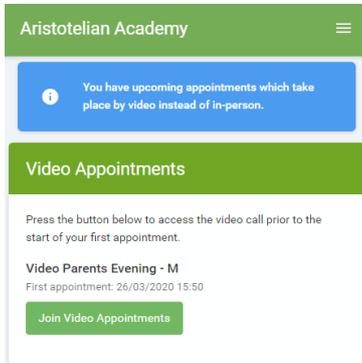




# BENTON PARK SCHOOL

'Creating a climate for great learning, success and opportunity'

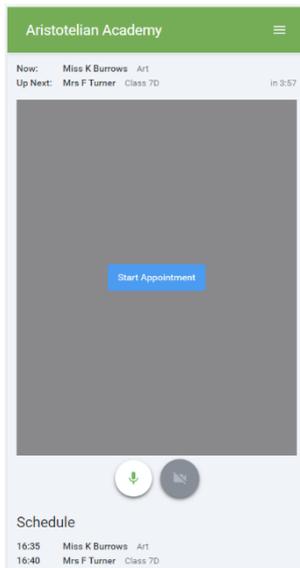
## How to attend your appointments via video call



### Log in and go to the Evening

On the day of the video appointments, login to the parents evening at <https://bentonparkschool.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 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.

### 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 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).

**Please Note: When the countdown in the blue bar stops the appointment time is over and the call will automatically end.**



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## 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.

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.

## Technical information

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

- A device with a microphone and speaker. A tablet or Smartphone may be the most appropriate as these are often already set up for video calls. If you are using a laptop or PC, please ensure that the microphone and camera are enabled before your first appointment.
- A compatible web browser:  
**iPhone/iPad:** Safari  
**Android:** Chrome or Firefox  
**Windows:** Chrome, Firefox or Microsoft Edge (Chromium)  
**Mac:** Safari, Chrome or Firefox  
**Linux:** Chrome or Firefox
- Use of a headset (or earphones with a microphone) may reduce echo but is not a requirement.

Issues can occur when School Cloud does not have access to your camera or microphone. Please ensure that both are enabled before your first appointment to ensure that you can see and hear your child's teachers.

If you are having any issues connecting, we suggest refreshing the page as this can often help. If you choose to change to a different device, you will be able to access your appointments by following the link in the confirmation email.

Further information can be found on the School Cloud website:

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