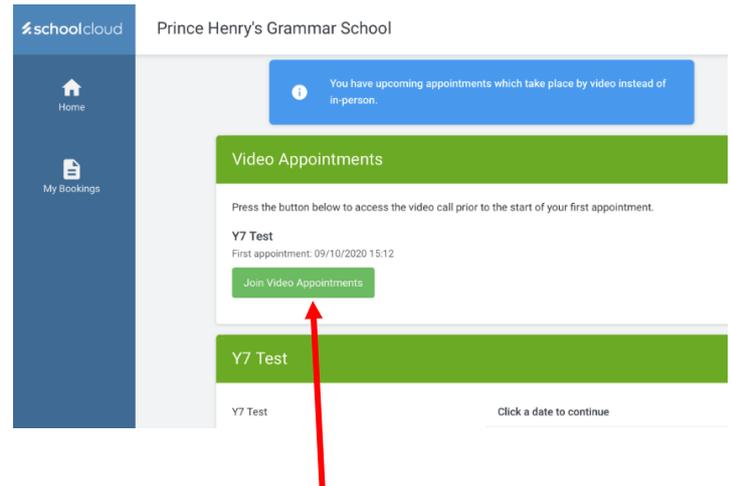
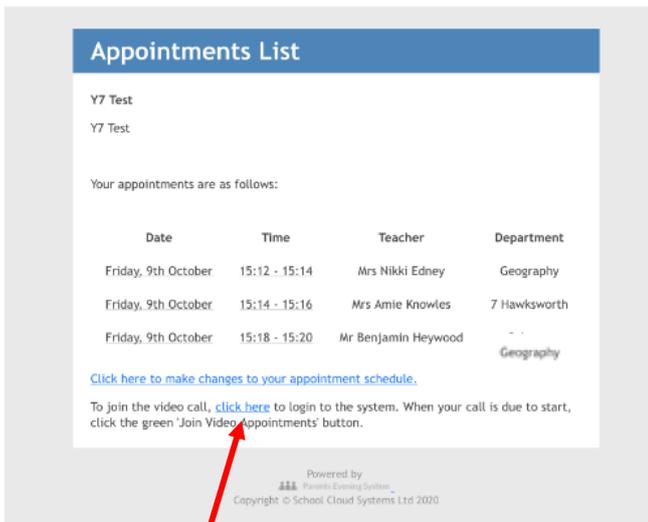
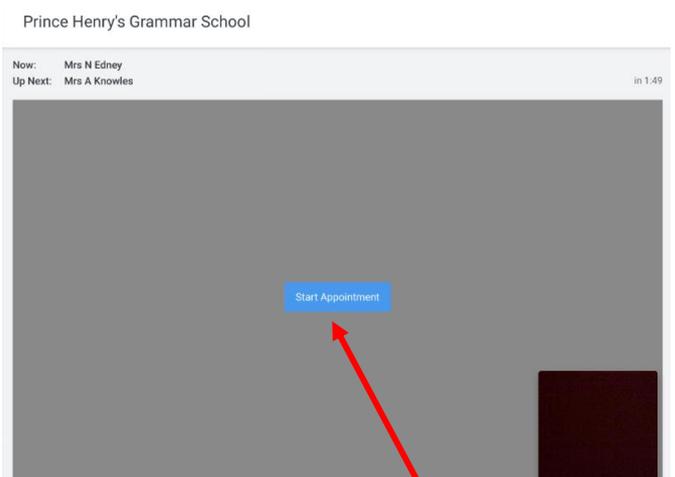
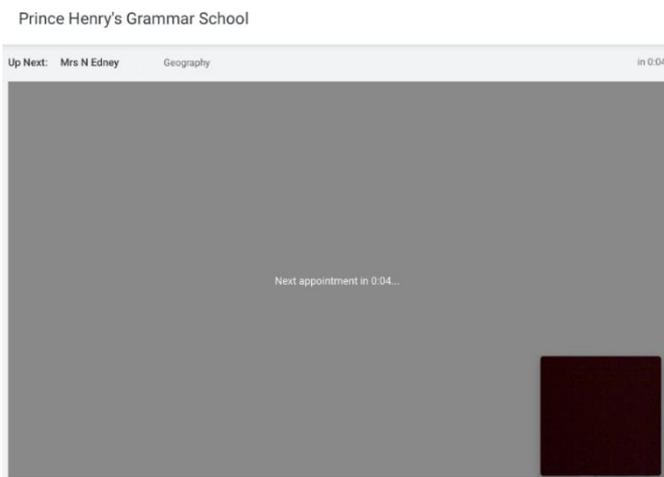


## Parents/ Carer instructions for accessing remote consultation events



1) Find the email you received confirming the appointments and click the link to join the meeting. If you can't find this email a link can be found on the school website.

