

KLB School Video Appointments:

Parents - How to attend appointments over video call

In order to make video calls you need to have as a **minimum**:

- a device with a microphone and speaker
- a compatible web browser:
 - iPhone/iPad:** Safari
 - Android:** Chrome or Firefox
 - Windows:** Chrome, Firefox or Microsoft Edge (not Internet Explorer)
 - Mac:** Safari, Chrome or Firefox
 - Linux:** Chrome or Firefox

We also **recommend**:

- Using your **smartphone** with a front-facing camera for video appointments. If you don't 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 appointments via video call

1. Log in and go to the Evening

On the day of the video appointments, login to Parents Evening at <https://klbs.schoolcloud.co.uk>, or 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.

This will become available 60 minutes before your first appointment.

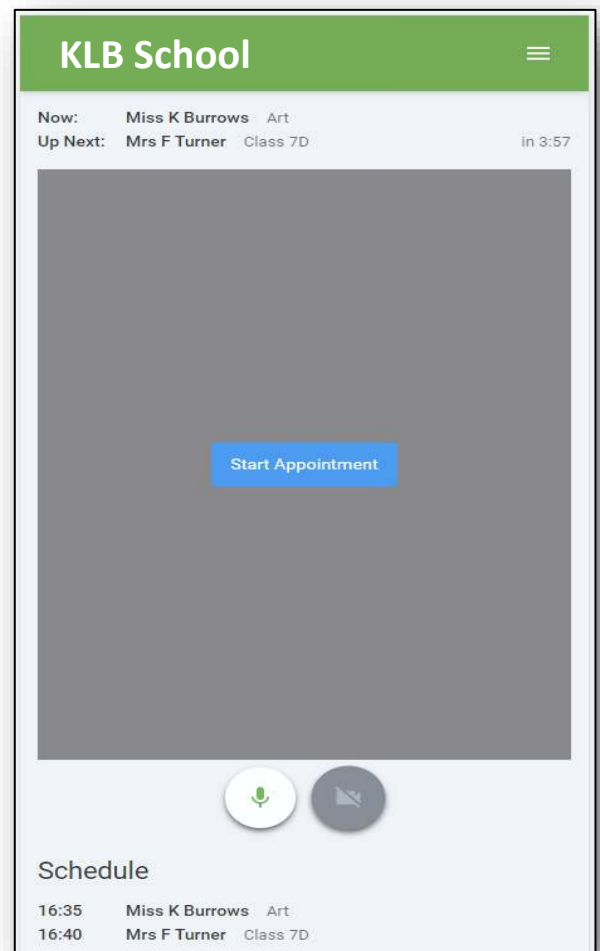
The screenshot shows a mobile app interface for KLB School. At the top is a green header with 'KLB School' and a hamburger menu icon. Below the header is a blue notification box with an information icon and the text: 'You have upcoming appointments which take place by video instead of in-person.' Underneath this is a green section titled 'Video Appointments'. The text in this section says: 'Press the button below to access the video call prior to the start of your first appointment.' Below this text is the event title 'Video Parents Evening - M' and the date/time 'First appointment: 26/03/2020 15:50'. At the bottom of this section is a green button with the text '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** (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.



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 'Waiting for teacher...' 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.

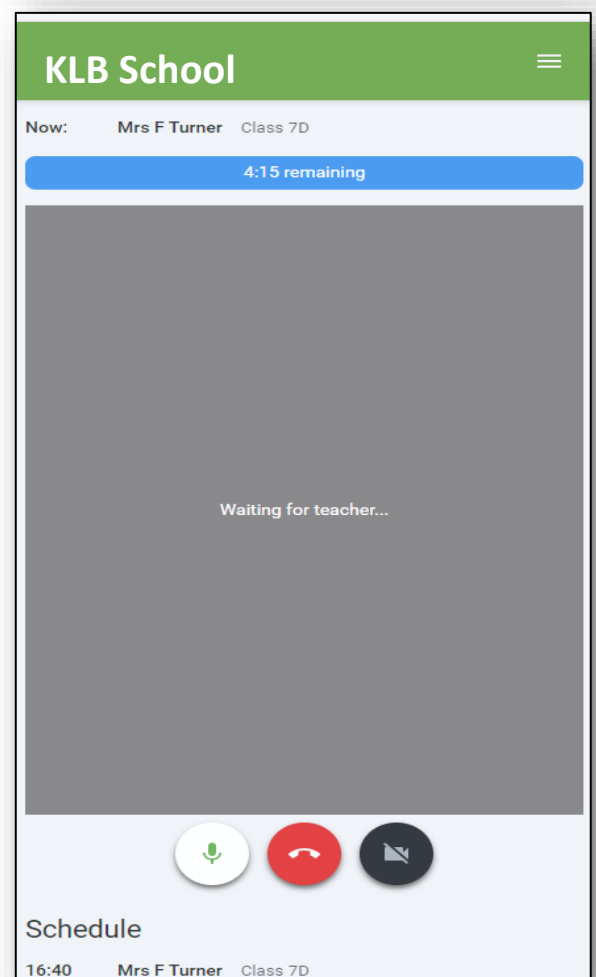
You will also see the remaining time for the appointment counting down in the blue bar at the top of the screen.

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 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.



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 that 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.

