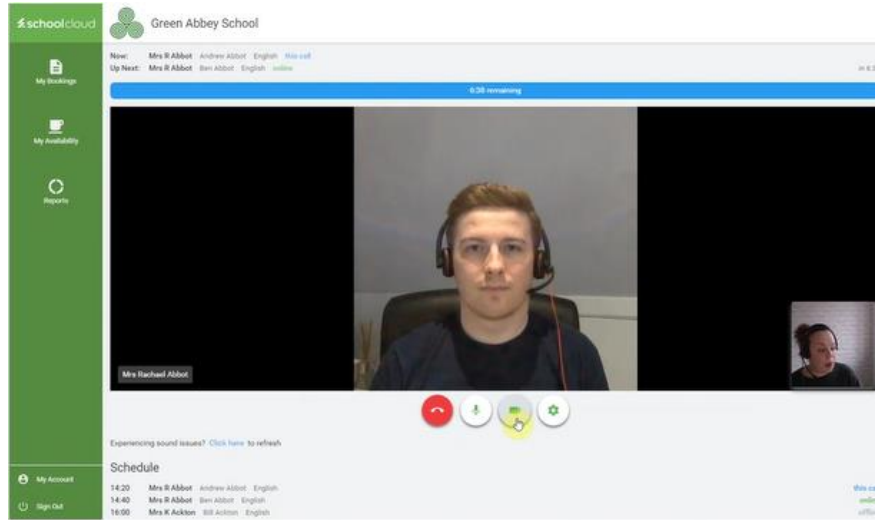


Video Appointments: Teachers - How to run your appointments over video call

This video gives you an overview of the process to carry out parents evening appointments via video call. Click on the video below to see the process in action.



[Video Parents Evening Demonstration](#)

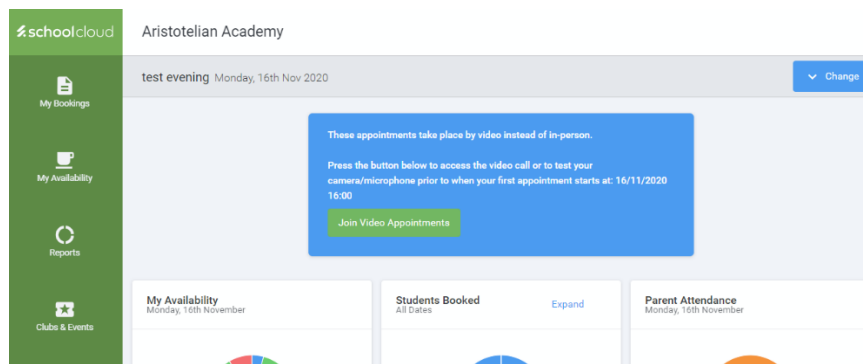
How to take your appointments over video call

1. Log in (<https://theecclesbourne.schoolcloud.co.uk>)

On the day of the video appointments (or before, if you want to test your camera and microphone) login to the system using your email address and password.

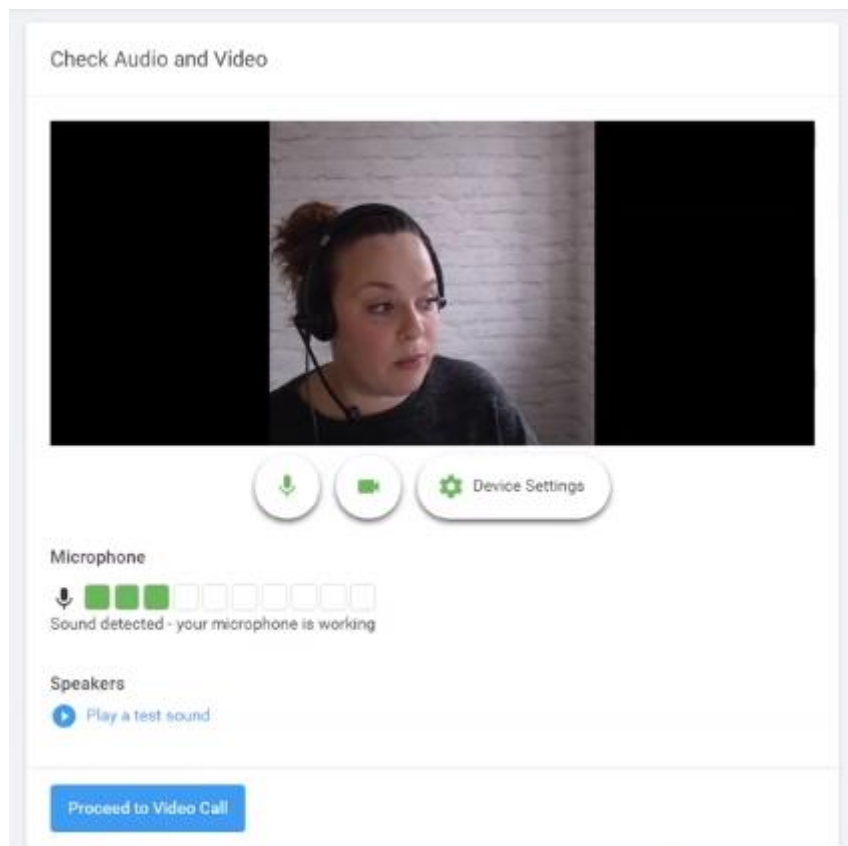
At the top of the page you will see a **blue notice** alerting you to the fact that your appointments will be via video and advising you when the first appointment is due.

