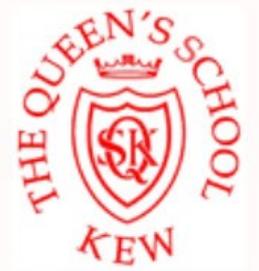


# How to Attend Parent Evening Appointments Over Video Call



## 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  
**Mac:** Safari, Chrome or Firefox  
**Linux:** Chrome or Firefox

## We also recommend:

- Using your smartphone 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.

## Step 1—Login to the Parent Evening System and go to the Evening

Login here: <https://queensschool.schoolcloud.co.uk/>

Remember to **use the same login details** that you used when you booked the appointment

**PLEASE NOTE:** The appointments are set at 10 minute intervals, if you or your child's 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

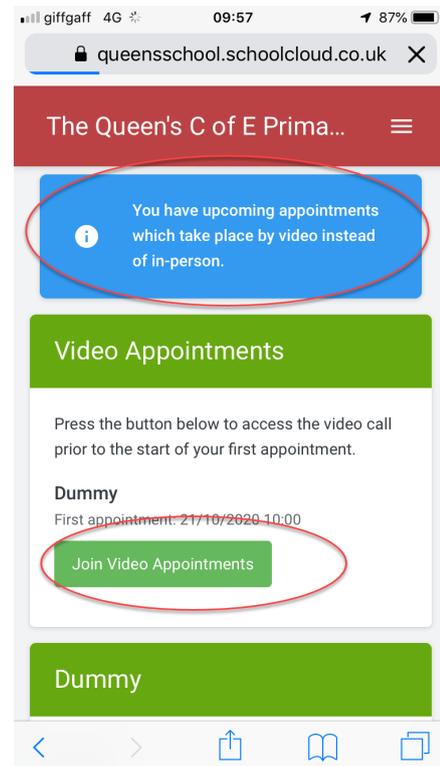
**ALSO:** There is **no gap between** calls and your child's teacher goes **immediately from one appointment to the next** please be aware that they made need **30 seconds or so** the **gather the relevant notes** for your child.

You'll see this screen.

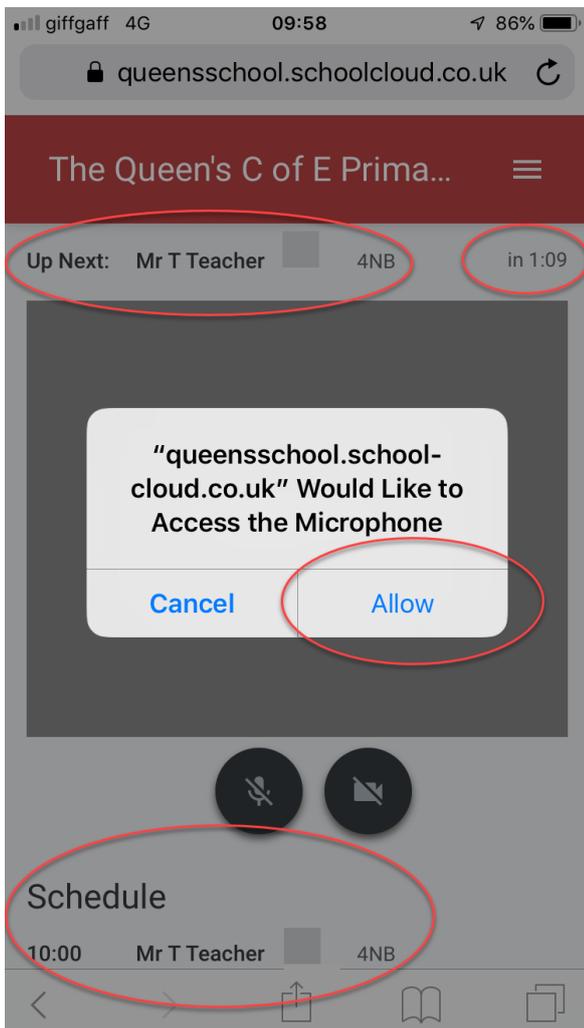
This tells you that you have an upcoming video appointment and the details of it.

If you have more than one appointment scheduled they will be listed here **provided** that you booked them all on **one single login** to the system.

