



Making Appointments & Video Call Guide for Parents

How to Login to the Booking System

The appointment booking system can be accessed via a link called 'Parents Evening Booking System' on the home page of our school website under 'Useful Links'.

Alternatively, use this address

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

Enter your details as required, here is an image of the login page showing the criteria needed.

If you have any issues logging in please contact parentsevening@stanborough.herts.sch.uk stating your name and your child's full name and tutor group.

How to Make Appointments

1. Select the Parents Evening

Click on the date/event you wish to book for.

If you're unable to attend the please click 'I'm unable to attend'

2. Select the Booking Mode

To pick the times to book with a teacher, choose Manual. If you'd like the system to suggest the shortest possible appointment schedule choose Automatic.

Press NEXT.

3. Choose the Teachers

Select the teachers you'd like to book appointments with. A green tick indicates they're selected. To de-select, click on their name.

If you chose the automatic booking mode, drag the sliders at the top of the screen to indicate the earliest and latest you can attend.

4 (a) For Manual Appointments

Click any of the green cells to make an appointment. Blue cells signify where you already have an appointment. Grey cells are unavailable.

To change an appointment, delete the original by hovering over the blue box and clicking *Delete*. Then choose an alternate time.

You can optionally leave a message for the teacher to say what you'd like to discuss, or raise anything beforehand.

Once you're finished booking all appointments, at the top of the page in the alert box, press *click here* to finish the booking process.

4 (b) For Automatic Appointments

If you chose the automatic booking mode, you'll see provisional appointments which are held for 2 minutes. To keep them, choose *Accept* at the bottom left.

If it wasn't possible to book every selected teacher during the times you are able to attend, you can either adjust the teachers you wish to meet with and try again, or switch to manual booking mode (Step 4a).

5. Finished

All your bookings now appear on the *My Bookings* page. An email confirmation has been sent and you can also print appointments by pressing *Print*. Click *Subscribe to Calendar* to add these and any future bookings to your calendar.

To change your appointments, click on *Amend Bookings*.

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

Inviting another parent/carer 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.
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 evening they will all be shown.

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

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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.
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.

How to Attend Appointments Over Video Call

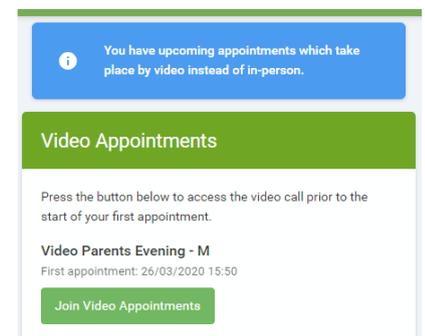
In order to attend a video call you need to have the following:

- A device with a microphone, speaker and front-facing camera/webcam.
- A compatible web browser:
 - iPhone/iPad : Safari
 - Android : Chrome or Firefox
 - Windows : Chrome, Firefox or Microsoft Edge
 - Mac : Safari, Chrome or Firefox
 - Linux : Chrome or Firefox

Using a headset or earphones will reduce any echo.

1. Login and go to the Event/Evening

On the day of the video appointments, login to the parents evening, as you did when you made the appointment, or click the login link from the bottom of your confirmation email you received when you booked the appointments.



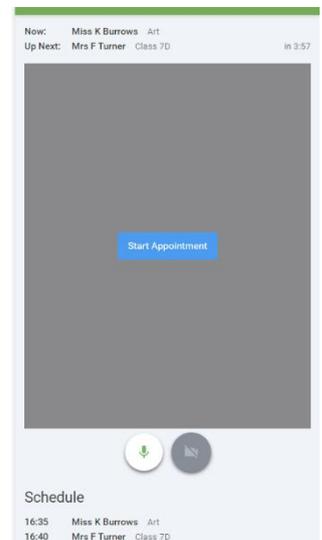
Once logged in you will see a notice that you have upcoming video appointments and under this the details of the event, along with a 'Join Video Appointments' button. This will become available 60 minutes before your first appointment.

2. The Video Call 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.



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3. 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 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.

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.

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 evening is complete you will see a message advising you of this.

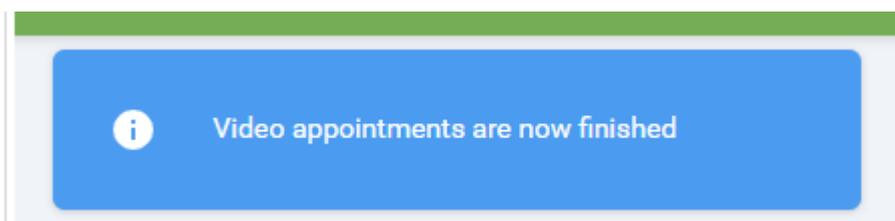
4. Follow On Calls

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 : 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 evening is complete you will see a message advising you of this.



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