Press the green button to join your appointment on the day - or to test your camera/microphone at any time.



2. Check Audio and Video

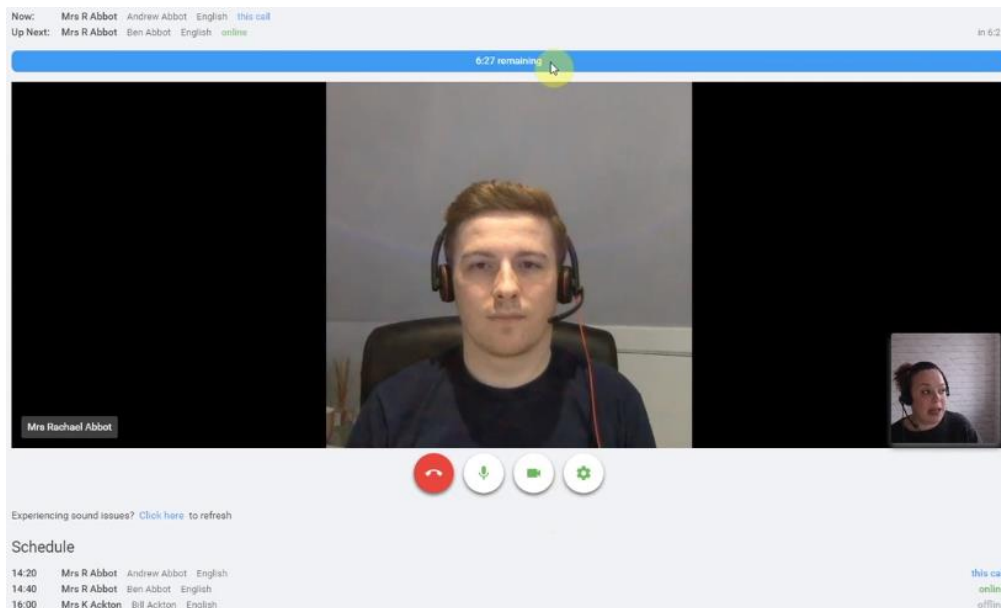
When you click *Join Video Appointments* the *Check Audio and Video* screen will be displayed. You may at this point be asked if you wish to allow access to your camera/microphone, in which case please click yes.



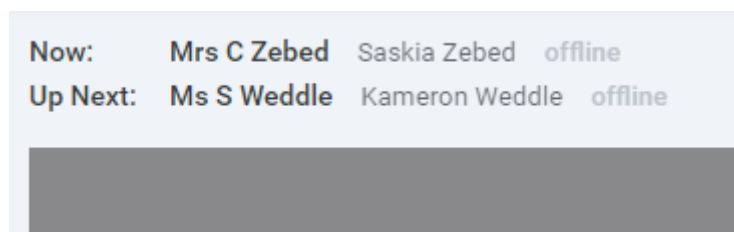
From here you can turn on or off your microphone and camera, change which devices are being used for the call, and check your microphone and speakers. Once you are happy, click *Proceed to Video Call*.

