

Video Meeting Information for Teachers

(There's also a video training tour for the Teacher area [here](#) and a PDF guide on the whole teacher area [here](#).)

IMPORTANT: Testing Your Video Meeting Compatibility

Before you have a real video parents' evening, we highly recommend you login to your 'teacher area' in Parents Booking (www.parents-booking.co.uk) and use the red 'Video Settings' button OR [this Diagnostics test](#) to ensure your webcam and microphone work, and that your school's firewall/network and/or computer is not 'blocking' our video meeting technology.

The Video Settings button is always shown – use it to test any time in advance of your meetings.

If you are not being shown a webcam/microphone pop-up, consult the troubleshooting tips at the bottom of this PDF in the first instance, or contact your school's Parents Booking 'admin'.

Instructions:

1. You will be sent an e-mail from Parents Booking which asks you to create a password to login with. When this arrives, click the link and create your password. Keep this safe.

Passwords must have at least one uppercase, lowercase, numbers and special character (!£\$%), and be at least 8 characters.

2. Once you have created your password, we recommend ALL teachers check they can login to <https://parents-booking.co.uk> in advance of the parents' evening to make sure they can login, and to test their video meeting compatibility, as per the orange notification above.

Parents and teachers must have a web cam and microphone, and can test these at any time in advance of the video meeting using the 'Video Settings' button on the teacher Dashboard or in the video meeting room.

Official device and internet browser combination advice:

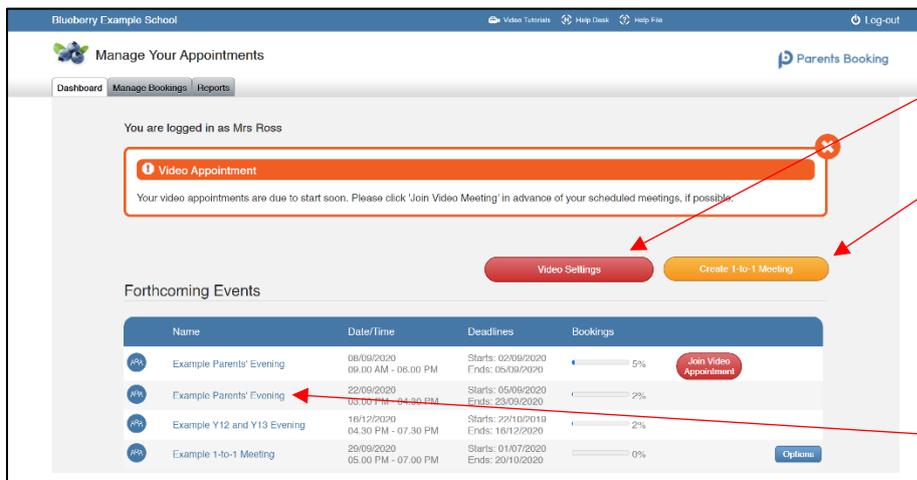
- **Apple iPhone/iPad (must be iOS 11+):** Safari (New: Chrome also works with 2021's iOS 14.3+)
- **Android phone/tablet:** Chrome or Firefox
- **Linux computer:** Chrome or Firefox
- **Microsoft Surface:** Chrome or Firefox
- **Mac computer:** Safari (version 11+), Chrome or Firefox
- **Windows computer:** Chrome, Firefox or Edge (but only the new Edge Chromium, not the old Edge)

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

- Updating your internet browser to the 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 are unable to connect, an error message will show to explain why.

3. **On the day of the parents' evening, please login to <https://parents-booking.co.uk> in advance of your first appointment.** You will be shown an orange notification reminding you that you have appointments coming up.

The 'join video appointments' button will show up 15mins before your first scheduled appointment.



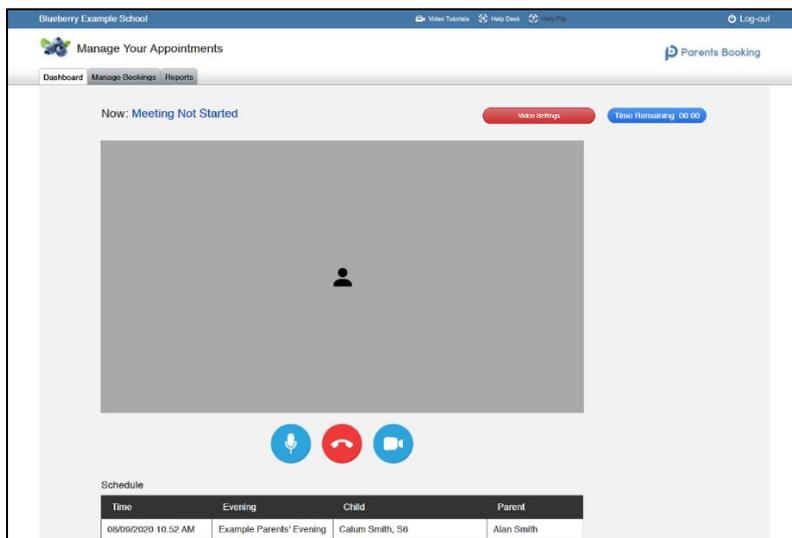
Test your webcam, microphone, and computer/device 'compatibility' here.

