

# Parents' Guide – How to attend appointments over video call

Browse to <https://highdown.schoolcloud.co.uk/>

## 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 (iOS 14.3 or newer)  
**Android:** Chrome or Firefox  
**Windows:** Chrome, Firefox or Microsoft Edge (Chromium - download here)  
**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 website. Fill out the details on the page then click the *Log In* button.

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.

 You have upcoming appointments which take place by video instead of in-person.

## Video Appointments

Press the button below to access the video call or [click here](#) to test your connection prior to the start of your next appointment on 12/09/2021.

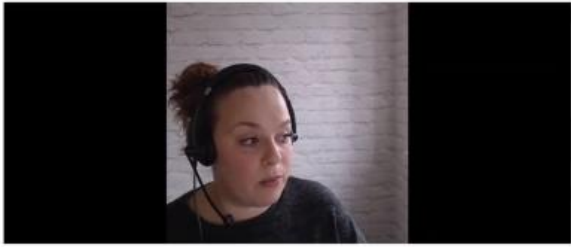
[Join Video Appointments](#)




## 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*.

Check Audio and Video




   Device Settings

**Microphone**

  Sound detected - your microphone is working

**Speakers**

 [Play a test sound](#)

[Proceed to Video Call](#)

### 3. The Video Call

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

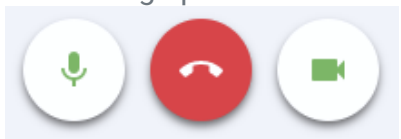
- At the top left the teacher name (and subject details) for the current and next appointment
- At the top right a countdown to the start of the appointment.
- At the bottom the control buttons allow you to mute the mic or turn off the camera. The cogwheel allows you to change the settings, such as blurring your background, or choosing to use a different mic or camera (if you have more than one available).



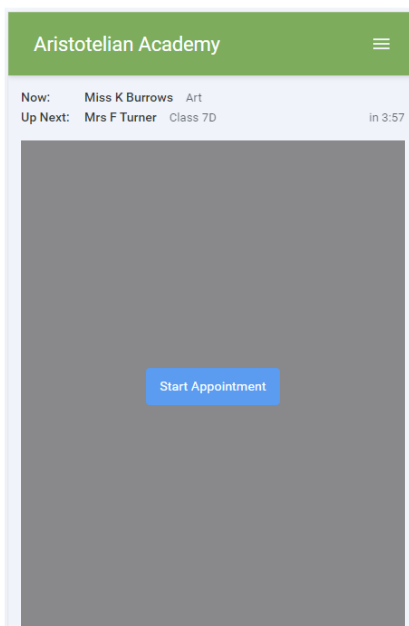
- When another person is available these also show a pick up button to start the call



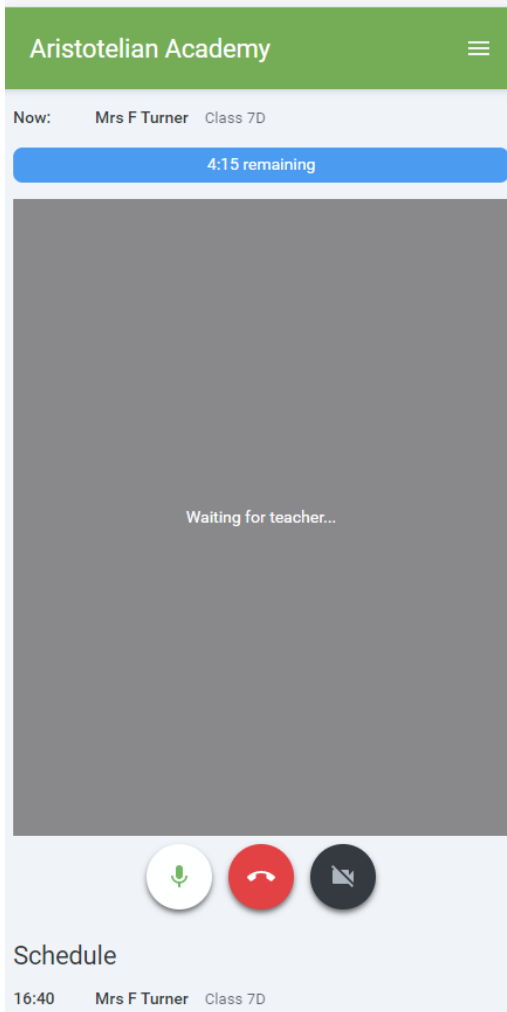
- and a hang up button to leave the call.



