

Video Meeting Guidance for Parents/Carers

(There's also a video training video here: https://youtu.be/Tlfc_BAF1yg)

1. It is crucial that parents/carers use a computer/device which has a **webcam** and **microphone**. We would recommend using **Google Chrome** on a PC/laptop and Android smartphone/tablets, and use **Safari** on an Apple device iPhone/iPad. It is also advisable to have this device fully charged ahead of the evening.

Parents must use one of the below devices and internet browser combinations for the video meeting technology to work:

- **Apple iPhone/iPad (must be iOS 11+): Safari**
- **Android phone/tablet: Chrome or Firefox**
- **Linux computer: Chrome or Firefox**
- **Microsoft Surface: Chrome or Firefox**
- **Mac computer: Safari (version 11+), Chrome or Firefox**
- **Windows computer: Chrome, Firefox or Edge (but only the new Edge Chromium)**



Parents Booking

2. On the day of the Parents' Evening, **It is crucial that you log-in via your Parent Firefly account** and then click on the button on the top dashboard that looks like this...
3. **15 minutes prior to your first appointment**, click the **Join video meetings button** next to **Year 9 Parents' Evening**. This will take you to the appointments that you have been pre-booked.

Parents Booking | CHANGE CHILD | HELP | LANGUAGE: ENGLISH (UK) | YOUR PROFILE

Blueberry Example School

Welcome Mr Alan Smith

Send school feedback

School contact details
School Office: 01566 674 895 | info@blueberryschool.co.uk

Your video appointments are due to start soon. Please click 'Join Video Meeting' in advance of your scheduled meetings, if possible.

Parent-Teacher Meetings

Name of Group	Parents' Evening	Date	Start	End
Autumn Term	Year 11 Parents' Evening	29/10/2020	09:00	19:30

Join Video Appointment

[Suggest Bookings For Me](#)
[Make Bookings For Myself](#)
[View my booking schedule](#)

4. You will be shown a **"Meeting Not Started Yet"** message. This will remain until the time your first appointment is due to begin.

Parents Booking | CHANGE CHILD | HELP | LANGUAGE: ENGLISH (UK) | YOUR PROFILE | BACK TO ADMIN AREA

Blueberry Example School

Return to Dashboard

Video Call

Current call: Meeting Not Started | Time Remaining 00:00

Your call schedule

Time	Duration	Evening	Child	Teacher
30th Sep 2020 18:20	2 mins	Example Parents Evening	Caitie Smith, 58	Mrs Ross, Accountancy

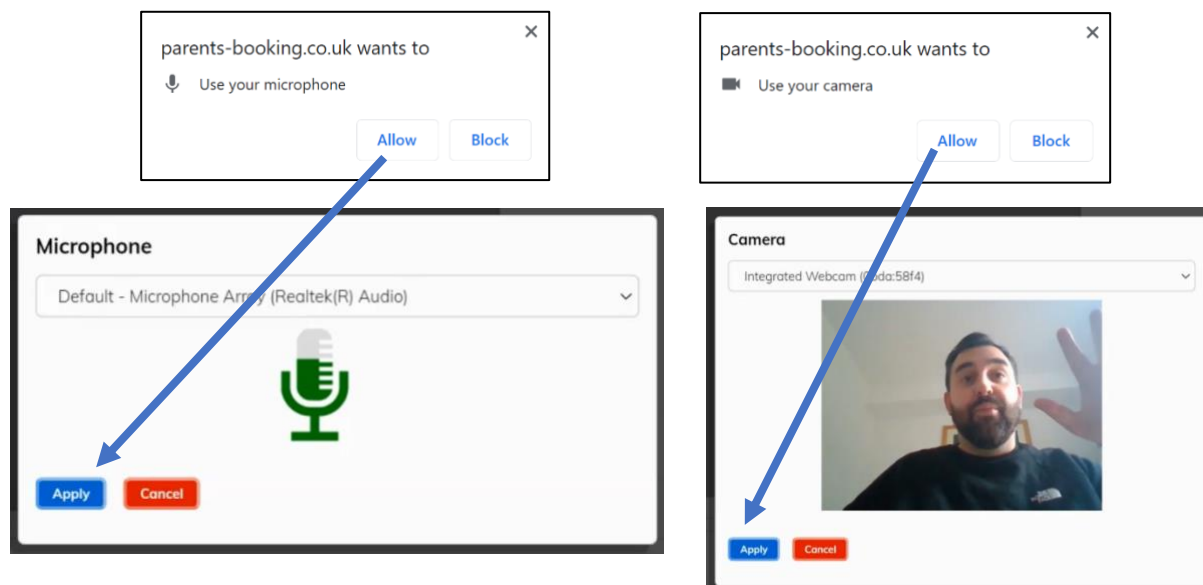
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- When the time of your first appointment starts, and provided the teacher is also ready for the meeting, your meeting will begin.

Before you can talk, you will need to **provide permission** to your browser to use its microphone and webcam.

This will appear as a 'pop-up' that asks which microphone, and then which webcam, you want to use. Press '**Allow**' and '**Apply**' for both.

Your browser should remember these settings; however, Safari on iPad/iPhone does not seem to, and if you need to clear these choices and start again, clear your browser's cookies.



- Once you have provided permission to the microphone and webcam, your video meeting will begin.

The screenshot shows the 'Parents Booking' interface for 'Blueberry Example School'. It displays a 'Video Call' in progress with 'Current call: Miss Beth Davidson, English'. A large video window shows the teacher, and a smaller window shows the parent. A 'Time Remaining: 04:18' indicator is visible. Below the video call, there is a 'Your call schedule' table. A blue arrow points from a call control icon (microphone) to a text box.

Time	Duration	Evening	Child	Teacher
09/10/2020 07.25 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07.30 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07.35 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07.40 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07.45 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English

You can turn off your microphone and/or camera at any time here.

You can also cancel the call and go back to your Dashboard here, **but please don't do this unless the teachers ask you to!**

- Appointments are set at 4 minutes and will terminate at this point. Our teachers are not able to extend appointments.** Once one appointment has finished the next will start instantaneously, and you do not need to change the web page. Your schedule is shown at the bottom of the page.