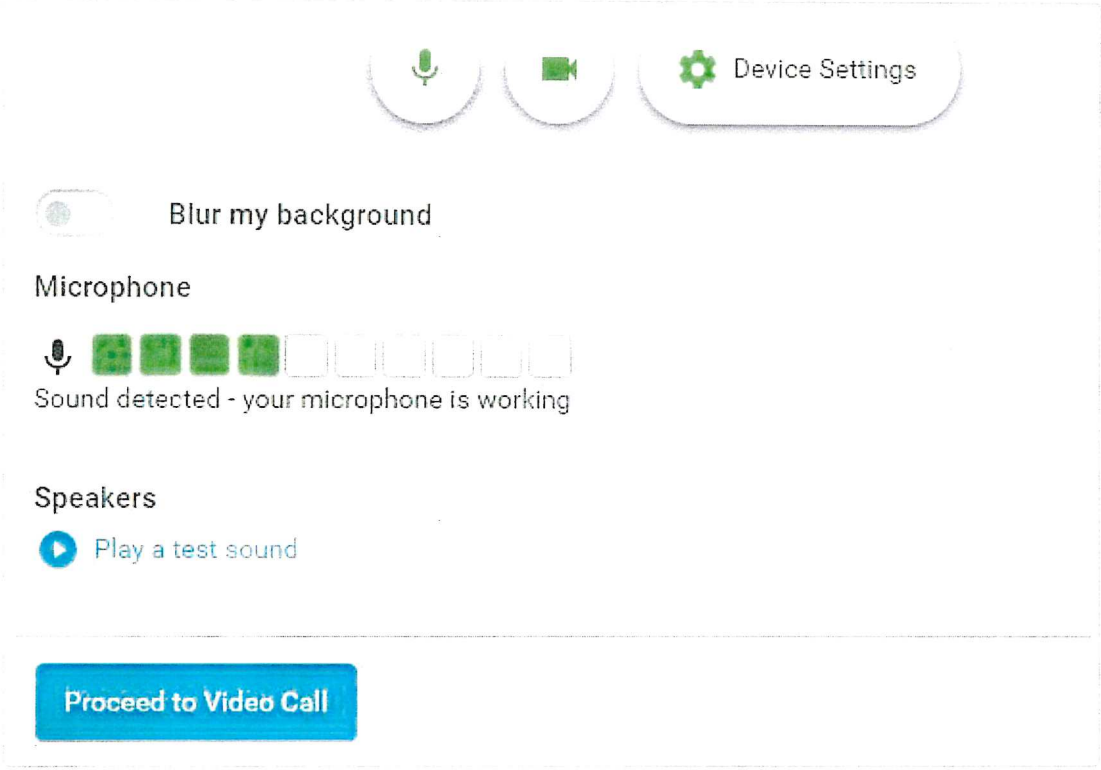
The green *Join Video Appointments* button allows you to join your appointment on the day - or to test your camera/microphone at any time.



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 blur your background in video calls, 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*.

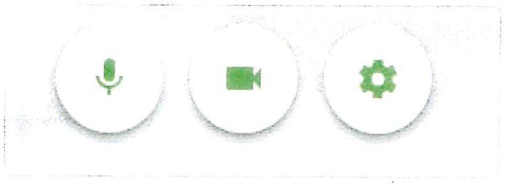


3. The Video Call

On this screen you can see the following, when in a call:

- 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.

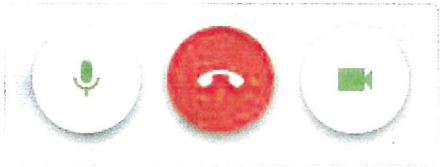
- At the bottom the control buttons allow you to mute the mic or turn off the camera. The cogwheel allows you to change the settings, such as blurring your background, or choosing to use a different mic or camera (if you have more than one available).



