Video: Parents - How to attend appointments over video call

This video gives you an overview of the process of what to do when your school or college has informed you that appointments on a conference will be held via video call. Underneath the video is a help article with written information to the same effect, including **how to invite another parent/guardian to join your appointments.**

Meet the Teacher - Parent Login with Video Appointments
from **SchoolCloud**

07:08

Video Demonstration (https://vimeo.com/513847964) from Meet The Teacher () on Vimeo.

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

- a device with a microphone and speaker/headphones

- a compatible up-to-date web browser:
  iPhone/iPad: Safari
  Android: Chrome or Firefox - please note that Samsung phones often default to using the Samsung Browser, this is not supported.
  Windows: Chrome, Firefox or Microsoft Edge (Chromium - download here (https://www.microsoft.com/en-us/edge))

Mac: Safari, Chrome or Firefox

Linux: Chrome or Firefox

We also recommend:

- Using your smartphone for video appointments. 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.

How to attend your appointments via video call

1. Log in and go to the Conference

On the day of the video appointments (or before, if you want to test your camera and microphone, etc) login to Meet The Teacher at the usual web address for your school, or click the login link from the bottom of the email confirmation you will have received.

At the top of the page you will see a **blue notice** telling you that you have upcoming video appointments, as well as a *"click here"* link which allows you to check that your internet connection and device can successfully connect to a video call.

The green *Join Video Appointments* button allows you to join your appointment on the day - or to test your camera/microphone at any time.

> ℹ️ **You have upcoming appointments which take place by video instead of in-person.**

Video Appointments

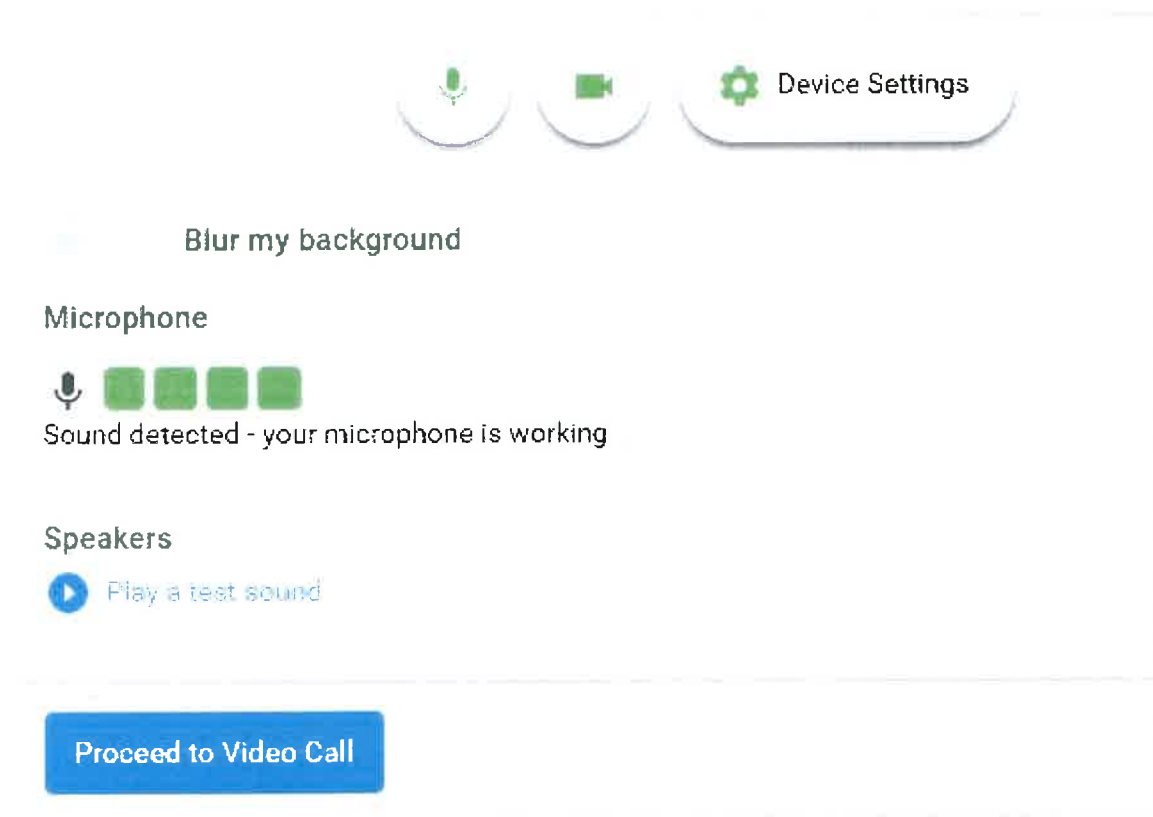Press the button below to access the video call or click here to test your connection prior to the start of your next appointment on 12/09/2021.

Join Video Appointments

2. Check Audio and Video

When you click *Join Video Appointments* the *Check Audio and Video* 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, under the video box, you can see options allowing you to turn on/off your Microphone and Camera via the round buttons, blur your background in video calls via the switch, as well as the ability to change which devices you will use via *Device Settings*. Once you are happy, click *Proceed to Video Call*.

