

# Parents' Guide for Attending Appointments

Browse to <https://landaufortecollege.schoolcloud.co.uk/>

The screenshot shows a login form with two sections. The 'Your Details' section includes fields for Title (Mrs), First Name (Rachael), Surname (Abbot), Email (rabbot4@gmail.com), and Confirm Email (rabbot4@gmail.com). The 'Student's Details' section includes fields for First Name (Ben), Surname (Abbot), and Date Of Birth (20 July 2000). A green 'Log In' button is at the bottom.

## Step 1: Login

Use a device with a microphone, camera and web browser (such as Google Chrome, Edge, Firefox, Safari) and a connection to the internet, or data if using a smartphone.

Fill out the details on the page then click the *Log In* button.

A confirmation of your appointments will be sent to the email address you provide.

The screenshot shows a 'Video Appointments' section with a green header. Below the header, there is a message: 'Press the button below to access the video call prior to the start of your first appointment.' Underneath, it says 'Video Parents Evening - M' and 'First appointment: 26/03/2020 15:50'. A green 'Join Video Appointments' button is at the bottom.

## Step 2: Join the Parents Evening

You will see a notice that you have upcoming video appointments and under this the details of the event, along with a Join Video Appointments button. This will become available 60 minutes before your first appointment.

The screenshot shows a video appointment screen for 'Aristotelian Academy'. At the top, it says 'Now: Miss K Burnows Art' and 'Up Next: Mrs F Turner Class 7D in 3:57'. In the center, there is a large blue 'Start Appointment' button. At the bottom, there are microphone and camera icons. A 'Schedule' section at the bottom left shows '16:35 Miss K Burnows Art' and '16:40 Mrs F Turner Class 7D'.

## Step 3: The Video Appointment 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 and 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.

## Step 4: Starting an Appointment

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.

*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.*

## Step 5: The Appointment

When a teacher joins a call you will see them in the main part of the screen and can start your 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.

## Step 6: Follow on Appointments

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.*