

## Parent Evening Appointments – How to attend appointments by video link

### Step 1 – Requirements to attend video calls

In order to make video link calls on the parent evening system you will need:

- either a smartphone or tablet with a front facing camera or a laptop / computer with a webcam. It is recommended to use a headset or earphones with a microphone to reduce echo.
- a compatible web browser (safari, chrome, firefox or Microsoft edge)
- ability to access the settings on your device. These must be set to allow the web browser access to the devices' camera and microphone

*If joining the video call using iPhone or iPad running IOS 14.2 it is likely that you may experience stuttering audio which may stabilise after some time. This issue is not specific to the Parent Evening System. Please ensure that you have upgraded to iOS 14.3*

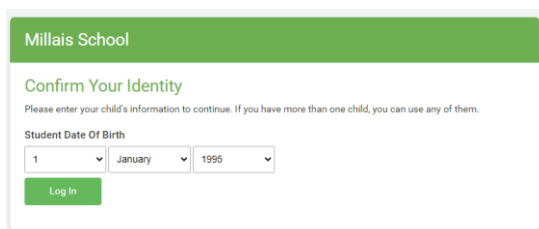
### Step 2 - Log in and go to the evening

On the day of the video appointment, login to the Parents Evening System by

- Either selecting the 'click here' from the bottom of the email confirmation you received confirming your video appointment

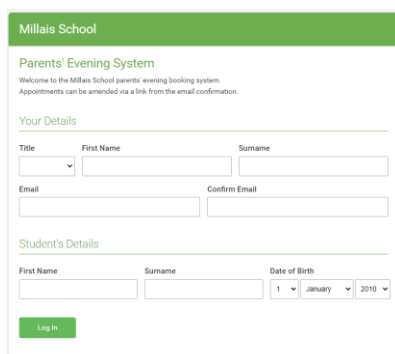
To join the video call, [click here](#) to login to the system. When your call is due to start, click the green 'Join Video Appointments' button.

Enter the student's date of birth to confirm your identity



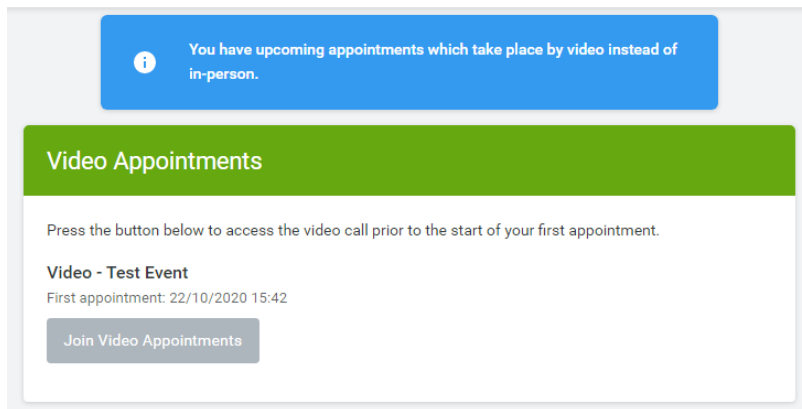
- or select the link below:  
<https://millaisschool.schoolcloud.co.uk/>

Fill out all the details on the page and then click the Log in button.

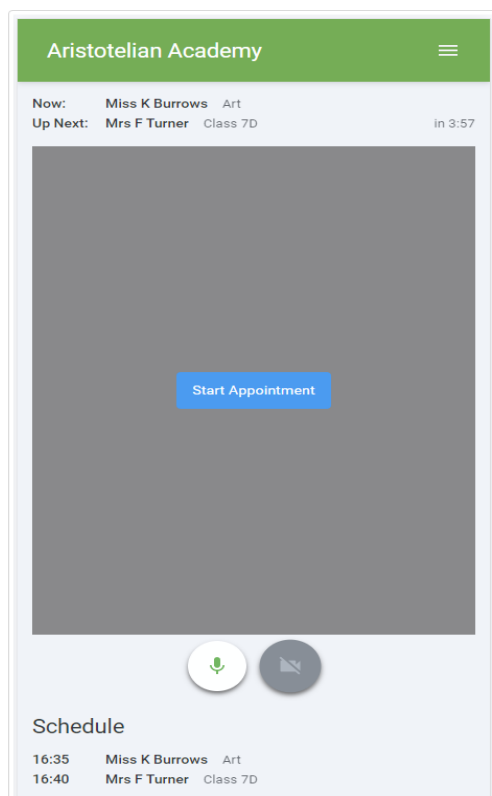


### Step 3 – Attend video appointments

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



Click join video appointments and the video call screen will display. You may at this point be asked if you wish to allow access to your device' camera/microphone – you must select yes.



On the screen you will see the following:

- at the top left the teacher's name and subject details for the current and next appointment, if applicable
- at the top right a countdown to the start of the appointment
- in the middle the start appointment button
- at the bottom the controls for the microphone and camera (once the teacher is available or you are in a call the pick-up and hang up buttons will also display)

#### Step 4 – Start the appointment

Click start appointment – 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 the following screen:



When the teacher joins the 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 you can start your discussion with them.

