

Video appointments: Parents - How to attend appointments over video call

This guide is to assist you when you have appointments that are held via video call.

In order to make video calls you need to have:

- a device with a microphone and speaker;
- 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

We also recommend:

- Using your smartphone for video appointments. If you do not 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.

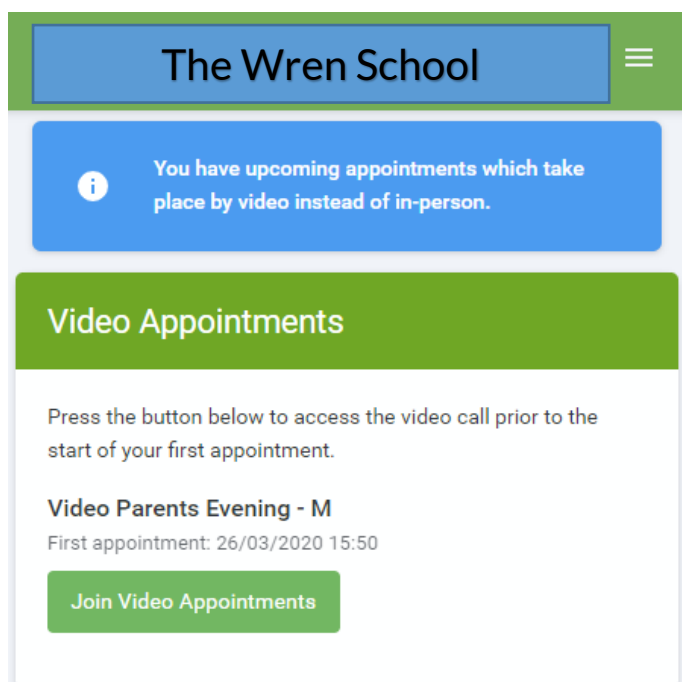
How to attend your appointment via video call

1. Log in and go to the evening

On the day of the video appointments, login to Parents Evening or click the login link from the bottom of the email confirmation you will have received.

<https://thewren.parentseveningsystem.co.uk/>

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 appointment.



The Wren School

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

Video Appointments

Press the button below to access the video call prior to the start of your first appointment.

Video Parents Evening - M
First appointment: 26/03/2020 15:50

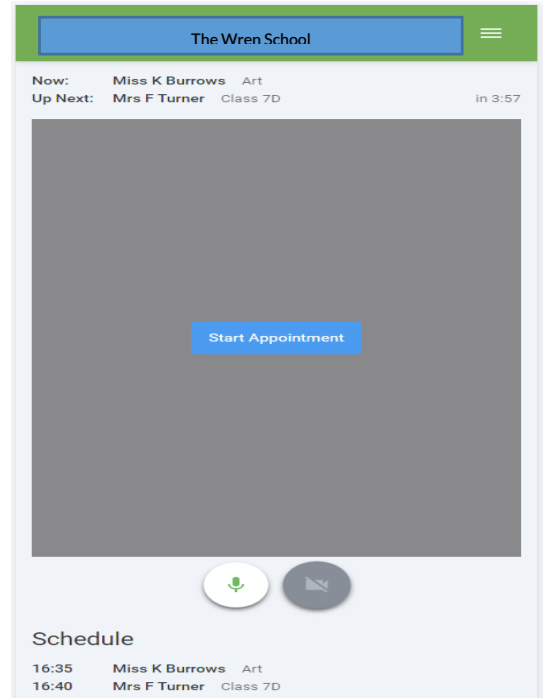
[Join Video Appointments](#)

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
- 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.



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 the teacher joins the 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.

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 re-join the call, it does **not** reset the timer.

The appointment will always end at the scheduled time.

