Year 6 Meet a Teacher Event - How to attend appointments over video call

A Parent's Guide – including troubleshooting at the end of the article

This guide provides instructions on how to connect to your virtual Meet a Teacher Event that is being held via video call. In order to make video calls you need to have:

- A device with a microphone and speaker
- A compatible web browser

  iPhone/iPad: Safari

  Android: Chrome or Firefox

  Windows: Chrome, Firefox or Edge (latest version (https://www.mircrosoft.com/en-us/edge))

How to attend your appointments via video call

1. Access is via the appointment email

> Parents Evening System
> Your appointment for Year 6 ...
> 11:32
> CAUTION: This email originated
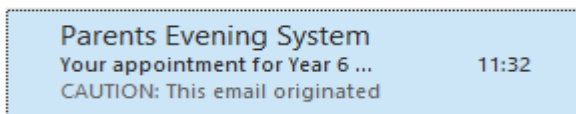
You will receive an email with the subject header of 'Your appointment of Year 6 Meet a Teacher Event. Detailed within the email is the date and time of the appointment and the teacher you will be meeting with. At the bottom of the appointment it states to 'Click here to make changes to your appointment schedule'. Apologies in advance for any confusion but this is actually the link you need to click to attend the appointment (there is no option to change your appointment time).

> **Appointments List**
>
> Year 6 Meet a Teacher Event
>
> Welcome to Walton High. This is your opportunity to meet a member of staff as part of your transition for September.
>
> Your appointments are as follows:
>
> | Date | Time | Teacher | Department |
> |------|------|---------|------------|
> | Tuesday, 14th July | 17:00 - 17:10 | Mr K Eyre | Tutor Gp |
>
> Click here to make changes to your appointment schedule

Confirmation of Event date and time and member of staff you will be meeting with

Click here to access appointment (up to 60 minutes before start time)

Once you've clicked on the link, an internet page will open asking you to Confirm Your Identity.

This is simply asking for the campus that will be attended in September.

For Brooklands enter **BL1**

For Walnut Tree enter **WT1**

Walton High

Confirm Your Identity

Please enter your child's information to continue. If you have more than one child, you can use any of them.

Tutor Group eg: AFS

WT1

Log In

Walton High

☰

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

Video Appointments

Press the button below to access the video call prior to the start of your first appointment.

Year 6 Meet a Teacher Event
First appointment: 14/07/2020 17:00

Join Video Appointments ◄ ─── Click here to join the appointment. The link is greyed out until 60 minutes before the scheduled appointment

Year 6 Meet a Teacher Event   Closed yesterday

Welcome to Walton High.

This is your opportunity to meet a member of staff as part of your transition for September.

Click a date to continue

Tuesday, 14th July
You have 1 appointment   >

2. The Video Call screen

When you click *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 yes.

On this screen you can see the following:

- At the top left the teacher name (and subject details) for the current & next appointment

- At the top right a countdown to the start of the appointment.

- At the bottom the controls for the microphone and camera (once a teacher is available or you are in a call these also show a pick up and hang up button).

- In the middle, when your appointment is due to start, the *Start Appointment* button.
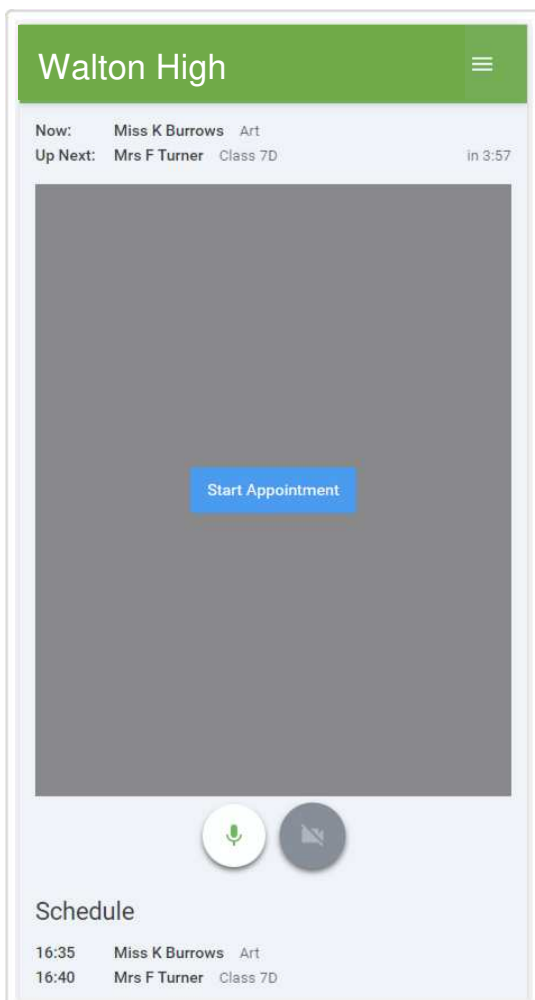
3. Making a call

