

## Parents' Evening Video Meetings

In order to attend the video meeting you will need:

- An internet connected computer, phone or tablet with a speaker and microphone. A camera is also needed if you wish to be seen during your appointment but this is not essential.
- A compatible web-browser:

**iphone/ipad:** Safari. Please note that there is currently a bug in iOS 14.2 that may cause sound distortion. The issue is not specific to the Parents' Evening System and is logged on [Apple's bug tracker](#) . Please refrain from using a device running this version of iOS.

**Android:** Chrome or Firefox

**Windows:** Chrome, Firefox or Microsoft Edge

**Mac:** Safari, Chrome or Firefox

**Linux:** Chrome or Firefox

Prior to the evening, please follow the instructions to test your link ([click here](#)), on the device that you will be using on the evening.

## Logon to the booking system

At the bottom of your confirmation e-mail, click the link "To join the video call, [click here](#) to login to the system."

To join the video call, [click here](#) to login to the system. When your call is due to start, click the green 'Join Video Appointments' button.

If you have not received or have lost your confirmation e-mail please contact the school.

Confirm your identity by entering your child's Date of Birth

The Boswells School

Confirm Your Identity

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

Student Date Of Birth

1 January 1995

Log In

Click **Proceed to Video Call** on the Check Audio & Video Screen

You will see the screen to the right.

Click **Join Video Appointments**.

Video Appointments

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

Year 7 Tutor Evening

First appointment: 24/09/2020 15:40

Join Video Appointments

You may be prompted to allow access to your microphone (and camera if you have one available) click to allow access.

## The call window

Details of your next/current appointment



Countdown timer to your next appointment.  
At your next appointment time this will change to

Start Appointment

Click to join the call



If you are using a camera you will also see your video image in the bottom right-hand corner.

Your schedule of next appointments

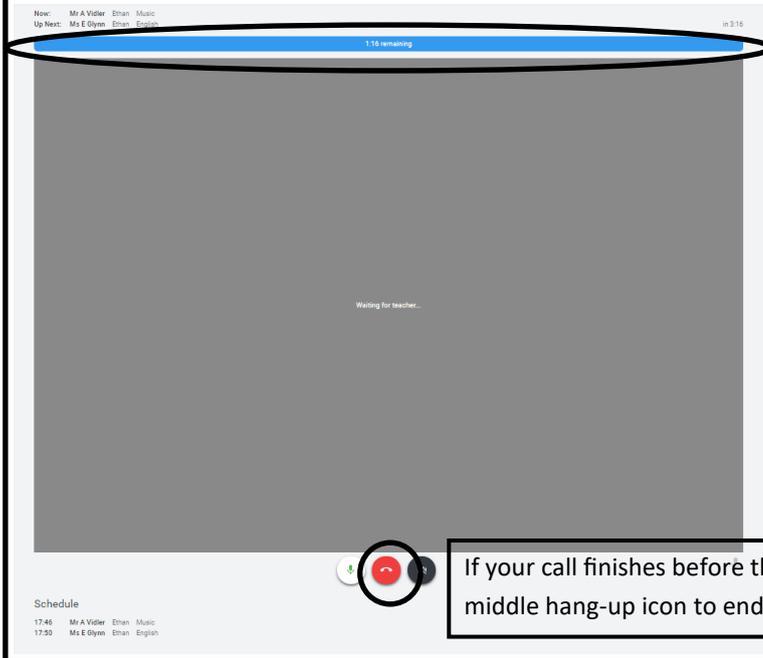


Camera/Microphone controls. You can turn your camera and/or microphone on or off using these buttons.

## The call window

Once you have joined a call, if the teacher is not yet available, the message “waiting for teacher” will be displayed and they will join the call as soon as possible.

When the teacher joins the call you will see their video in the main window and your video image in the bottom right hand corner (unless you have no camera or have chosen to turn it off).



The screenshot shows a call window interface. At the top, there is a header with 'Now: Mr A Vidler Ethan Music' and 'Up Next: Ms E Glynn Ethan English'. A blue progress bar at the top indicates '1:16 remaining' and 'in 3:16'. The main area is a grey rectangle with the text 'Waiting for teacher...'. At the bottom, there is a 'Schedule' section with two entries: '17:45 Mr A Vidler Ethan Music' and '17:50 Ms E Glynn Ethan English'. A red hang-up button with a white telephone handset icon is circled in black.

The remaining time for this appointment.  
Please see the important note below.

If your call finishes before the scheduled time, click the middle hang-up icon to end the call.

### At the end of the call

Once the call has ended (either the scheduled end time has been reached or you click the hang-up button). The count-down timer until your next appointment (if you have one) is displayed. If you have no further appointments the message “Video appointments are now finished” will be displayed.

### Important Notes and Trouble-Shooting

- If your call is connected but you cannot see and/or hear the teacher please click the “hang-up” icon shown above to disconnect the call and then click again to re-connect. If that does not resolve the problem please try refreshing your browser window.
- If the teacher cannot see and/or hear you please make sure that your camera and microphone are unmuted (check the control buttons at the bottom of the screen).
- Appointment start and end times are strictly adhered to. If you are late joining an appointment you will only have the time remaining until the scheduled end time available to you. For example, if a five minute appointment is scheduled to start at 17:30 and you join it at 17:32 you will only have 3 minutes of appointment time remaining.
- Video calls are automatically disconnected at the scheduled end time (or when the “hang up” button is pressed). Teachers cannot override this. If you haven’t completed your conversation please make arrangements to contact the teacher directly.
- If you are using a camera, please be mindful of those around you as they may also be “in shot”
- If using a speaker (rather than headphone or earphones) please remember that those around may also be able to hear both sides of the conversation.