When you are ready click *Join Video Appointments*



## Step 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.

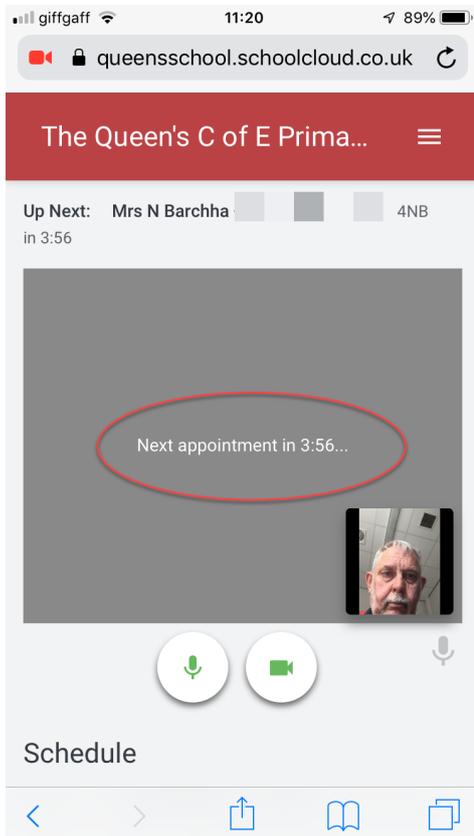
On this screen you can see the following:

At the top left the teacher name, you child's name and class for the current (and next appointment if relevant)

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).

You'll also see your schedule for the evening if applicable..



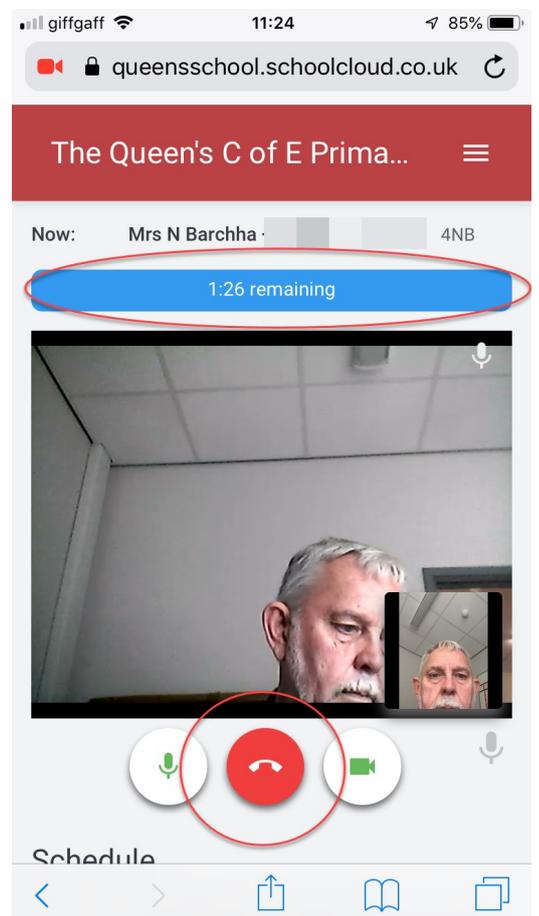
This screen counts down to your next appointment and you'll see yourself at the bottom right

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.

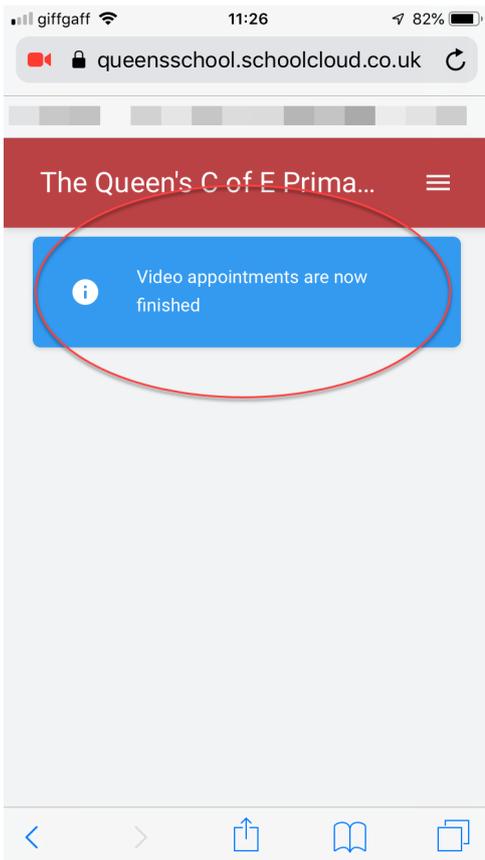
If you finish early, you can click the hang-up button, if you do this accidentally you can re-join the call.

When the countdown in the blue bar stops the appointment time is over and the call will automatically end. The bar will change to amber at a minute remaining and then red at ten seconds remaining.



**PLEASE NOTE:** The appointments are set at 10 minute intervals, if you or your child's 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

**ALSO:** There is **no gap between** calls and your child's teacher goes **immediately from one appointment to the next** please be aware that they made need **30 seconds or so** the **gather the relevant notes** for your child.



If you have more appointments booked under the same login details then these will be displayed when the appointment ends.

If there are no more appointments that you will see this screen and you can logout of the system