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 see a notice to that effect in the centre of the screen.
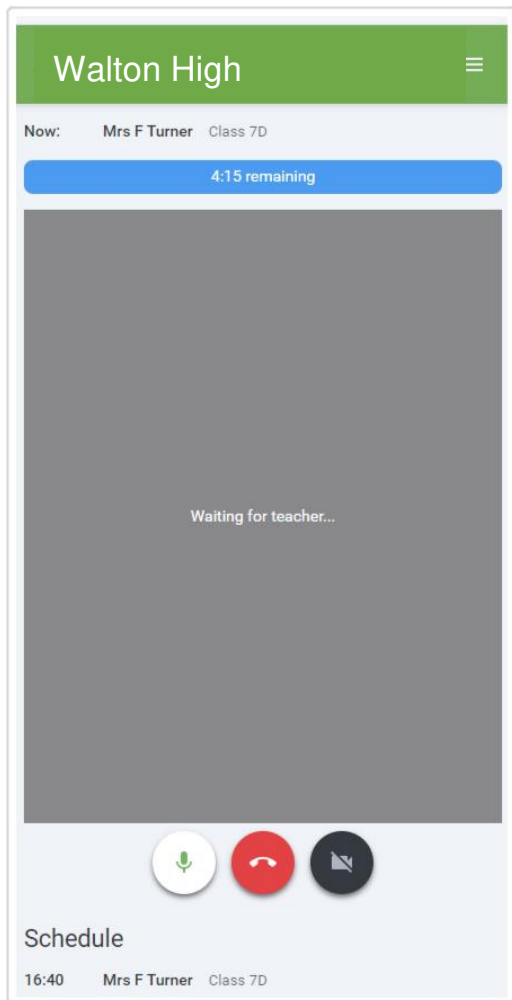
When a teacher joins a call you will see them in the main part of the screen - or hear them, if they have no camera (or have turned it off) - and can start you discussion with them.

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

If you lose access to the system for some reason during the call, log in again and click *Start Appointment* on the video call screen. As long as the teacher is still in the call this will let you continue with the appointment (this is the same for the teacher if they lose their access).

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.

4. 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 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 evening is complete you will see a message advising you of this.
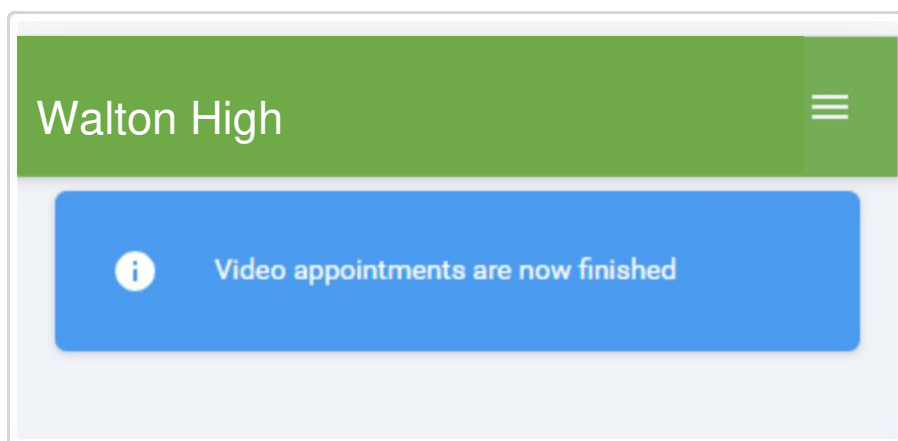
Troubleshooting

Camera and microphone access

Follow the steps in this guide if you're having trouble joining a video call. Usually all it takes is selecting the *Allow* option when your web browser prompts for access to the camera and microphone.