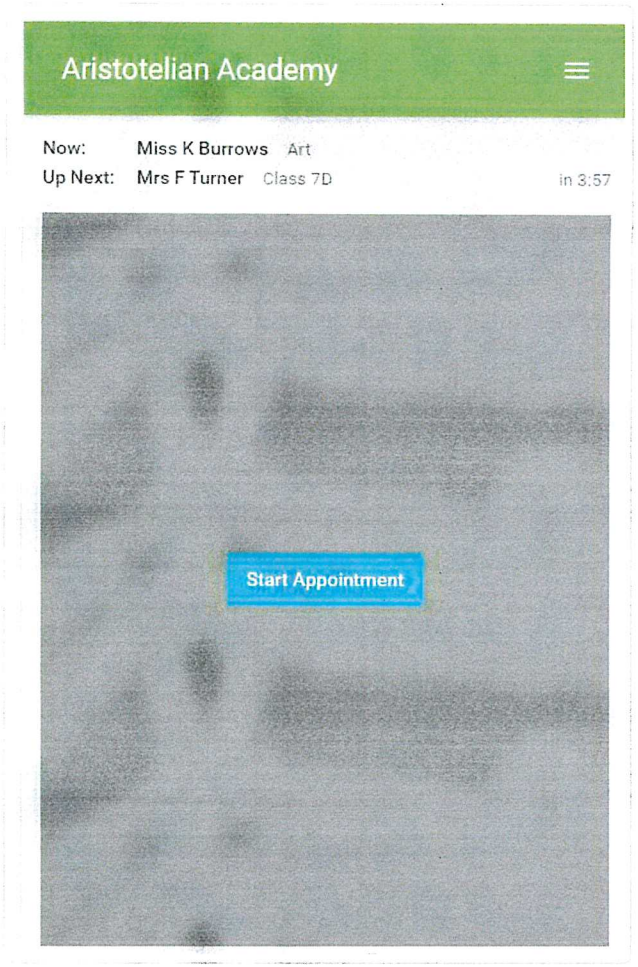
When another person is available these also show a pick up button to start the call



and a hang up button to leave the call.

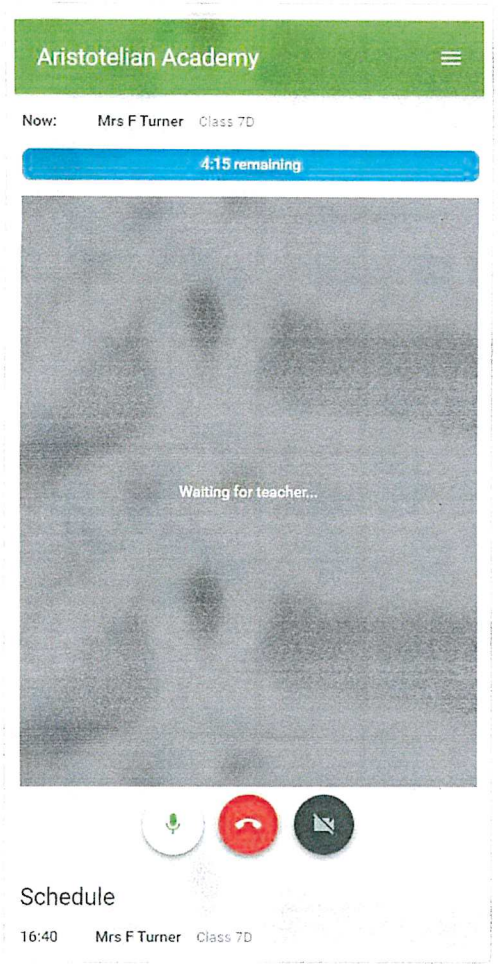


- In the middle, when your appointment is due to start, the *Start Appointment* button.



4. 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 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 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.

5. 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.

