

## Parents' Guide:

### Attending your Results Day meeting using Video Call in the Parents' Evening system

To make a video/audio call, you will need:

- A device with a microphone and speaker
- a compatible web browser (Safari, Chrome, Firefox or Edge)

Use 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

**You must login to the Parents' Evening system:**

<https://kingedwardvicevp.schoolcloud.co.uk/>

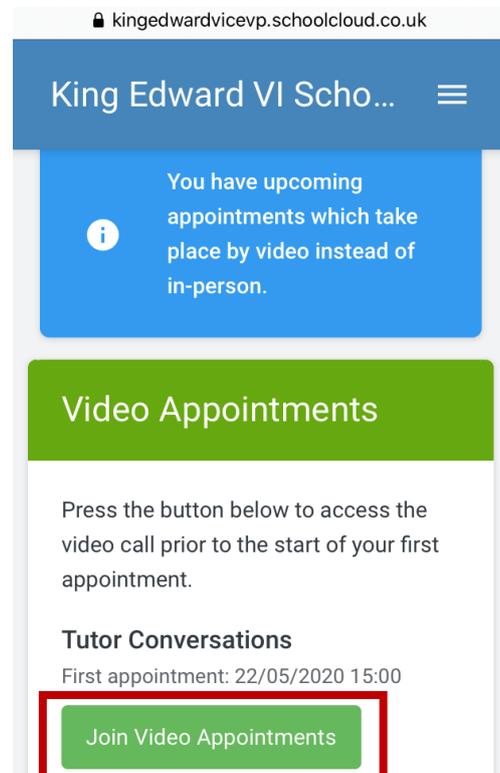
Or click the login link from the bottom of the email confirmation you will have received.

Once logged in, you will see a notice that you have an upcoming video appointment with details of the event, along with a "Join Video Appointments" button.

This will become available 60 minutes before your appointment

When you click on "Join Video Appointments" the video call 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 "Allow"



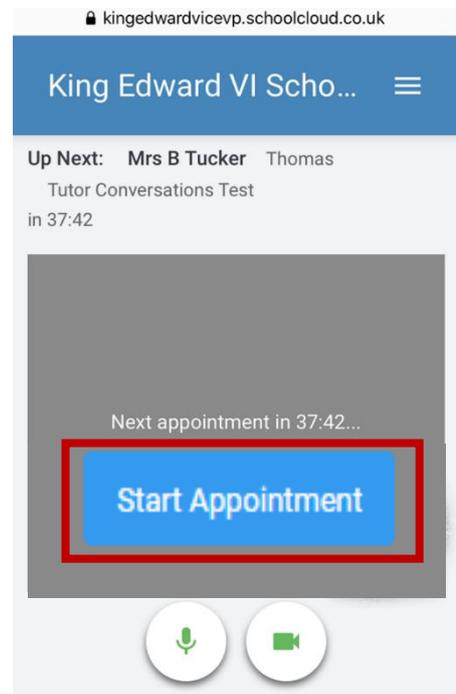
The screenshot shows a mobile web browser interface for King Edward VI School. At the top, the URL is kingedwardvicevp.schoolcloud.co.uk. Below the header, there is a blue notification box with an information icon and the text: "You have upcoming appointments which take place by video instead of in-person." Below this is a green section titled "Video Appointments" with the instruction: "Press the button below to access the video call prior to the start of your first appointment." Underneath, there is a section for "Tutor Conversations" with the text "First appointment: 22/05/2020 15:00". At the bottom, a green button labeled "Join Video Appointments" is highlighted with a red border.

You will see this screen:

Teacher name and a countdown to the start of the appointment.

When your appointment is due to start press the **“Start Appointment”** button

At the bottom are the controls for the microphone and camera



### I can't see or hear anything!

If the member of staff has not yet joined, you will see a notice to that effect in the centre of the screen. When the staff 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 you can start your discussion with them.

The remaining time for the appointment will show in the blue bar at the top of the screen.

If you lose access to the system during the call, log in again and click *Start Appointment* on the video call screen. This will reconnect you to the call.

### The call will automatically cut off after 10 minutes.

If you are late to the appointment, the timer does not reset itself.

You will see this notice when your meeting time is completed.