Check you're using a compatible web browser

The following web browsers are supported for making video calls:

- **iPhone/iPad:** Safari
- **Android:** Chrome or Firefox
- **Windows:** Chrome, Firefox, or Edge (latest version only)
- **Mac:** Safari, Chrome, or Firefox

Check your camera and/or microphone is working

We recommend using a smartphone as all have a microphone, while most have a front-facing camera.

If you're using a laptop with a built-in webcam or a computer with a USB webcam, try checking your webcam works by opening the Camera application which should come pre-installed on your computer.

Check your web browser has access to the camera and/or microphone

When accessing video calls for the first time, your web browser should ask you if you wish to allow access to the camera and microphone.

If we detect there's no access to your camera and/or microphone, you'll see a message similar to the below:
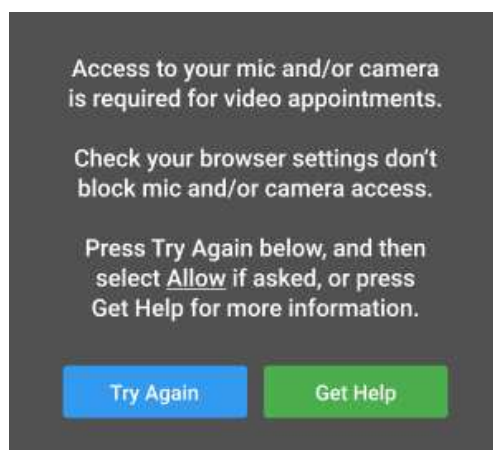
Steps to try:

1. Try refreshing the page to see if the web browser prompts you for access to the camera and microphone.

   If you're prompted for access, choose *Allow*.

2. Check if your web browser is blocking access to the camera and microphone and if so, unblock access.

   The steps depend on which web browser you're using:

   a. **iPhone/iPad**

      Safari - open *Settings* from the *Home* screen, then choose *Safari*, and scroll to the *Camera & Microphone Access* option.

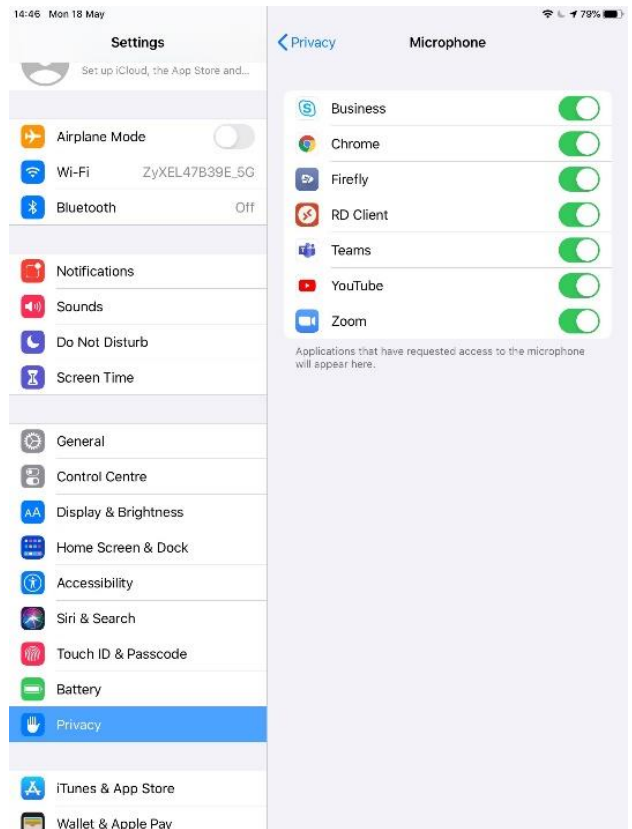**See appendix A for further help**

Appendix A

<u>Using iPad</u>
Go to settings > Privacy > Microphone and make sure Chrome or the web browser you are using is enabled – I.E green see below.
Enable Camera
Go to settings > Privacy > Camera and make sure Chrome or the web browser you are using is enabled.

<u>Using an iMac or mac laptop</u>
On your mac, go to system preferences, select security & Privacy> under privacy > microphone and camera and give permission to browser or apps.

<u>Using Chrome browser on a windows PC/Laptop</u>
Important: if you are using a PC make sure you have a camera and a microphone attached.
Open Chrome browser > settings >Site setting> Microphone > select Microphone and camera and
make sure you enable > Ask before accessing (Recommended)