Parents Booking

Video Meeting Information for Teachers

Preparation: Compatability and Testing

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

Please make sure your technology will be compatabile:

You must use one of the below device and internet browser combinations for the video meeting technology to work:
- Apple iPhone/iPad: Safari or Chrome
  - Safari requires iOS 11+
  - Chrome 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
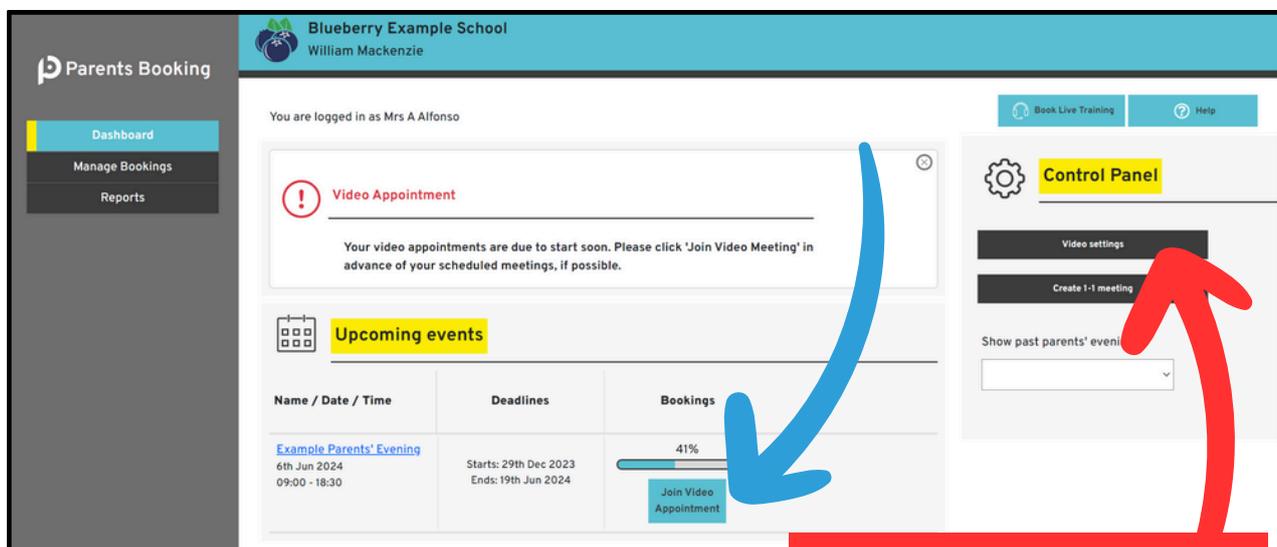 - You must use the newer Edge Chromium version

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. You can login and check your appointments any time before your video meetings. If you are not sure how to do this, use our Teacher Guide.

2. On the day of your video meetings, login to your school's Parents Booking account as per usual. This time there will be a "Join Video Appointment" button shown 15 minutes before your first/next appointment, which you need to click to join your video meetings.

Test your webcam, microphone, and computer/device 'compatibility' here.

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. Don't worry, your meeting will start exactly on time / as scheduled.

4. When the start time of your first appointment arrives, and provided the parent is also 'online', your meeting will begin...

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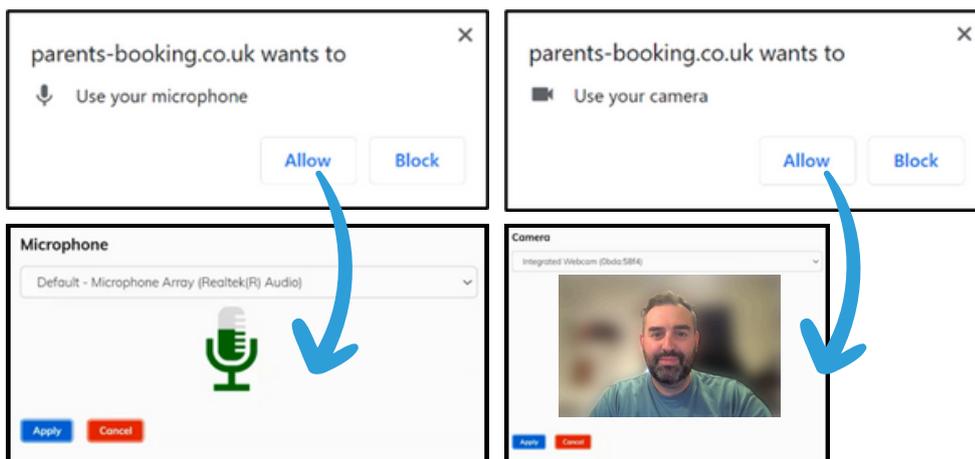
Note #1. Your internet browser should remember these settings for each meeting, however Apple iOS has a known issue where you need to approve your camera and mic between each meeting.

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

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

Participants are all shown below the timer, 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.

6. Your video meetings with match the schedule you have booked, starting and ending exactly at the pre-determined times.

If one participant joins late, they will find the clock has already started.

7. Future appointments follow completed appointments automatically.

If there is a small (30 second+) gap between appointments, or the next participant is not 'online', you will be automatically shown the 'Meeting Not Started' message.

Whether there is a gap between meetings or not, you will be immediately shown your next appointment as soon as the start time for the next meeting arrives.

Your schedule is shown at the bottom of the page, and you can click on a parent's name to review contact information or notes about the meeting.

You should not need to change/refresh the web page at any time, however, if you encounter issues please refer to the next page, which helps with troubleshooting issues.

Troubleshooting Any Error Messages

a) Error: A grey box where the parent's video feed should be (<u>after the meeting has started</u>)

This means that your computer/device 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.