

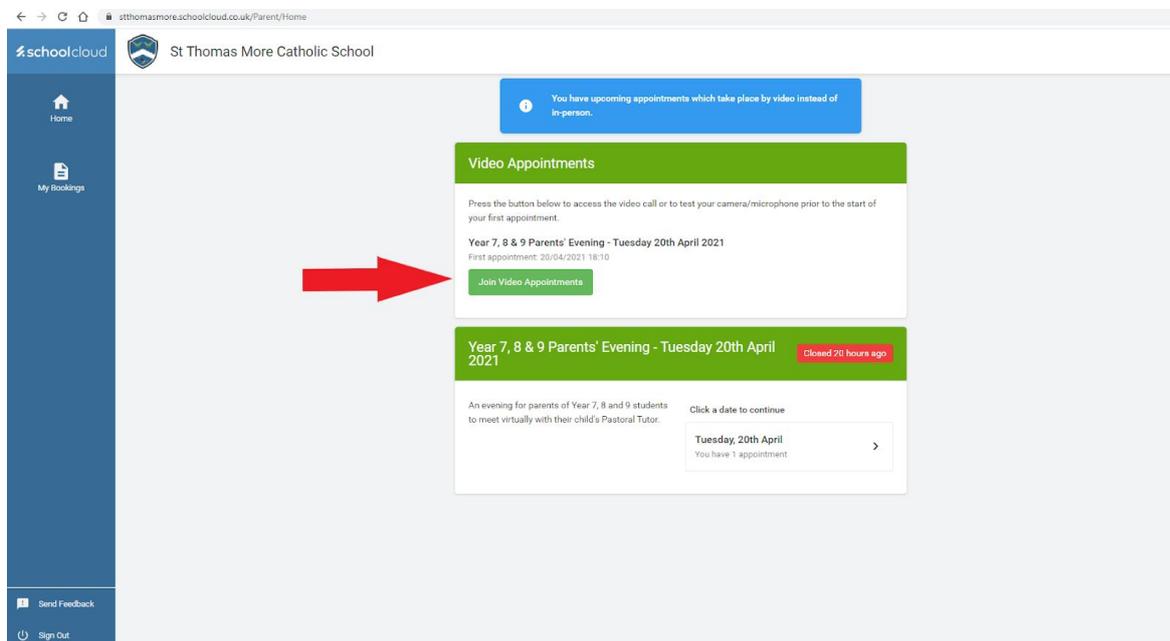
How to attend your appointments via video call

1. Log in and go to the Evening

On the day of the video appointments, or before if you want to test your camera and microphone, login to Parents Evening at the usual web address;
<https://stthomasmore.schoolcloud.co.uk/>

Alternatively you can click the login link from the bottom of the email confirmation you will have received.

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.

