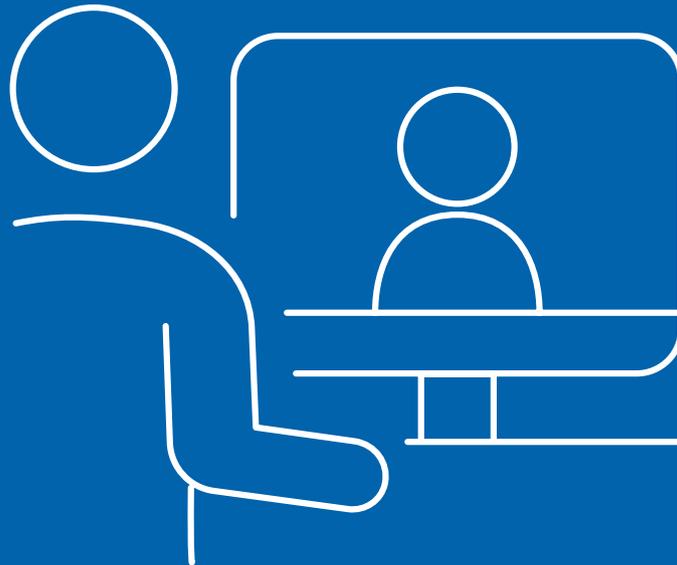


# How to attend appointments over video call

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A guide for Parents and Carers



**RALPH THORESBY SCHOOL**

Ambition and Achievement for All

# Minimum Requirements

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

- A device with a microphone and speaker
- A compatible web browser:
  - Mobile**  
iPhone/iPad: Safari  
Android: Chrome or Firefox (available from the 'Play Store' app)
  - Desktop**  
Windows: [Chrome](#), [Firefox](#) or [Microsoft Edge](#)  
Mac: Safari, [Chrome](#) or [Firefox](#)  
Linux: [Chrome](#) or [Firefox](#)  
(If required, click the browser name to visit the download page)
- An internet connection on your chosen device

## We also recommend:

- Using a device with a camera to allow for a video appointment. This could be your smartphone or tablet or 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

# Please Note

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The screenshots used in this guide show the view on a computer/laptop. Mobile device screens will contain the same elements though they may be arranged for a smaller screen.

# How to attend your appointments via video call

## 1 Log in and go to the Evening

*Click Here*

<https://ralphthoresby.schoolcloud.co.uk>

The screenshot shows the login page for the Ralph Thoresby School Parents' Evening System. It features a blue header with the school name and a white main area with the following sections:

- Parents' Evening System**: Welcome message and a note about amending appointments via email.
- Your Details**: Fields for Title (dropdown), First Name, Surname, Email, and Confirm Email.
- Student's Details**: Fields for First Name, Surname, and Date of Birth (with dropdowns for day, month, and year).
- Log In**: A green button at the bottom left.

For parents/carers to log in you need to enter yours and your child's details exactly as they appear on Arbor. For example, if your first name is Samantha please do not enter a shortened version e.g. Sam.

The email you use must be the email you supplied to school.

If you have any issues with logging in please contact the school on [letmeknow@ralphthoresby.com](mailto:letmeknow@ralphthoresby.com)

You can join the appointment up to 60 minutes prior to your first appointment

The screenshot shows the mobile app interface for Ralph Thoresby School. It features a green header with the school name and a white main area with the following sections:

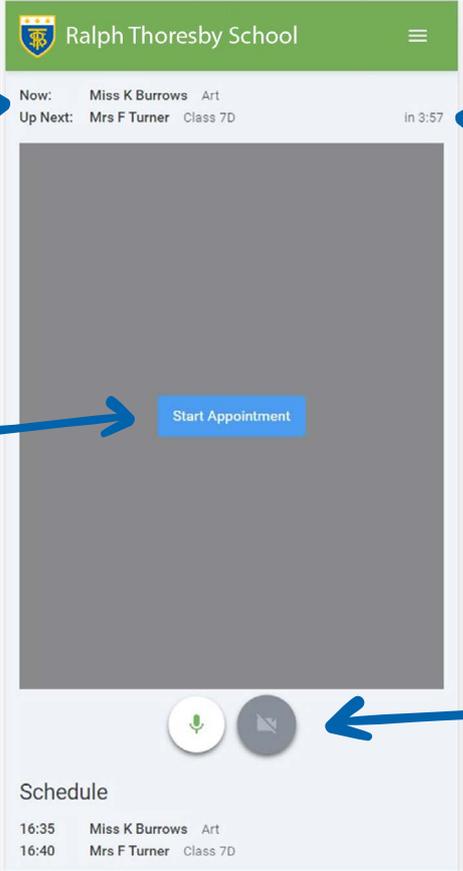
- Notification**: A blue box with an information icon stating "You have upcoming appointments which take place by video instead of in-person."
- Video Appointments**: A green header section.
- Instructions**: Text stating "Press the button below to access the video call prior to the start of your first appointment."
- Appointment Details**: "Video Parents Evening - M" and "First appointment: 26/03/2020 15:50".
- Join Video Appointments**: A green button at the bottom.

