

School Cloud Parents Evening – Video Appointments

Parent/Carer User Guide

We would recommend watching the online demo for School Cloud Parents Evening which shows you how to join calls on the evening (4 minutes 16 seconds into the video):

<https://support.parentseveningsystem.co.uk/article/801-video-parents-how-to-attend-appointments-over-video-call>

The start of this video explains the process of booking appointments; on this occasion your appointments have been made for you so there is no need to follow these steps.

Log into School Cloud Parents Evening

- On the day of the video appointments (or before, if you want to test your camera and microphone) login to Parents Evening at <https://raynespark2.schoolcloud.co.uk>, or click the login link from the bottom of the email confirmation you will have received

Raynes Park High School

SchoolCloud

Welcome to the Raynes Park High School parent teacher conference booking system. Appointments can be amended via a link from the email confirmation - please ensure your email address is correct.

Your Details

Title

First Name

Surname

Email

Confirm Email

Student's Details

First Name

Surname

Date of Birth

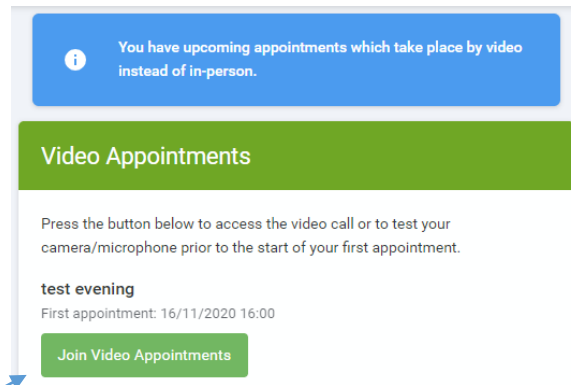
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Log In

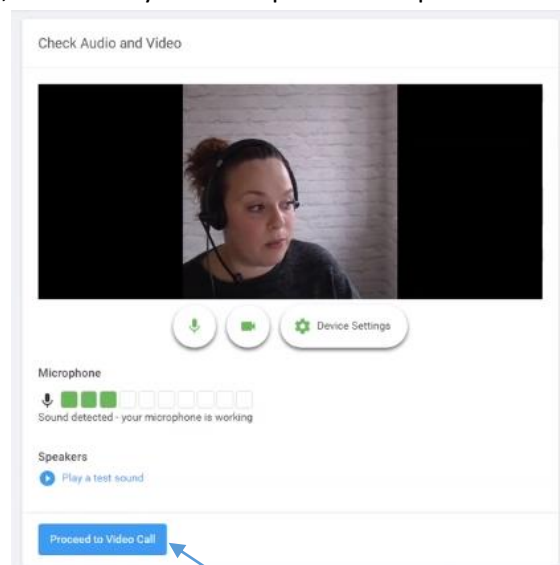
- You should log in using your child's legal Forename and Surname in order for the system to recognise you
- Once logged in you will see a notice that you have upcoming video appointments and under this the details of the event, along with a *Join Video Appointments* button



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

Check Your 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

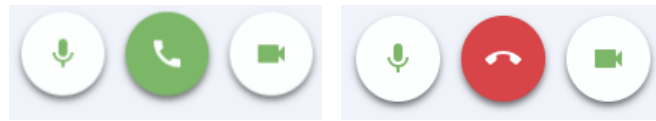
The Video Call

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

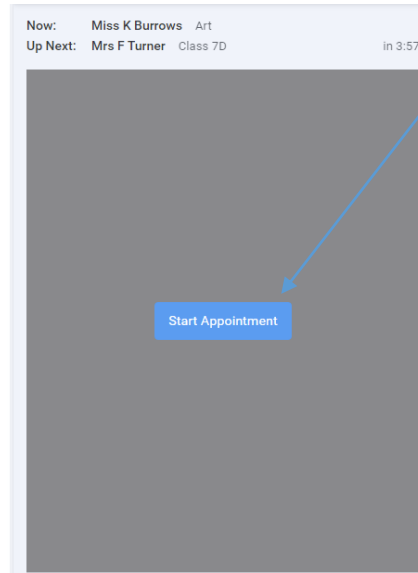
- At the top left the teacher name (and subject details) for the current and next appointment
- At the top right a countdown to the start of the appointment.
- At the bottom the controls for the microphone and camera



- When another person is available these also show a pick up button to start the call and a hang up button to leave the call

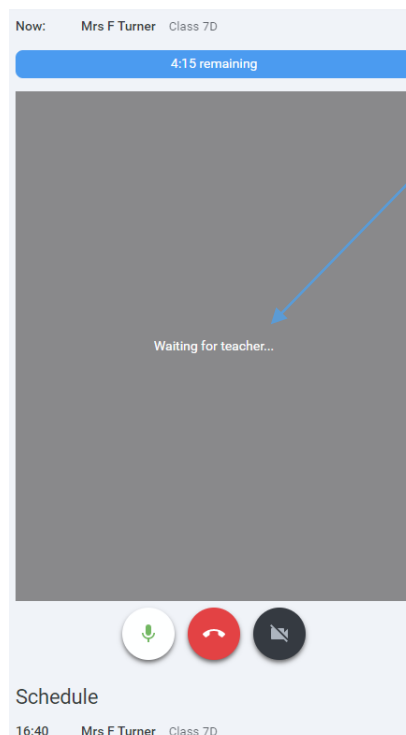


- In the middle, when your appointment is due to start, the Start Appointment button



Making a Call

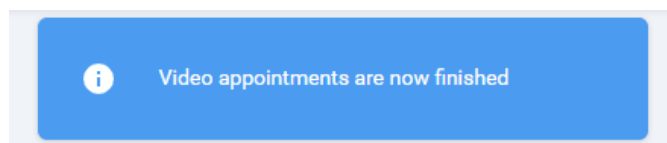
- Click the Start Appointment button
- You will see yourself in the bottom right corner of the screen (unless you have no camera, or have chosen to turn it off)
- If the teacher has not yet joined you will see a notice to that effect in the centre of the screen



- 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

At the End

- Once your appointment has ended you will see the follow message and you can close School Cloud Parent Evening



Important Notes

- 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 delay starting the call it does not extend the duration for that appointment; the appointment will always end at the scheduled time