



# Video Meeting Information for Parents



# Preparation: Compatability and Testing

Participants must have a webcam and microphone, and can test their compatability at any time in advance of the video meeting, either using the Video Settings button in Parents Booking (see screenshot on page 2) or [this Diagnostics test](#).

Please make sure your technology will be compatable:

You must use one of the below device and internet browser combinations for the video meeting technology to work:

- Apple iPhone/iPad: Safari (requires iOS 11+) or Chrome (which requires iOS 14.3+)
- Android phone/tablet: Chrome or Firefox
- Linux computer: Chrome or Firefox
- Microsoft Surface: Chrome or Firefox
- Mac computer: Safari (version 11+), Chrome or Firefox
- Windows computer: Chrome, Firefox or Edge

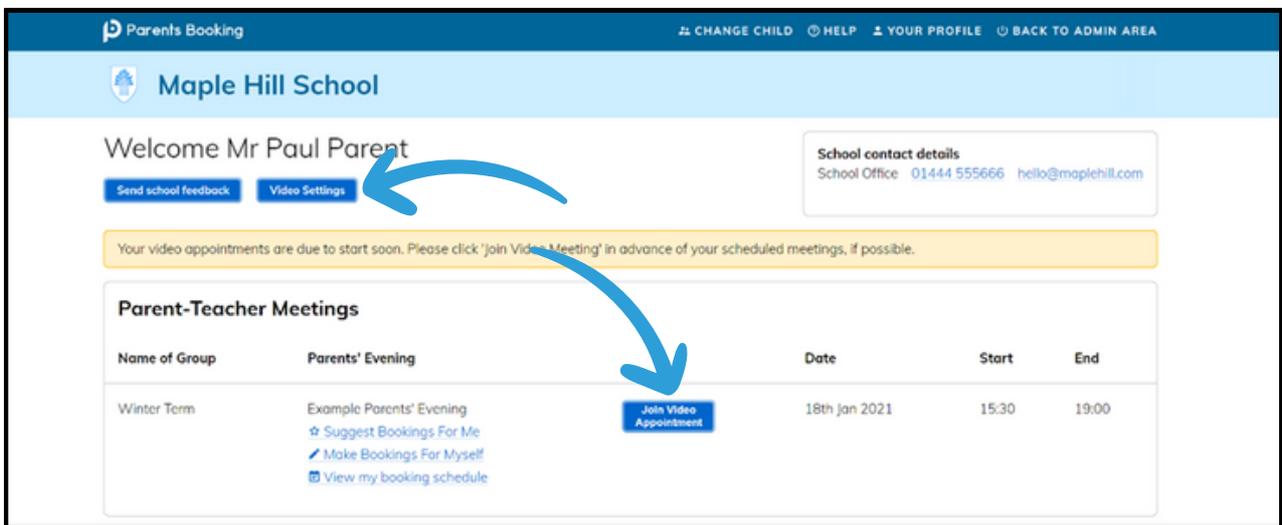
Other preparation we recommend:

To prevent errors connecting to the video meetings, we also recommend:

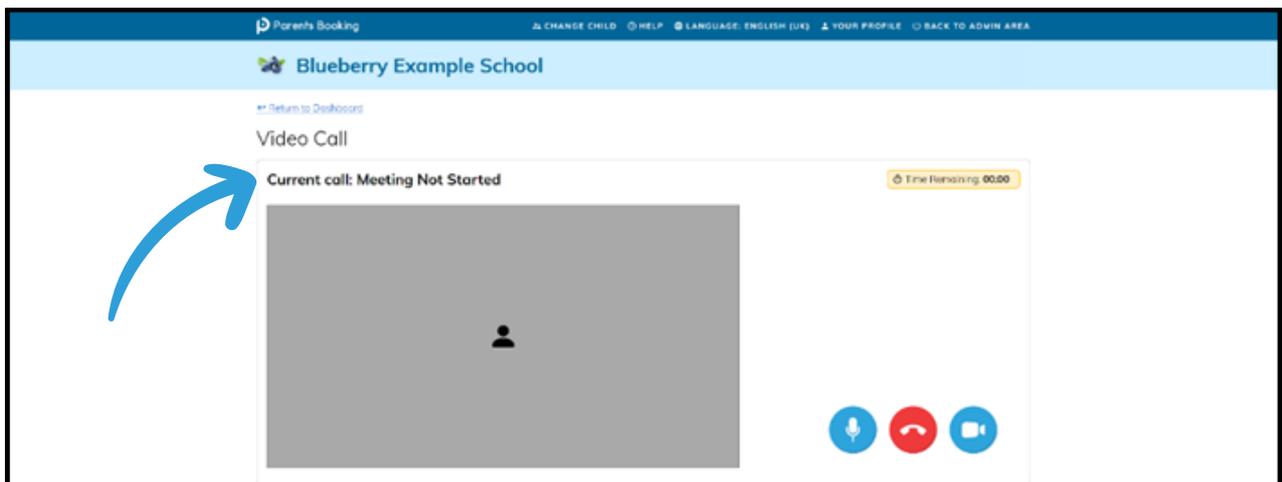
- Updating your internet browser to its latest version
- Updating your Android / iOS software to the latest version
- Make sure to close Teams, Zoom or any other software/apps which might have some measure of 'control' over your webcam/microphone, before joining video meetings in Parents Booking
- If you have joined the video meeting web page, but the meeting doesn't 'connect' during your appointment times, the most likely issues are covered in the blue Troubleshooting page at the end of this guide