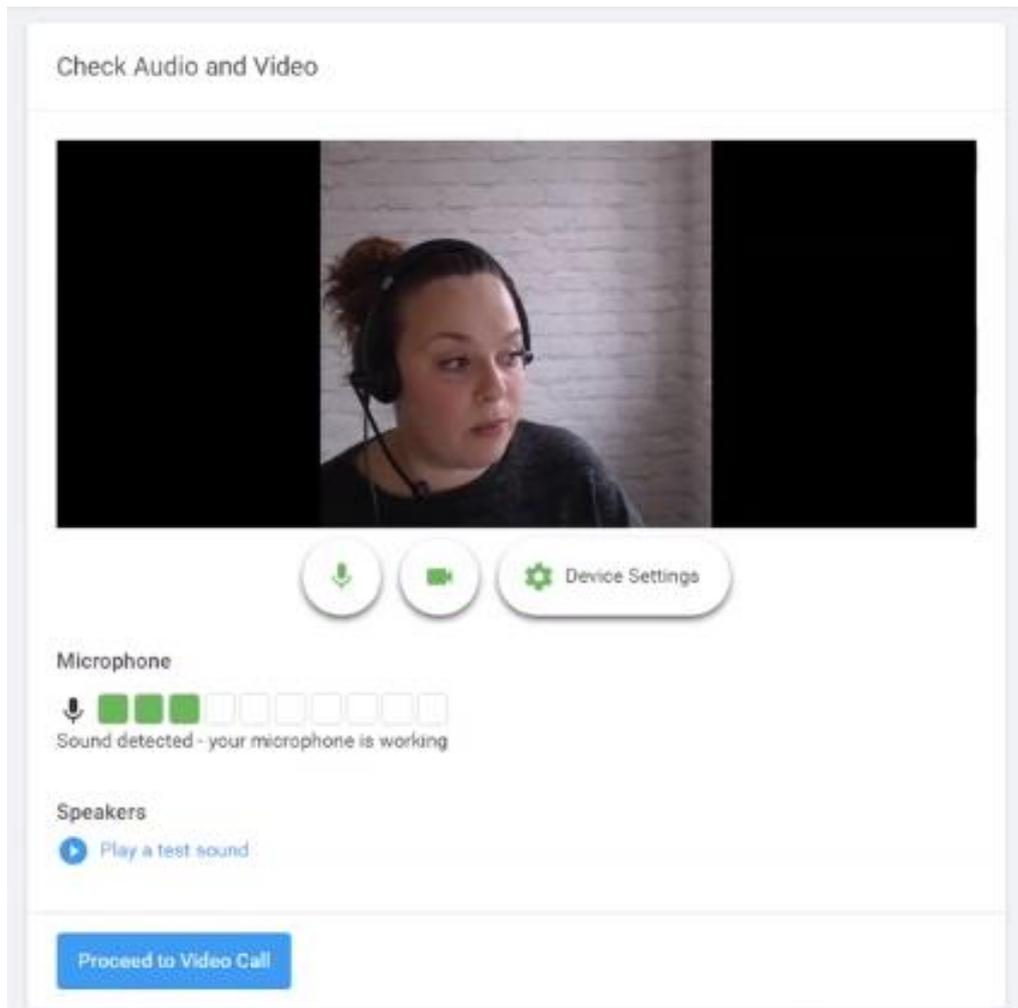


The screenshot shows the parent portal interface for St Thomas More Catholic School. At the top, a blue notification banner states: "You have upcoming appointments which take place by video instead of in-person." Below this, a section titled "Video Appointments" provides instructions: "Press the button below to access the video call or to test your camera/microphone prior to the start of your first appointment." It lists the event: "Year 7, 8 & 9 Parents' Evening - Tuesday 20th April 2021" with a "First appointment: 20/04/2021 18:10" and a green "Join Video Appointments" button. A red arrow points to this button. Below the main section, there is a summary card for the event, marked as "Closed 70 hours ago", with a "Click a date to continue" dropdown menu showing "Tuesday, 20th April" and "You have 1 appointment". The left sidebar contains navigation links for Home, My Bookings, Send Feedback, and Sign Out.

Press the button to join your appointment on the day - or to test your camera/microphone at any time.

2. Check Audio and Video

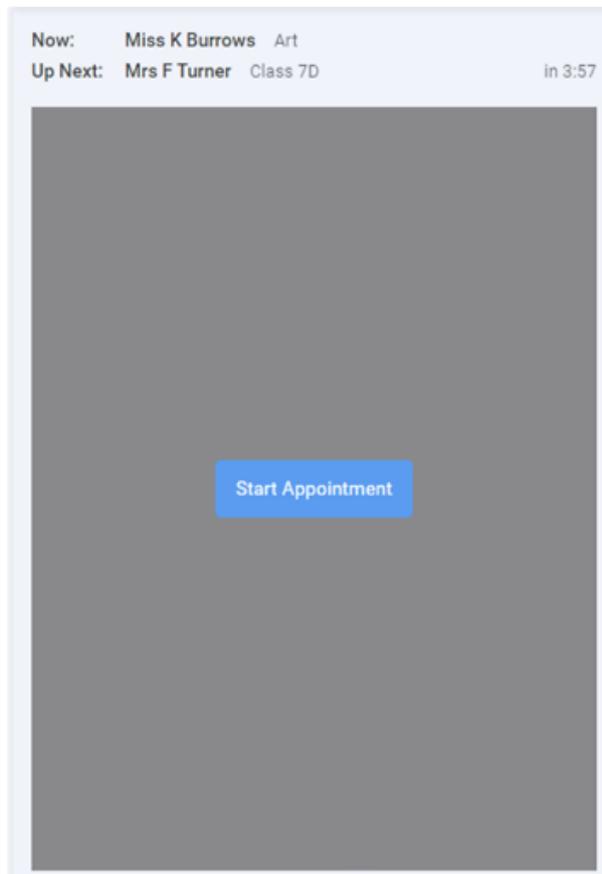
When you click *Join Video Appointments* the *Check Audio and Video* screen will be displayed. You may at this point be asked if you wish to allow access to your camera/microphone, in which case please click yes.



From here you can turn on or off your microphone and camera, change which devices are being used for the call, and check your microphone and speakers. Once you are happy, click *Proceed to Video Call*.

3. The Video Call

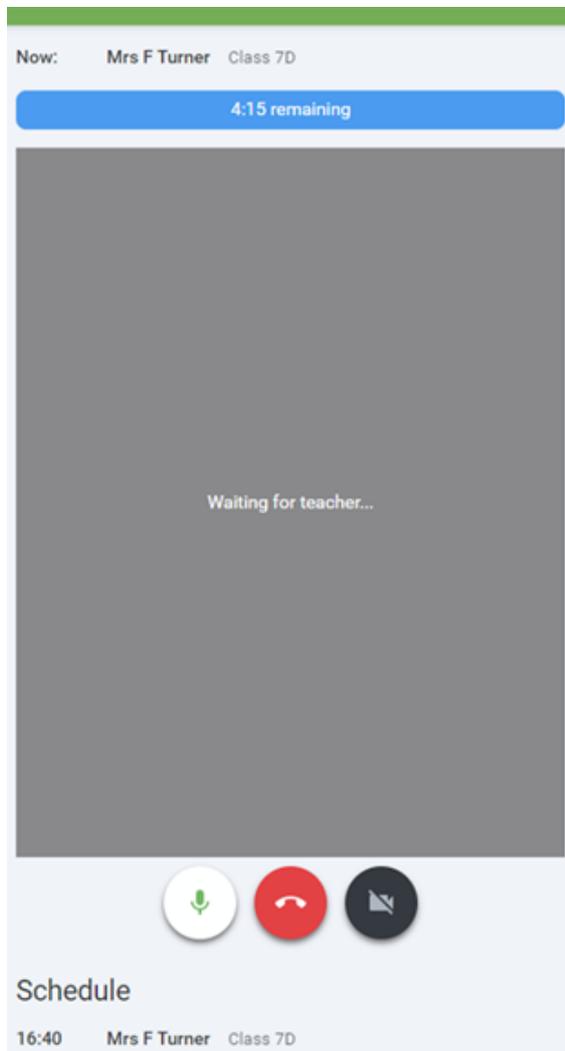
On this screen you can see the following, when in a call:



- 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.
- In the middle, when your appointment is due to start, the *Start Appointment* button.
- At the bottom the controls for the microphone and camera.

4. 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 a blue bar at the top of the screen, **which will turn red when the last 10 seconds begin.**

If anyone loses access to the system for some reason during the call, they can log in again and click *Start Appointment* on the video call screen. As long as the other person is still in the call this will let you continue with the appointment.

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.