

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.

	# CHANGE CHILD ⑦ HELP 🔺 YOUR PROFILE 🙂 BACK TO ADMIN AREA			
l School				
aul Parent				o@maplehill.com
re due to start soon. Please click 'Join Vide	o Meeting' in advance of your schedu	uled meetings, if possible.		
leetings				
Parents' Evening	4	Date	Start	End
Example Parents' Evening Suggest Bookings For Me Make Bookings For Myself View my booking schedule	Join Video Appointment	18th Jan 2021	15:30	19:00
	aul Parent deo Settings re due to start soon. Please click 'Join Vide deetings Parents' Evening Example Parents' Evening \$\$ Suggest Bookings For Me Make Bookings For Myself	I School aul Parent dee Settings re due to start soon. Please click ' Join Video Meeting' in advance of your schedu deetings Parents' Evening & Suggest Bookings For Me Make Bookings For Me Make Bookings For Myself 	I School aul Parent aul Parent dee Settings Fe due to start soon. Please click 'Join Video Meeting' in advance of your scheduled meetings, if possible. Aceetings Parents' Evening Suggest Bookings For Me Suggest Bookings For Me Make Bookings For Myself	I School aul Parent dee Settings re due to start soon. Please click 'Join Video Meeting' in advance of your scheduled meetings, if possible. Aceetings Parents' Evening Cate Start Example Parents' Evening ☆ Suggest Bookings For Me ✓ Make Bookings For Myself

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.

😻 Blueberry Exc			CANGUAGE: ENGLISH (UK)	A YOUR PROFILE O BACK TO ADMIN AREA
	ample Scl	lool		
Current call: Meeting I	Not Started			Implementation Implementation Implementation Implementa
Your call schedule				
Time 30th Sep 2020 19:20	2 mins	Evening Example Parents' Evening	Child Calum Smith, S6	Teacher Mrs Ross, Accountancy

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.

x parents-booking.co.uk wants to Use your microphone Allow Block	parents-booking.co.uk wants Use your camera	
Microphone Default - Microphone Array (Realtek(R) Audio)	~	Camera Integrated Webcam (0bda:58f4)

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

Parents Booking				22 CHANGE CHILD () HELP () LANGUAG	E: EN UK U LOG-OUT
😻 Blueberr	y Exar	nple School			
Video Call					
Current call: Miss E	eth David	dson, English		@ Tim	te Remaining: 04:18
Tester	A	201			
Your call schedule					You can turn off your micropho
Time	Duration	Evening	Child	Teacher	and/or camera at any time here
09/10/2020 07.25 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English	
09/10/2020 07.30 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English	You can also cancel the call and
09/10/2020 07.35 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English	back to your Dashboard here.
09/10/2020 07.40 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English	
 09/10/2020 07.45 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English	CURRENT CALL

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.

Troubleshooting:

"Cannot access your device due to a hardware error"

This means the webcam/mic are not 'available' for your internet browser to use. If you've recently had a Teams/Zoom meeting, make sure these are closed (even try a CTRL+AT+Delete to close them, or a computer restart). You may need to try a different computer/smartphone/tablet if you can't find the cause to this error.

"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.