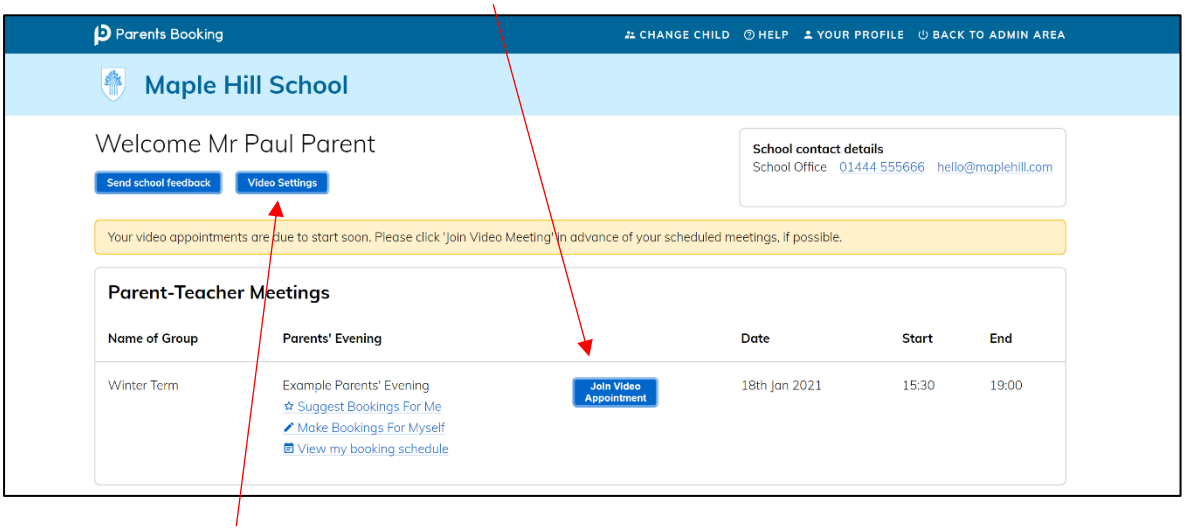
Video Meeting Information for Parents

(There's also a video training video here: https://youtu.be/TlfC_BAF1yg)

1. Login and make your appointments as normal

2. On the day of the parents' evening, login to Parents Booking just like before. This time there will be a "join Video Meetings" button **if you are within 15mins of your first appointment**, which you need to click, to join your video meetings. These appointments will exactly match what has been pre-booked.

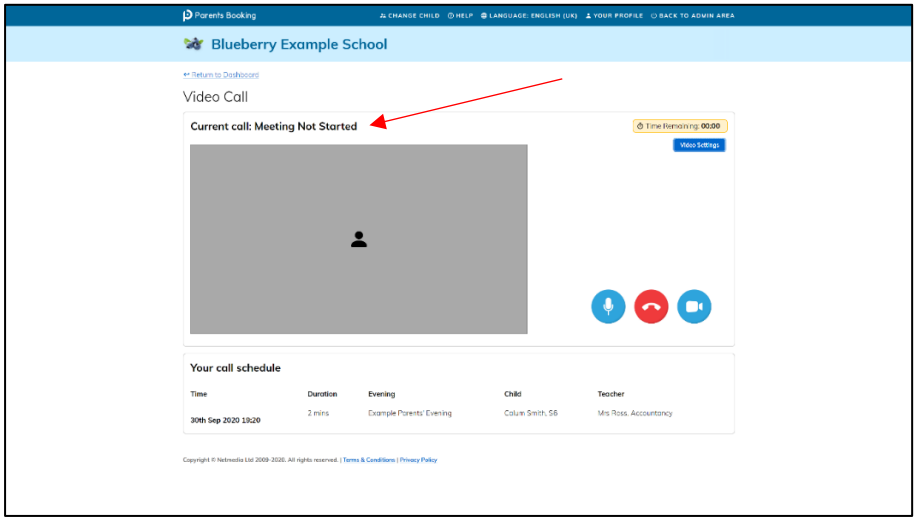


Participants must have a web cam and microphone, and can test these at any time in advance of the video meeting. We suggest also using Chrome on a PC/laptop/Android smartphone/tablets. We recommend using Safari on an iPhone/iPad. Below is the official browser and device compatibility:

You must use one of the below device and internet browser combinations for the video meeting technology to work:

- **Apple iPhone/iPad (must be iOS 11+)**: Safari *(New: Chrome looks to be supported with iOS 14.3)*
- **Android phone/tablet:** Chrome or Firefox
- **Linux computer:** Chrome or Firefox
- **Microsoft Surface:** Chrome or Firefox
- **Mac computer:** Safari (version 11+), Chrome or Firefox
- **Windows computer:** Chrome, Firefox or Edge (but only the new Edge Chromium, not the old Edge)

