

Parents' Evening

Video Appointments: Parents/Carers How to attend appointments using video Call

This document is to help you book and attend a video appointment at Hanham Woods Academy for Year 9 Parents' Evenings.

In order to make video calls you need to have as a minimum:

- a device with a microphone and speaker
- a compatible web browser, e.g.
 - iPhone/iPad: Safari
 - Android: Chrome or Firefox
 - Windows: Chrome, Firefox or Microsoft Edge
 - 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.

1. How to book your Video Appointment for Tutor Report Evening

- Log in to 'Parents Evening' via the link on the Hanham Woods website. This link can be found at the top right-hand corner of the homepage on the website. This is located under 'login' / 'Parents Evening booking'.
- From here you can register your details and it will take you to the bookings page.
- Please make your booking, it will default to a video appointment automatically.

2. How to attend your appointments via video call

- Log in to Parents' Evening via the Hanham Woods Academy Website (the same way as when booking the appointment)
- Once logged in you will see a notice that you have an upcoming video appointment.
- Under the details you will see a *Join Video Appointments* button.

Press the button to join your appointment on the day



3. 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*.

4. 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 controls for the microphone and camera.



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- 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.



5. Making a call

- Ensure you are ready 5 minutes before your Video appointment, and all set up with no issues, so you are ready to go.
- Click the *Start Appointment* button. You will see yourself in the bottom right corner of the screen. If the teacher has not yet joined, you will see a notice to that effect in the centre of the screen.
- When a teacher joins a call, you will see them in the main part of the screen 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 rejoin the call, it does not reset the timer.

The appointment will always end at the scheduled time.

6. End of appointment

- Once the Video appointment with the student's teacher is complete, you will see a message advising you of this. If there is a next appointment, that will follow on automatically.