- In the middle, when your appointment is due to start, the *Start Appointment* button. You need to click this to connect to the appointment.



## 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 'Waiting for teacher' 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 re-join the call, it does not reset the timer. The appointment will always end at the scheduled time.**

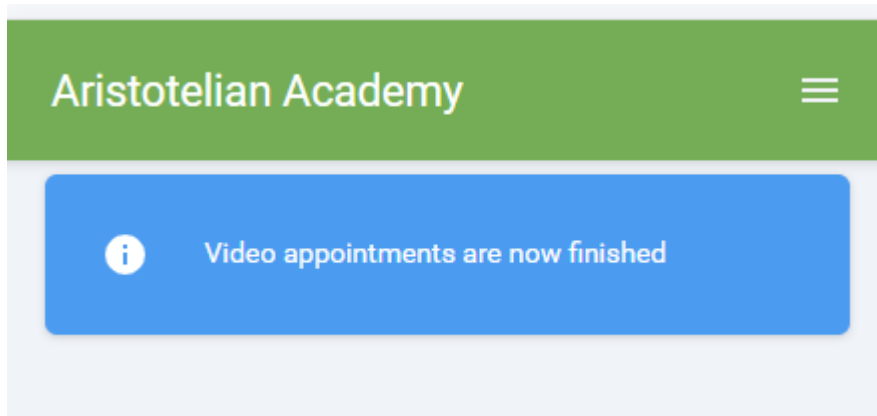
## 5. Follow on calls

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 time.**

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.



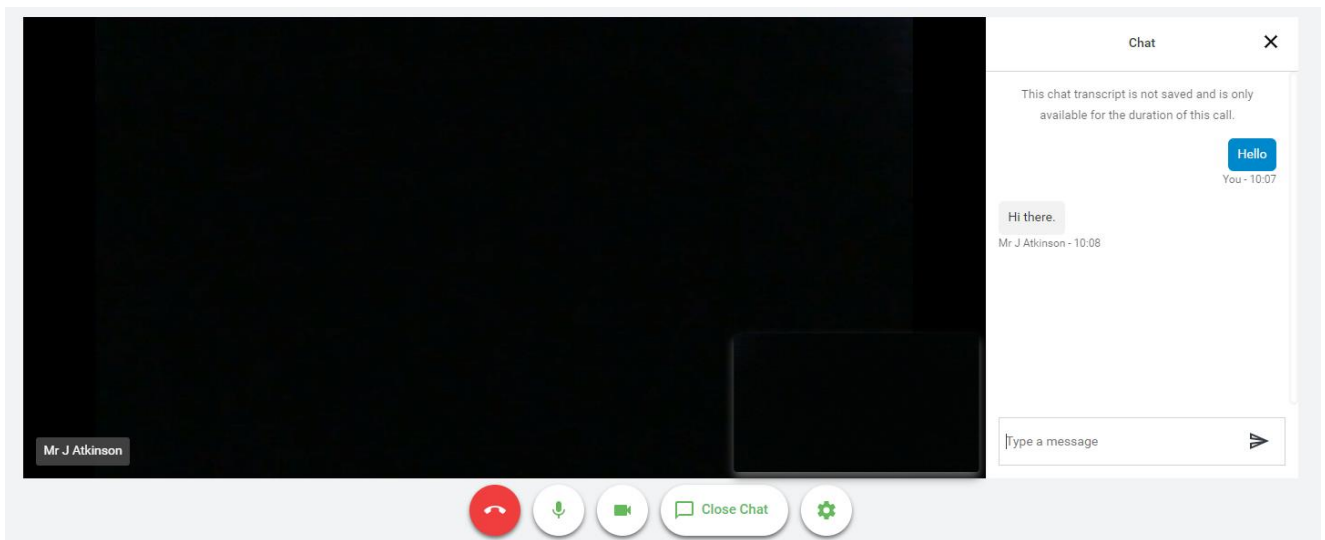
## Video: Chat feature

When in a video call you can open a text chat window for that appointment allowing messages to be sent between attendees of the call if required.

Once the call has been joined the *Open Chat* option will show under the video window.



Clicking this will open a chat window to the right of the video window and clicking *Close Chat* will hide it again.



If a message is sent, but you have not yet opened the chat window, a notification will appear.