Some schools will allow teachers to create their own '1-to-1 video meetings' with selected parents.

The parents' evenings you are a part of are shown here. You can login and check your appointments any time, and, where allowed, block out or extend times.

Once you have joined the video call, you will be shown a page like below, which explains that your meetings have not started yet.

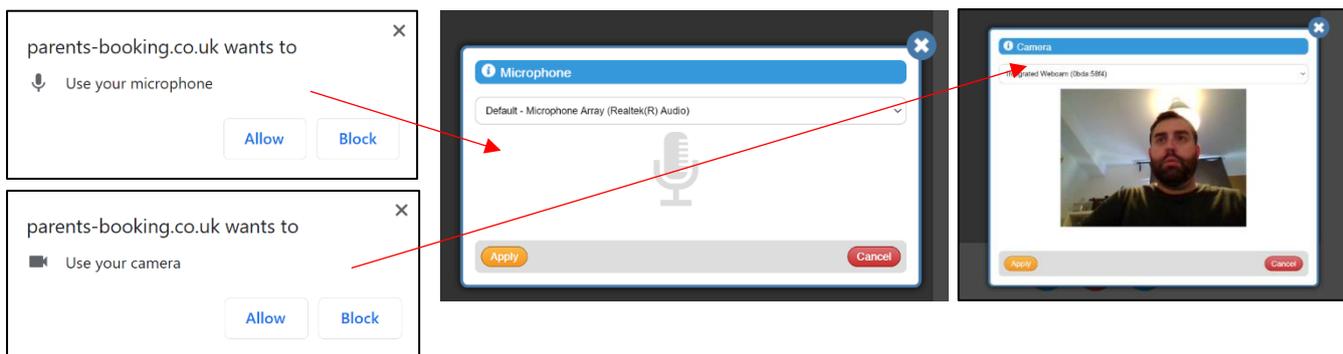
Your first appointment will start when the appointment time is arrives and when the parent joins:



4. **If this is your first ever meeting, when the first parent joins, you will be asked to provide consent to use your microphone and camera.**

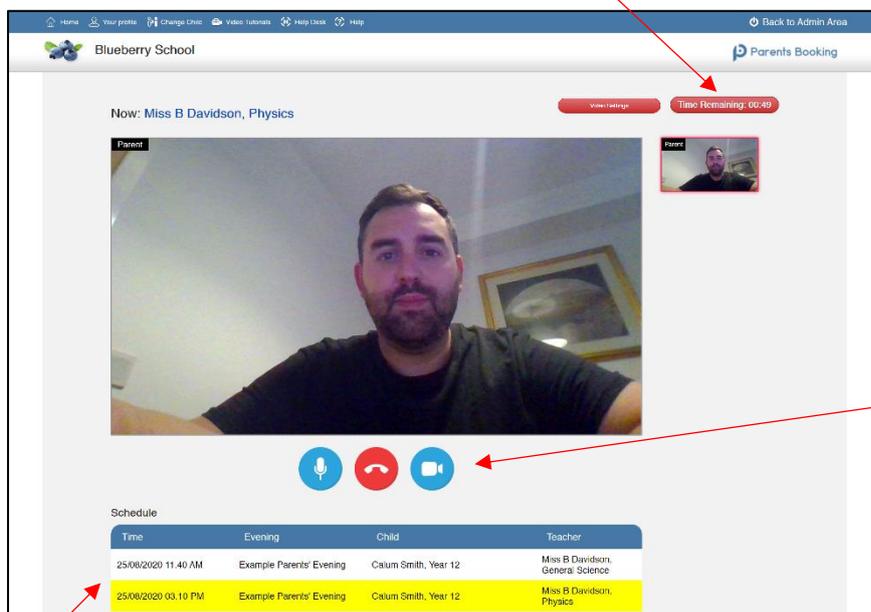
N.B#1. Your browser should remember these settings and not ask again, however Safari on iPad/iPhone does not seem to. This is an issue Apple know about.

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



5. **Once both parent and teacher have both consented to using their microphone and camera, each will be shown the other participant and the meeting will begin.** If one participant is late, the clock will have started already.

The countdown timer will show how long is left of the appointment.



You can turn off your microphone and/or camera at any time here.

You can also end a video meeting early, which will mean you are given a countdown to your next meeting.

6. **Once your appointment has finished you will be automatically shown the 'Meeting Not Started' message if you have a gap between your appointments, or shown your next appointment if your next meeting is due to start instantly.**

We hope you have a great experience using Parents Booking.

Troubleshooting Tips

Big grey box where the parent's video 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 (school network 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/network 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).

"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.

"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.