Blur my background

Microphone

Sound detected - your microphone is working

Speakers

Play a test sound

Proceed to Video Call

3. The Video Call

- On this screen you can see the following, when in a call:

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

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

  - At the bottom the control buttons allow you to mute the mic or turn off the camera. The cogwheel allows you to change the settings, such as blurring your background, or choosing to use a different mic or camera (if you have more than one available).

When another person is available these also show a pick up button to start the call

and a hang up button to leave the call.

o In the middle, when your appointment is due to start, the *Start Appointment* button.

Aristotelian Academy ☰

Now: Miss K Burrows   Art
Up Next: Mrs F Turner   Class 7D   In 3:57

Start Appointment

4. 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.

5. 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 conference is complete you will see a message advising you of this.
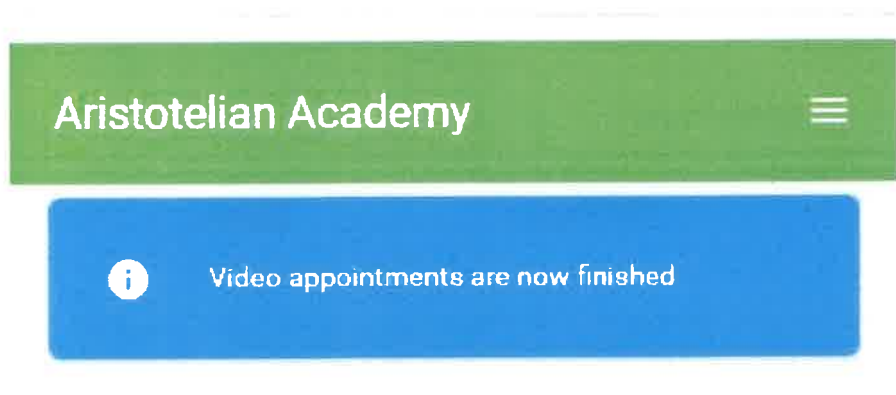
6. Inviting another parent/guardian to join your appointments

You can give **ONE** other parent/guardian access to join your video appointments in respect of each student linked to you that is involved in the conference. You can grant this access at the time of booking, or later if required.

1. Once you have made your bookings (or when you later log in and go to *My Bookings*) click on the *Invite Parent/Guardian* link at the top of the list of your bookings. If you have already sent an invitation this link will show as *Manage Invites* instead.

Print   Amend Bookings   Invite Parent/Guardian   Subscribe to Calendar

This is to allow parents and teachers to discuss progress last year and will take place on 12th January.

	Teacher	Student	Subject
16:00	Mrs Anita Abell	Sophie Aaron	Science
16:05	Mr Geraint Davies	Liz Aaron	Music
	10 minute gap		
16:20	Mr John Atkinson	Chris Aaron	English

2. You will then be presented with a box asking for the details of the parent/guardian to be given access.

If there is more than one student linked to you and involved in the conference they will all be shown.

Invite Parent/Guardian ✕

You may invite an additional parent/guardian to also attend the video call.

Name *

Jane Aaron

Email *

jaaron@test.com

Anyone with access to the email will be able to join the video call

☑ I consent to sharing my name, student name, and list of appointments

Invite to all appointments for the following students:

☑ Sophie Aaron

☐ Liz Aaron

☐ Chris Aaron

Send Invite   Close

You must enter a *Name*, and an *Email address,* as well as tick the box to consent to that person being given access to the information used to make the appointments.

If there is more than one student linked to you, choose the student(s) in respect of whose appointments the access to this person will be granted.

When you click the blue *Send Invite* button an email is sent to the address entered, giving them a link and details on how to join the call.

Please note that **ONLY** the invited guest should use this link. Anyone else using it (including the parent that sent the invite, who should be logging via their own confirmation email) will knock the guest out of appointments.

Here is an example of what the invite email looks like:

Video Call Invitation

January Parent Teacher Conference

You have been invited by Joe Abbot to appointments which take place by video call.

Click the button below to join the video call on the day. or to test your camera/microphone at any time:

Join Video Call

Or paste this link into your browser:
https://mymukmtt.meettheteacher.com/guests/video/186026?
guestToken=789619afbdcc4e0aa5f298aee8d0d57e

The appointments are as follows:

Date	Time	Student	Teacher	Department
Monday, 18th January	08:30	Jack Abbott	G Christiansen	math
Monday, 18th January	08:50	Jack Abbott	J Cummings	homeroom/advisory

3. You will then see a *Manage invites* box that shows your sent invitation(s), allows you to add another invite **if you have any more available** (you can have **one** invite per student, if wished), and allows you to *Resend* invites or *Remove* them.

Manage Invites   ✕

You may invite an additional parent/guardian to also attend the video call.

New Invite

Invite Parent/Guardian

Current Invites

To change invited guests, please remove and then invite again.

Elizabeth Aaron
eaaron@test.com
For: Liz Aaron

| Resend Invite | 🗑 Remove |

Jane Aaron
jaaron@test.com
For: Sophie Aaron

| Resend Invite | 🗑 Remove |

Close

If you click *Remove* the link in the previously sent invitation will no longer work and that person can no longer join the video call.

Note that a call can have a maximum of 4 people in it at any one time. A school can assign 3 teachers to take joint appointments for a class, if they do this the parent can still invite their ONE guest, however once the number of active participants in the call reaches 4 no further people can join it (unless one of the existing participants leaves the call).

Did this answer your question? 😊 😞

✉ Still need help? Contact Us (/contact)