# How to attend your appointments via video call

## 2 The Video Call Screen

Once you have clicked '**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:



The screenshot shows a mobile application interface for a video call. At the top, there is a green header with the school logo and name 'Ralph Thoresby School'. Below the header, a status bar displays 'Now: Miss K Burrows Art' and 'Up Next: Mrs F Turner Class 7D' on the left, and a countdown timer 'in 3:57' on the right. A large blue button labeled 'Start Appointment' is centered in the middle of the screen. At the bottom, there are two circular icons: a microphone icon and a camera icon. Below these icons is a 'Schedule' section with a list of appointments: '16:35 Miss K Burrows Art' and '16:40 Mrs F Turner Class 7D'. Blue arrows point from text annotations to these specific elements.

The teacher name (and subject details) for the current and next appointment

A countdown to the start of the appointment

When your appointment is due to start, the '**Start Appointment**' button will become available to click

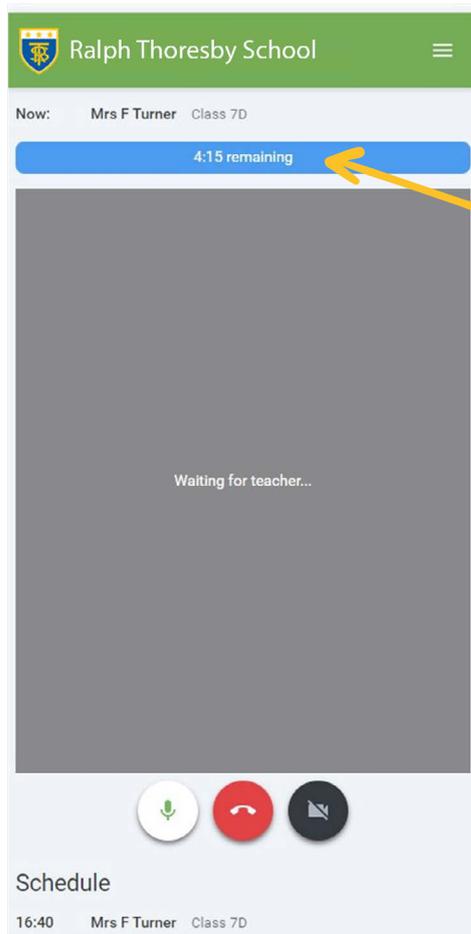
The controls for the microphone and camera.

Once a teacher is available or you are in a call these also show a pick up and hang up button

# How to attend your appointments via video call

## 3 Making a Call

Once you have clicked 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 your call you will see them in the main part of the screen, if they have no camera available (or have turned it off) you will be able to hear them. You can then start your discussion with them.

You will 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 any 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 disappear and the countdown continues, remain in the call until the appointment is over. This will give the teacher an opportunity to rejoin.

When the countdown in the blue bar stops, the appointment time is over and the call will automatically end.

If you have a consecutive appointments scheduled the screen will display a **'Start Next Appointment'** button. When you are ready to proceed, click on it.

If you do not have consecutive appointments you will see a countdown telling you how long until the start of your next appointment.

# How to attend your appointments via video call

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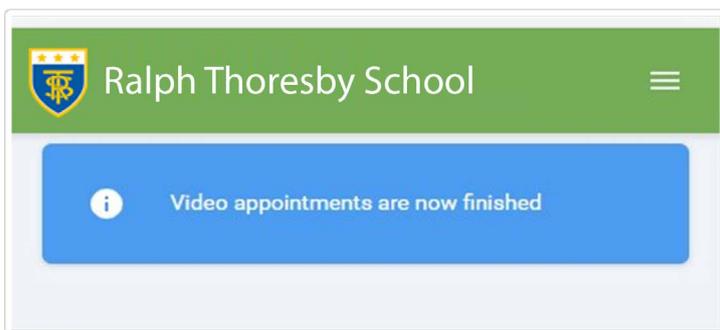
Please Note:

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.

Each appointment slot is 6 minutes long. After 5 minutes, when there is 1 minute left on the countdown timer, the member of staff will end the conversation. This will give them 1 minute to take notes/prepare for their next call.

## 4 End of Appointments

When you have finished your appointments the following message will be displayed.



## 5 Technical Issues / Troubleshooting

If you experience technical issues on the evening such as failure to log in or loss of connection, please can you, in the first instance, continue to troubleshoot the issues from home using the following user guide: <https://support.parentseveningsystem.co.uk/article/807-video-troubleshooting-camera-and-microphone-access>.

If these issues cause you to miss appointments with one, or all of your student's teachers, please contact your child's Head of Year who will arrange for the teachers to contact you at a later date.