

Parents - How to attend appointments over video call

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
 - Android: Chrome, Firefox or the Samsung Browser
 - Windows: Chrome, Firefox or Microsoft Edge (Chromium - [download here](#))
 - Mac: Safari, Chrome or Firefox
 - Linux: Chrome or Firefox

We also recommend:

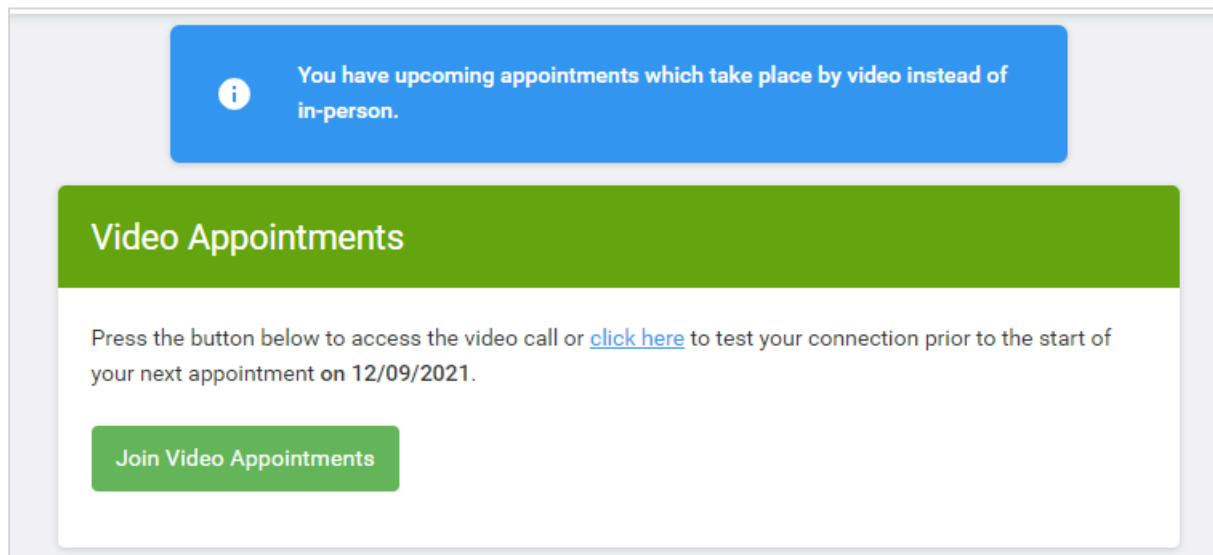
- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.

How to attend your appointments via video call

1. Log in and go to the Conference

On the day of the video appointments click the login link from the bottom of the email confirmation you will have received.