# Joining Your Video Meetings

1. Login and make your appointments as normal. If you are not sure how to do this, use the [Parent Guide](#).
2. On the day of your video meetings, login to your school's Parents Booking account as per usual (OR use the 'Shareable Join Link' found at the bottom of your confirmation email and skip to part 4 below). This time there will be a "Join Video Meetings" button shown 15 minutes before your first appointment, which you need to click to join your video meetings.

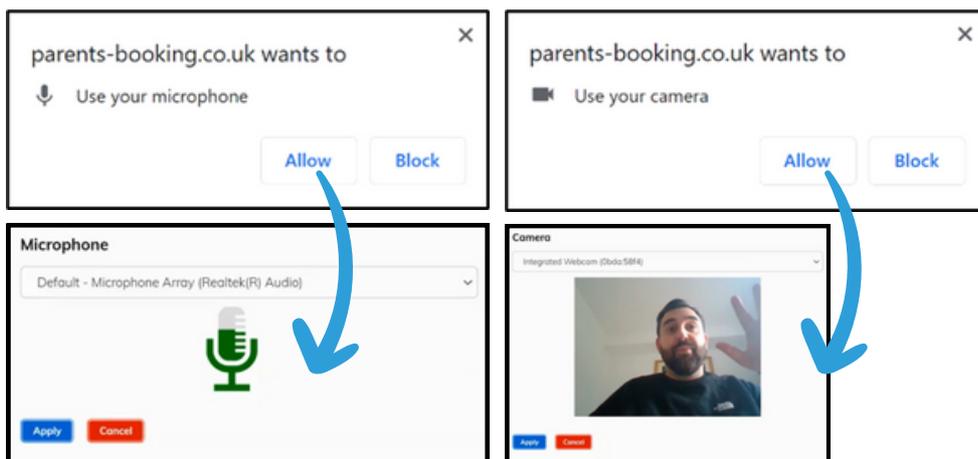


3. If you are early for your first meeting and click the "Join Video Appointment" button, you will be shown a "Meeting Not Started Yet" message on the video meeting web page until the instant your appointment is due to begin, as shown below:



4. When the start time of your first appointment arrives, and provided the teacher is also ready, your meeting will begin...

5. Before you can talk, you will need to provide permission to your internet browser to use its microphone and webcam. You will be shown a 'pop-up' that asks which microphone, and then which webcam, you want to use. Press 'Allow' and 'Apply' for all of these.



Note #1. Your internet browser should remember these settings for each meeting, however Apple iOS has a known issue where you need to approve your camera and mic between each meeting.

Note #2: If you need to reset your webcam/mic choices, click the 'Video Settings' button near the countdown timer.

The screenshot shows a 'Video Call' interface. At the top, it says 'Current call: Miss Beth Davidson, English' and 'Time Remaining: 04:18'. The main window shows a large video of a woman (Miss Beth Davidson) and a smaller video of a man (Rob Mackenzie). Below the videos are icons for microphone, hang up, and chat. At the bottom, there is a 'Your call schedule' table. Blue arrows point from callout boxes to the timer, the participant videos, and the call controls. A blue arrow also points to the schedule table.

Time	Duration	Evening	Child	Teacher
09/10/2020 07.25 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07.30 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English

This countdown timer indicates how long is left of your meeting.

Participants are all shown here, with the main window showing who is talking.

The usual video meeting controls are shown here. Pressing hang up permanently ends the video meeting you are in.

7. Your video meetings will match the schedule you have booked, starting and ending exactly at the pre-determined times. Future appointments follow completed appointments automatically. Your schedule is shown at the bottom of the page. You do not need to change/refresh the webpage.

# Troubleshooting Any Error Messages

## **a) Error: A grey box where the teacher's video feed should be (after the meeting has started)**

This means that your computer isn't able to connect to the video server. This is generally either because:

1. You are using an internet browser that is incompatible (or might need Updated)
2. Your internet connection or firewall is blocking the video meeting (try using a device with 3G/4G to see if there's a difference, and if so you know it's your internet connection/firewall), or
3. Your computer has some other sort of issue stopping it connecting (in which case we would recommend you try a different device, e.g. smartphone, tablet, computer).

## **b) Error message: "Cannot access your device due to a hardware error"**

This means the webcam/mic are not 'available' for your internet browser to use. If you've recently had a Teams/Zoom meeting, make sure these are closed (even try a CTRL+AT+Delete to close them, or a computer restart).

You may need to try a different computer/smartphone/tablet if you can't find the cause to this error.

## **c) Error message: "The user did not give permission to access your media"**

This often means the internet browser is blocking access to the webcam. Look at your internet browser's web address bar and check if the video symbol is 'blocked'. If it is, unblock and refresh the web page.