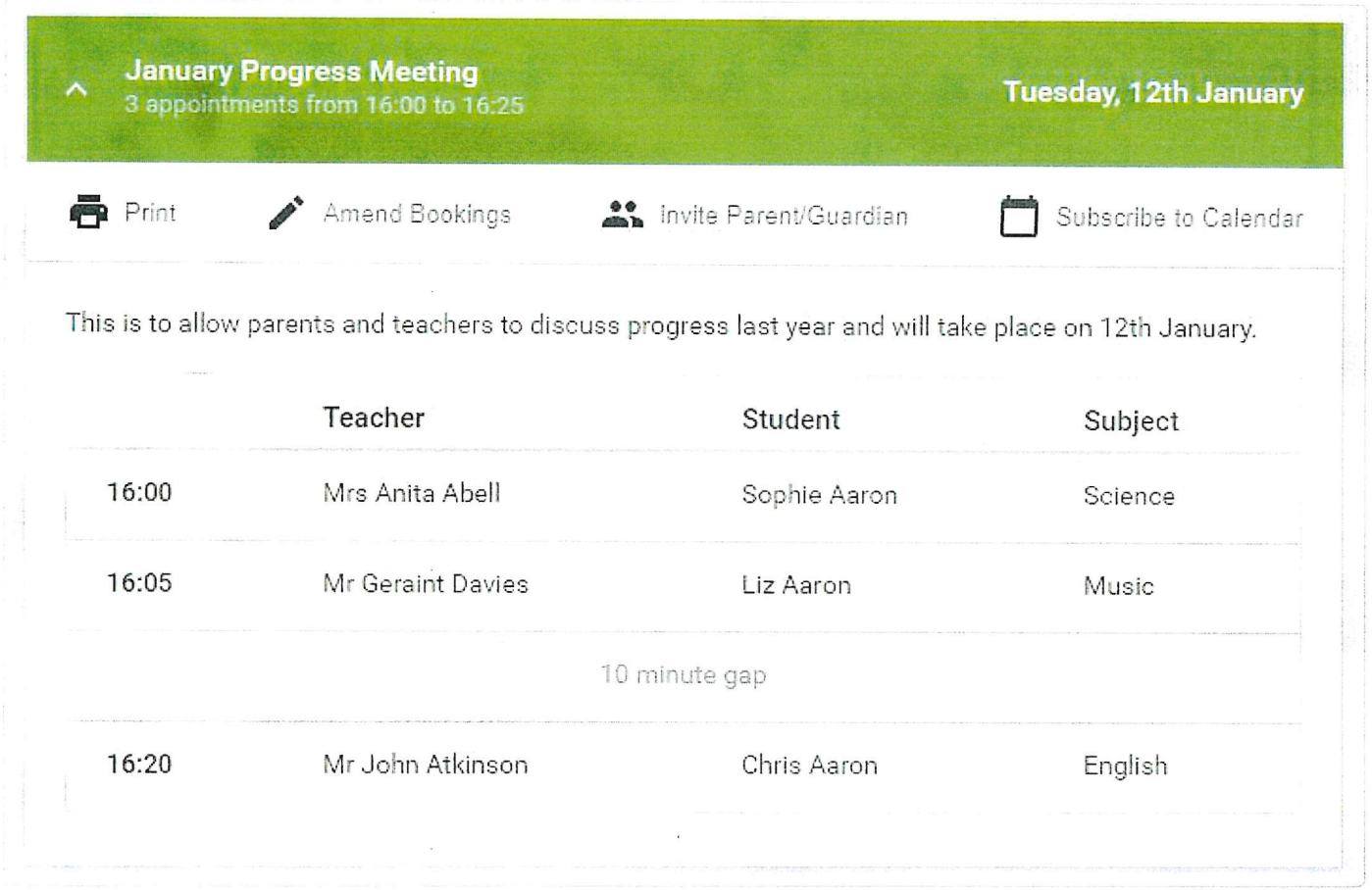
Once your final appointment for the evening is complete you will see a message advising you of this.



6. Inviting another parent/guardian to join your appointments

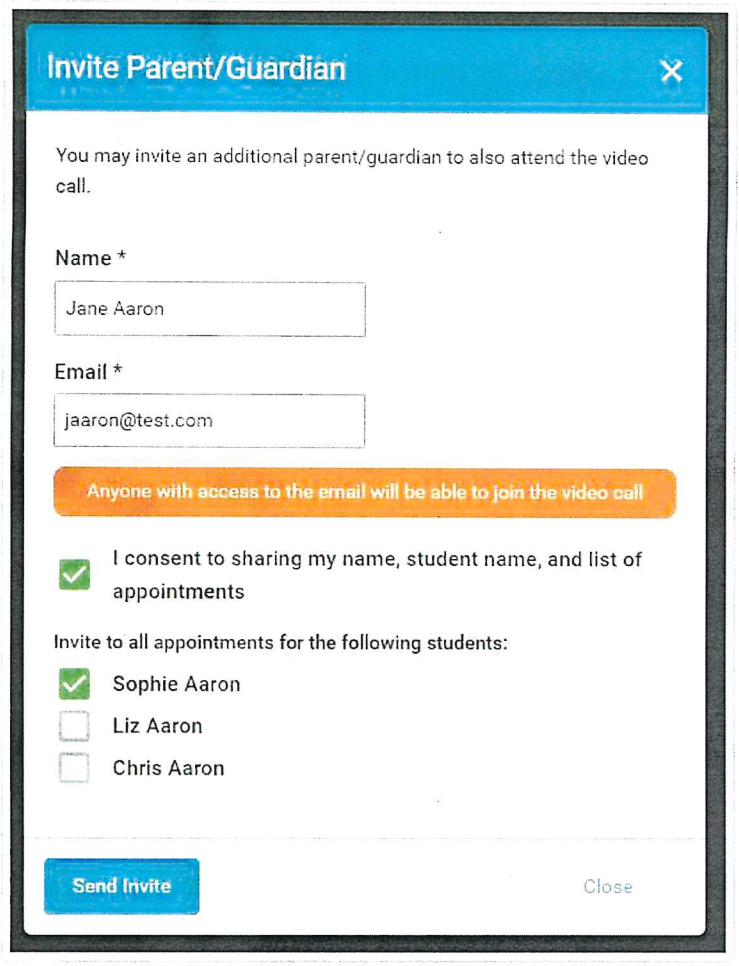
You can give **ONE** other parent/guardian access to join your video appointments in respect of each student linked to you that is involved in the conference. You can grant this access at the time of booking, or later if required.