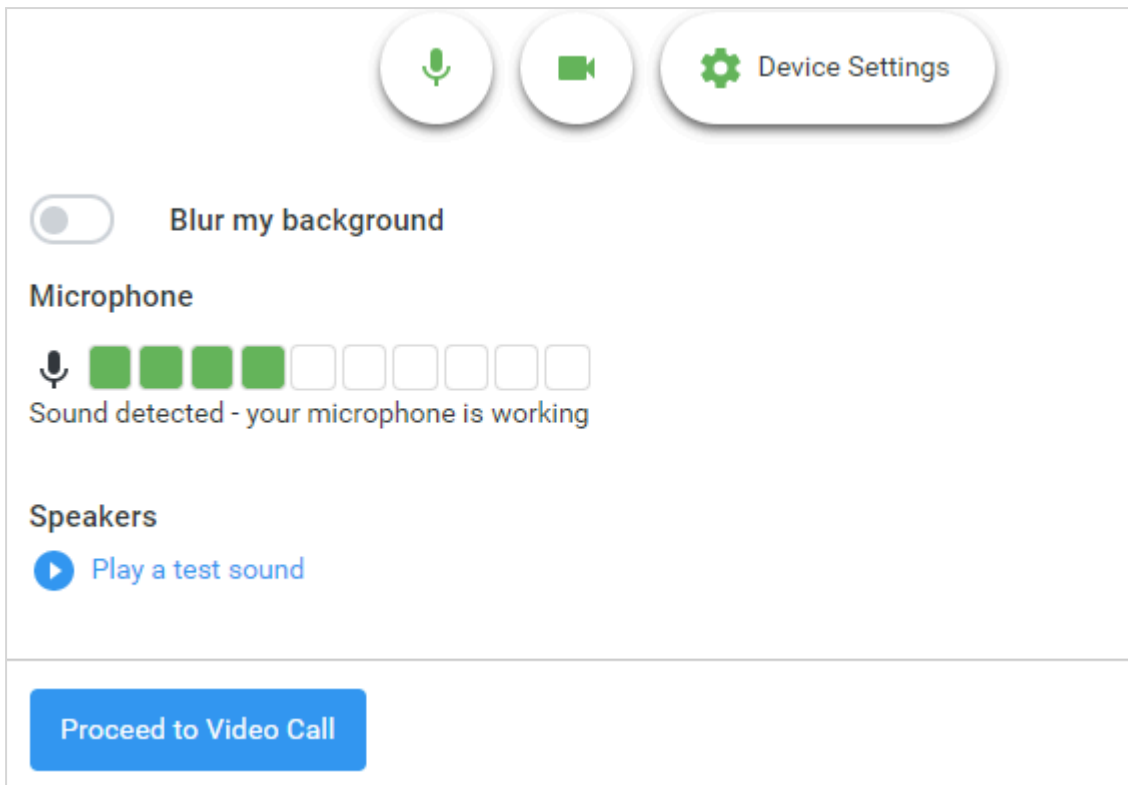
The green *Join Video Appointments* button allows you to join your appointment on the day - or to test your camera/microphone at any time.



2. Check Audio and Video

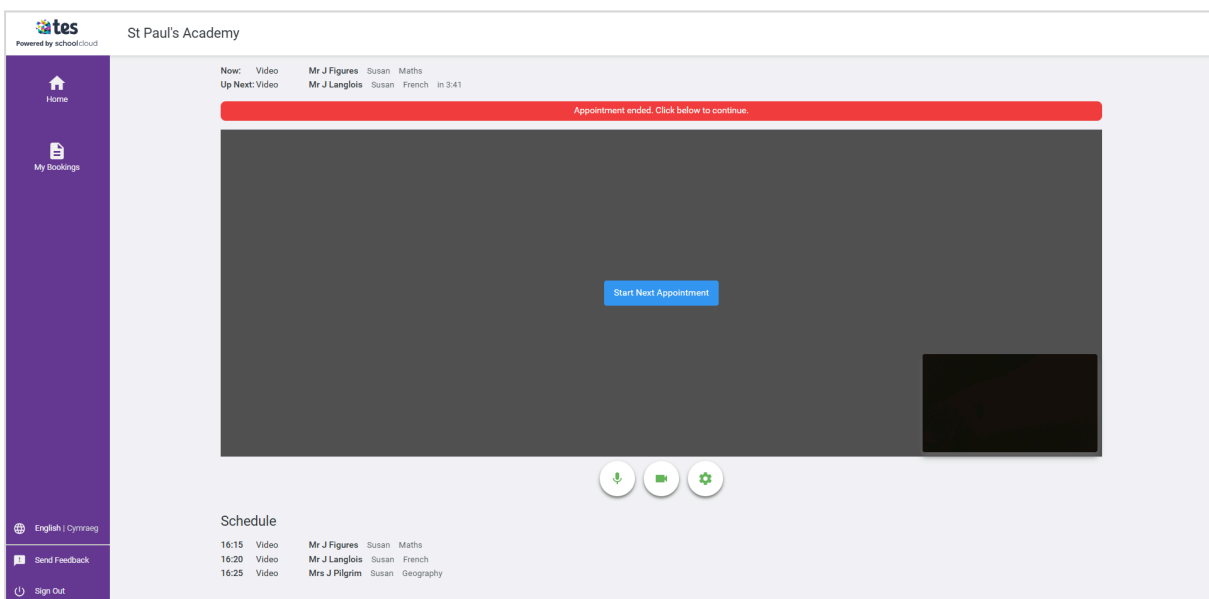
When you click *Join Video Appointments* the *Check Audio and Video* screen will be displayed. You may at this point be asked if you wish to allow access to your camera/microphone, in which case please click Yes.