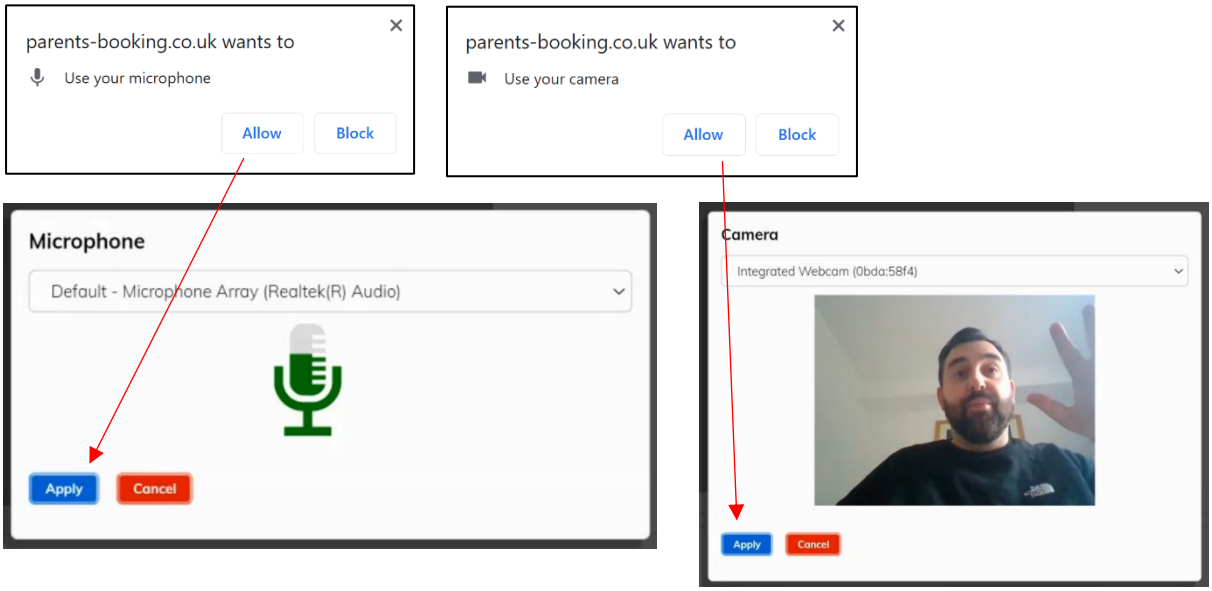
3. If you are early and click the "Join Video Appointment" button, you will be shown a "Meeting Not Started Yet" message, until the instant your appointment is due to begin.



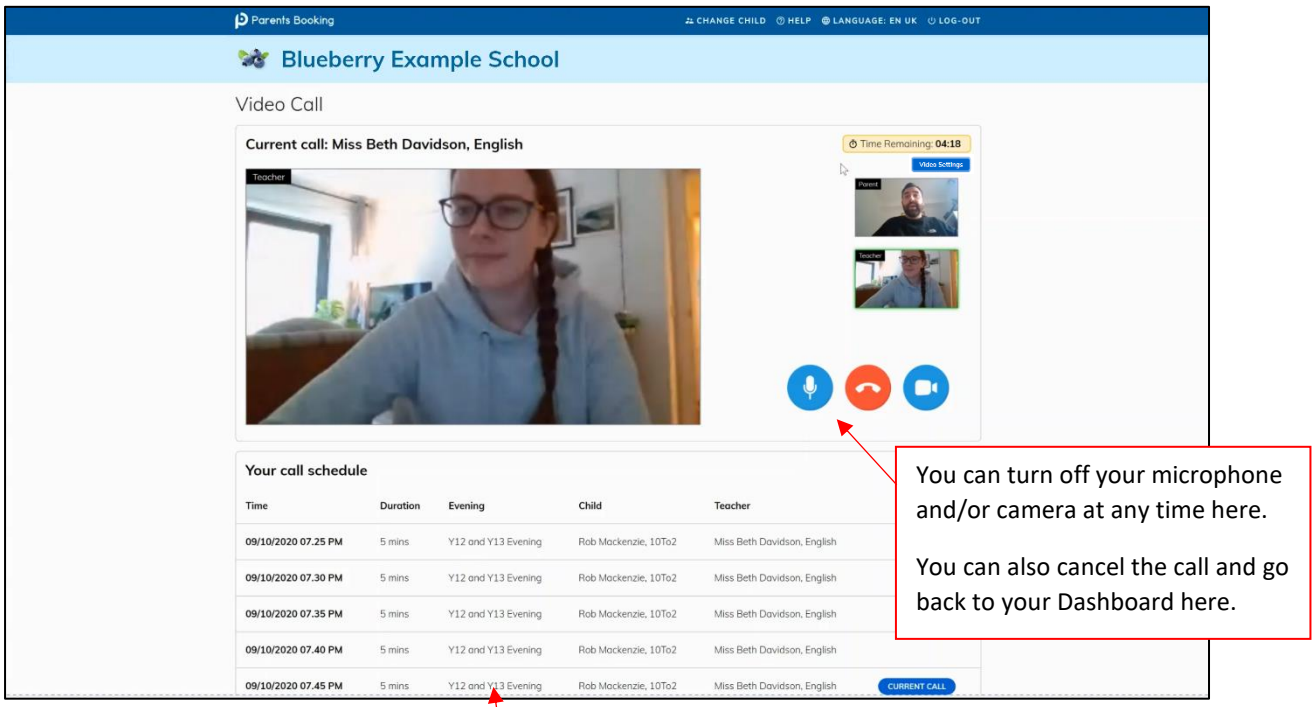
4. When the time of your first appointment starts, and provided the teacher is also ready for the meeting, your meeting will start. Before you can talk, you will need to provide permission to your internet browser to use its microphone and webcam. You will be asked for permission by your internet browser, and then shown a 'pop-up' that asks which microphone, and then which webcam, you want to use. Press 'Allow' and 'Apply' for all of these.

N.B#1. Your browser should remember these settings, however Safari on iPad/iPhone does not seem to.

N.B#2: If you need to reset your hardware choices, click the 'Video Settings' button near the countdown timer.



5. Once you have provided permission to the microphone and webcam, your video meeting will start.



6. Appointments follow on automatically. Your schedule is shown at the bottom of the page. Once one appointment has finished the next will start instantly, and you do not need to change web page.

<u>Troubleshooting:</u>

"'The user did not give permission to access your media"

This often means the internet browser is blocking access to the webcam. Look at your internet browser's web address bar and check if the video symbol is 'blocked'. If it is, unblock and refresh the web page.