1. Once you have made your bookings (or when you later log in and go to *My Bookings*) click on the *Invite Parent/Guardian* link at the top of the list of your bookings. If you have already sent an invitation this link will show as *Manage Invites* instead.



2. You will then be presented with a box asking for the details of the parent/guardian to be given access.

If there is more than one student linked to you and involved in the evening they will all be shown.



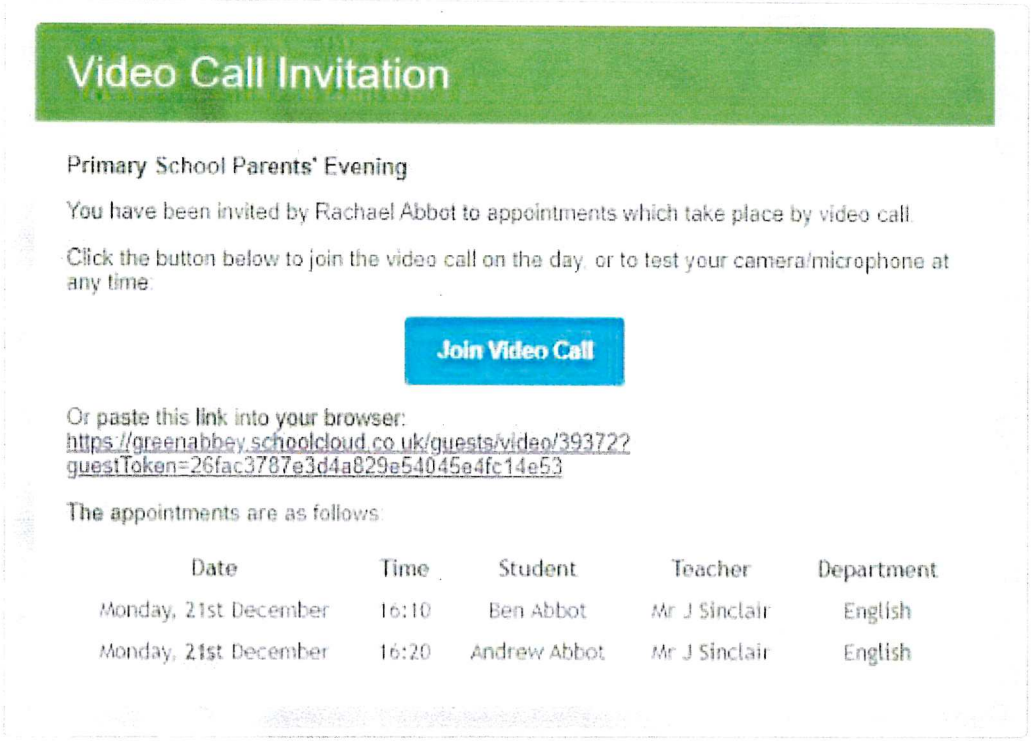
You **must** enter a *Name*, and an *Email address,* as well as tick the box to consent to that person being given access to the information used to make the appointments.

If there is more than one student linked to you, choose the student(s) in respect of whose appointments the access to this person will be granted.

When you click the blue *Send Invite* button an email is sent to the address entered, giving them a link and details on how to join the call.