2) Click 'Join Video Appointments' and accept microphone and camera (if desired) settings. You should appear in a box in the bottom corner.



3) If within 1 hour of the first appointment, a timer will be on screen counting down to this starting.

4) Once at zero, **click on the 'Start Appointment' box.** The teacher will be there or join shortly after.

**There is a scheduled one-minute gap between appointments.**

5) Throughout your call(s) various options remain available to you and the teacher.

*Here you can see the teachers you have appointments with*

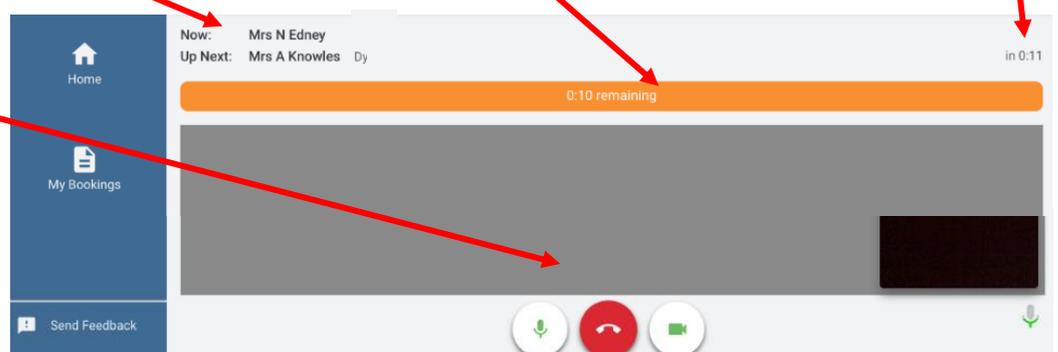
*This bar shows you the time you have remaining*

*This counts the time until your next appointment*

*Options, below the screen, allow you to:*

- Mute yourself
- End the call completely
- Make notes
- Share your screen
- Turn on/ off your camera

*Under the screen will be a copy of your appointments.*



Please keep an eye on the timer. Your meeting will automatically end when it reaches zero.  
We hope you have a positive experience.

## **Trouble shooting and support**

**UPDATE IMAGES ON PREVIOUS SLIDE – STILL RIGHT? MORE OPTIONS. TECH SUPPORT BELOW – STILL RIGHT?**

Follow the instructions on the previous page to enable you to take part in the event. The below gives you additional ways to get pastoral support and technical support during the event.

*Reminder – appointments are for a maximum of five minutes. A timer will be visible at the top of the screen throughout the discussion. When the timer reaches zero the call will end. Teachers have no control over this. There is a scheduled one-minute break between each appointment.*

There is the ability for two parents to join the meeting on separate devices. To do this the person who makes the appointments should log in to the system go to their pre-made appointments and find the option to 'Invite Parent/ Guardian'. This allows you to send an invite to a second parent's email address. They can then follow the link in the individual email they receive to access the appointments on the night.

Please attempt to be in a neutral area, ensuring that all attendees are appropriately attired as if attending an in person event.

If required appointments can be added, removed or amended up until midnight on Sunday.

- ***Pastoral appointments***

Following your appointments if you wish to follow up any pastoral issues with the Year 8 team please contact your child's personal tutor, Mrs McQuire or Mr Day via the usual communication channels in the days following the event.

- ***Technical Support***

It is worth checking that you are using a compatible browser. The following web browsers are supported for making video calls:

- iPhone/iPad: Safari
- Android: Chrome or Firefox
- Windows: Chrome, Firefox, or Edge (latest version only)
- Mac: Safari, Chrome, or Firefox

Should you be using a network that makes use of a Firewall (for example trying to connect from your own workplace), it is advisable to discuss this with your technical team before attempting to join the meeting.

When signing in, please remember to allow access to your device's camera (if desired) and microphone.

The links here take you to the more detailed School Cloud appointments system '[how to](#)' and '[trouble-shooting](#)' guides.

- ***Issues***

If you have any issues at the time of your appointment or if your appointment was hampered by significant technical issues please email [info@princehenrys.co.uk](mailto:info@princehenrys.co.uk) identifying the issue and any subjects affected. We may be able to resolve this or reschedule appointments at the time, however you may find that staff contact you via an alternative method in the day(s) following the event.

*Please note: We have used this system successfully with other events, however we understand when relying on technology there are times issues beyond anyone's control can occur. We will do our best to put on an event that runs successfully, however, if there are any wider issues with the system on the day we will alert parents and may have to re-schedule the event.*