3. The Video Call

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



At the top left the parent name (and child details) for the current and next appointment, as well as whether that parent is currently online, offline, or in another call.



Note that parents have the ability to grant an additional parent/guardian access to their appointments, if they do so you will also see the details of this guest here. If you have any concerns about this remember that you can keep your camera switched off, or end the call. At the top right a countdown to the start of the appointment.



At the bottom the controls for the microphone and camera.



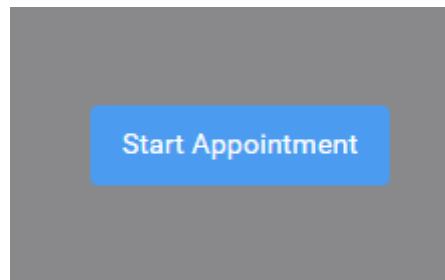
When another person is available these also show a pick up button to start the call



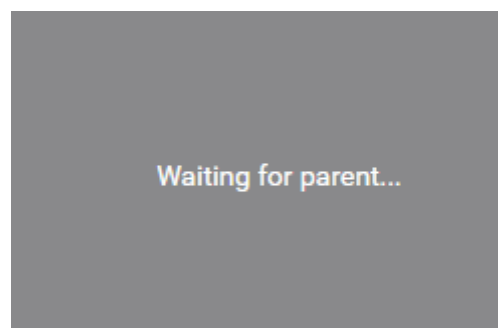
and a hang up button to leave the call.



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

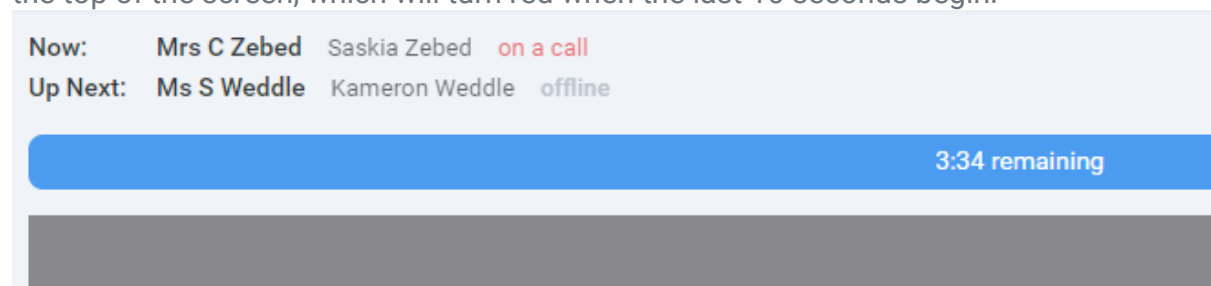


Once started, you will see yourself in the bottom right corner of the screen (unless you have no camera, or have chosen to turn it off). If the others involved in the call have not yet joined you will see a notice to that effect in the centre of the screen e.g.



When another person 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 stops the appointment time is over and the call will automatically end. (Note that if a anyone is late, or leaves and rejoins a call, it does not reset the timer. The appointment will always end at the scheduled time.)

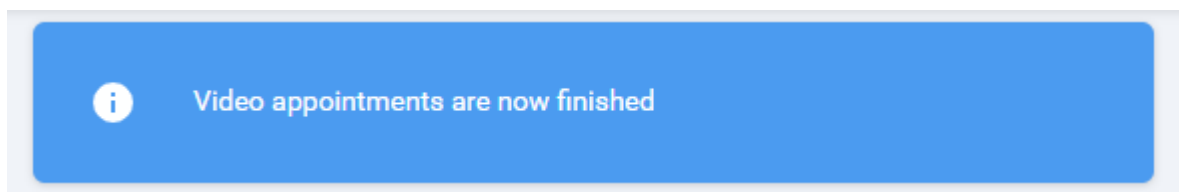
4. Follow on calls

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 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.



Parent Device Requirements: In order to make video calls Parents need to have *as a minimum:*

- a device with a microphone and speaker/headphones
- a compatible, up-to-date web browser:

iPhone/iPad: Safari **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 or Firefox

Windows: Chrome, Firefox or Microsoft Edge (Chromium - [download here](#))

Mac: Safari, Chrome or Firefox

Linux: Chrome or Firefox

We 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.
- Once an evening is available you can test your setup at any time - see below