Please note that **ONLY** that one invited guest should use this link. Anyone else using it (including the parent that sent the invite, who should log in via their own confirmation email) will knock the guest out of appointments.

Here is an example of what the invite email looks like:



Video Call Invitation

Primary School Parents' Evening

You have been invited by Rachael Abbot to appointments which take place by video call.

Click the button below to join the video call on the day, or to test your camera/microphone at any time.

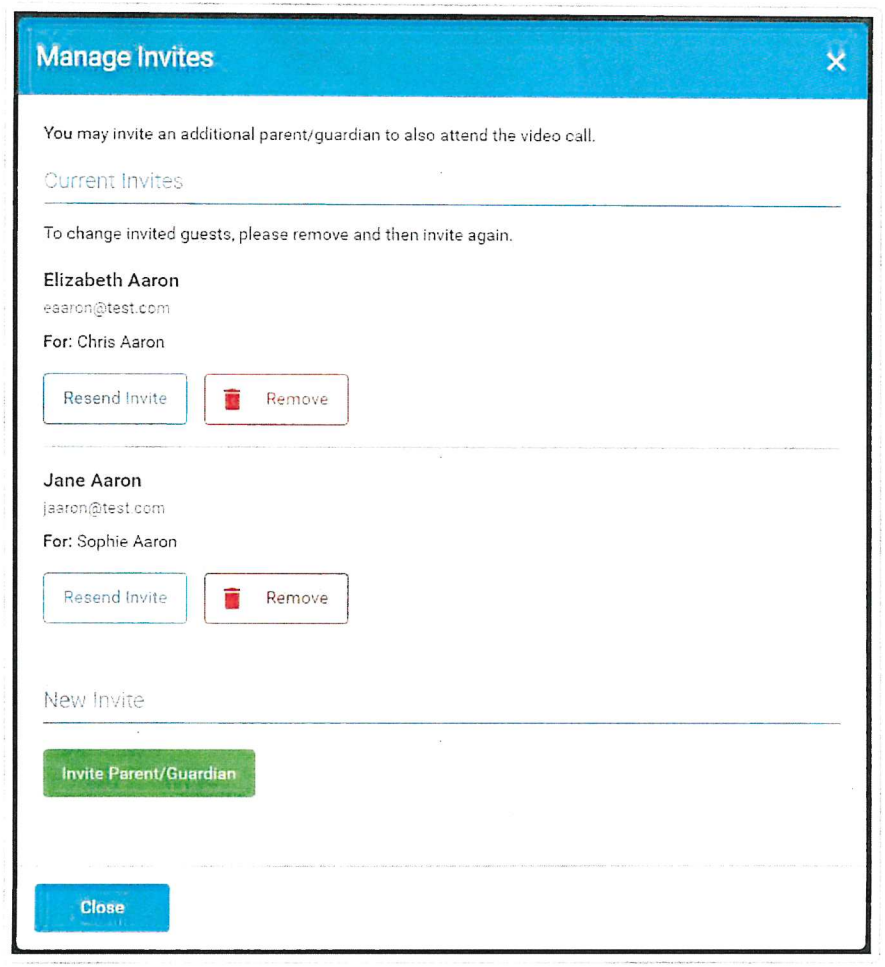
Join Video Call

Or paste this link into your browser:
https://greenabbey.schoolcloud.co.uk/guests/video/393722?guestToken=26fac3787e3d4a829e54045e4fc14e53

The appointments are as follows:

Date	Time	Student	Teacher	Department
Monday, 21st December	16:10	Ben Abbot	Mr J Sinclair	English
Monday, 21st December	16:20	Andrew Abbot	Mr J Sinclair	English

3. You will then see a *Manage invites* box that shows your sent invitation(s), allows you to add another invite **if you have any more available** (you can have **one** invite per student, if wished), and allows you to *Resend* invites or *Remove* them. If you have no more invitations available the green button will be replaced with a message that says *Unable to invite another parent/guardian. Only one invite can be sent per student.*



If you click *Remove* the link in the previously sent invitation will no longer work and that person can no longer join the video call.

Note that a call can have a maximum of 4 people in it at any one time. A school can assign 3 teachers to take joint appointments for a class, if they do this the parent can still invite their ONE guest, however once the number of active participants in the call reaches 4 no further people can join it (unless one of the existing participants leaves the call).

Still need help? Contact Us (#contactModal)

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