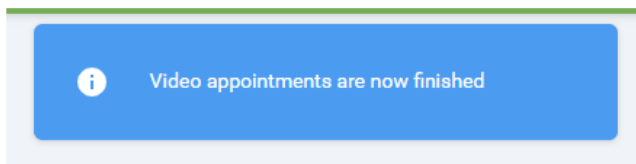
You will see the remaining time for the appointment counting down in the blue bar at the top of the screen. When the countdown in the blue bar stops the appointment is over and the call will automatically end.

### Step 5 – Start next appointment

If you have a consecutive appointment scheduled the screen will display start next appointment button. When you are ready to proceed, click start appointment. 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 the next appointment.

### Step 6 – Ending appointments

When you have completed your final appointment for the evening you will see the following message:



Select sign out (bottom left)




Notes:

- If you delay starting a call it does not extend the duration for that appointment. The appointment will always end at the scheduled time.

### Trouble shooting guide

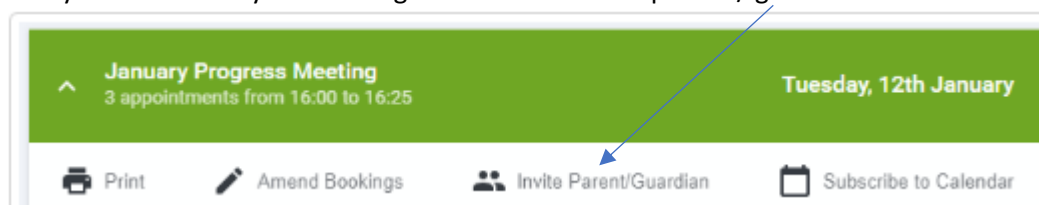
If you experience issues connecting to your video call:

- ensure that you are using a compatible web browser
- check that your device settings allow the web browser permission to access your camera / microphone
- Switch your camera off  and continue your appointment with audio only.

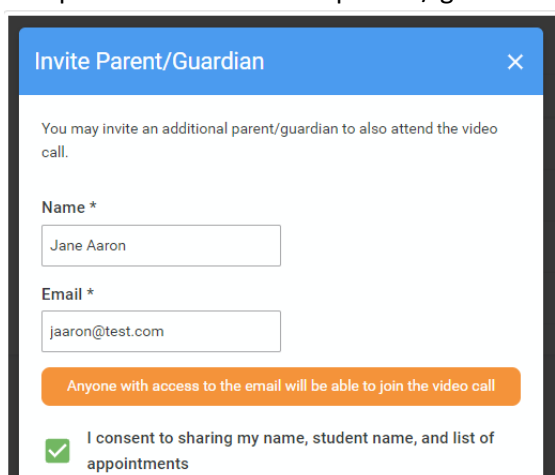
## Additional instructions – to invite another parent / guardian to join your appointments

Parents can give another parent / guardian access to join video appointments – access can be given at the time of booking or later.

Once you have made your booking – click on the invite parent / guardian link.



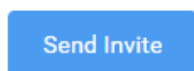
Complete the details of the parent / guardian.



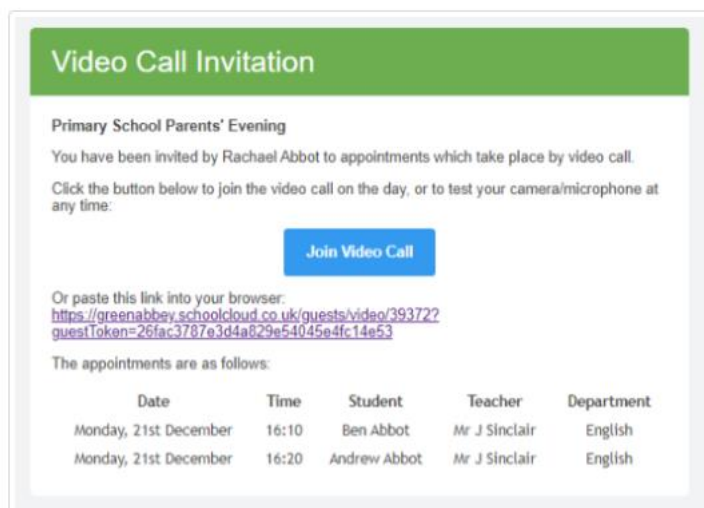
The form is titled 'Invite Parent/Guardian' and contains the following fields and options:

- Text input for Name: Jane Aaron
- Text input for Email: jaaron@test.com
- Warning message: Anyone with access to the email will be able to join the video call
- Consent checkbox: I consent to sharing my name, student name, and list of appointments (checked)

Select send invite.



See below an example invite email:



Notes:

- Parents are responsible for consenting for another parent / guardian to join the video appointment. Inviting another parent / guardian cannot be completed by Millais

Updated version - May 2021