On this screen, under the video box, you can see options allowing you to turn on/off your Microphone and Camera via the round buttons, blur your background in video calls via the switch, as well as the ability to change which devices you will use via *Device Settings*. Once you are happy, click *Proceed to Video Call*.



3. The Video Call

On this screen you can see information about the current call, the option to turn off your microphone and camera, and the settings menu button.

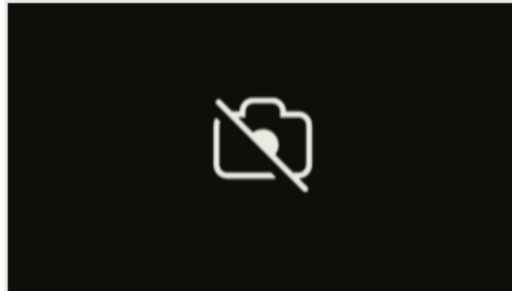


Clicking on the cogwheel to open the settings will open this menu:

Device Settings


Camera

HP FHD Camera (0408:546d) 



Blur my background

Microphone

Microphone (Lenovo Performance Audio) (17ef:4839) 



Sound detected - your microphone is working

Speakers

Default - Headset Earphone (Plantronics Blackwire 3220 Series) 

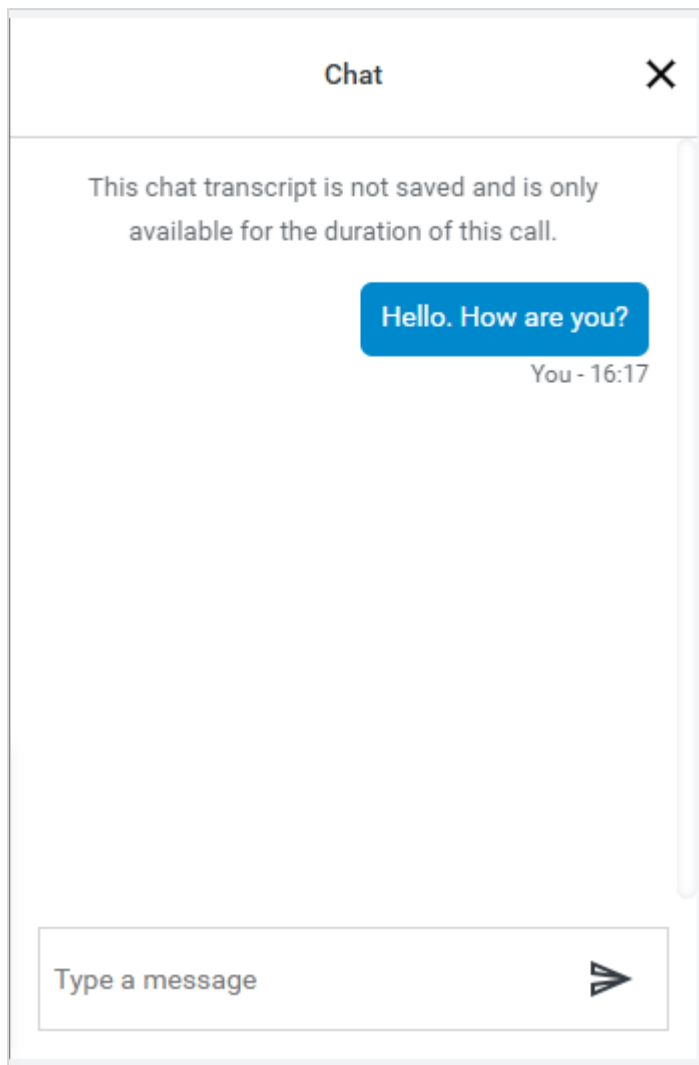


Play a test sound

Done

From here you can change your devices, blur your background, and test your microphone and speakers.

Once you're in the appointment you will have the option to 'Open Chat' which will bring up the text chat window:



4. Making a call

Click the *Start Appointment* button. You will see yourself in the bottom right corner of the screen and if you are first you'll see a 'Waiting for teacher...' message.

When a teacher joins a call you will see them in the main part of the screen.

You will also see the remaining time for the appointment counting down in the blue bar at the top of the screen.

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.

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 conference is complete you will see a message advising you of this.

