



Please see below the guide to access appointments.

From our testing of the system, we would recommend using Wi-Fi if possible and that if your connection is poor, that you switch off the video to preserve the audio.

If you are having issues connecting, please try restarting the system or try an alternative device if possible.

Login to the booking system <https://hazeley.schoolcloud.co.uk>, or click the login link from the bottom of the email confirmation you will have received when you booked your appointments.

Once logged in you will see a notice that you have upcoming video appointments and under this the details of the event. 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's 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 pickup and hang up button).
- In the middle, when your appointment is due to start, the **Start Appointment** button.
- When a teacher joins a video appointment, 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 connection 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 and time remains, this will let you continue with the appointment (this is the same for the teacher if they lose their connection).
- When the countdown in the blue bar stops the appointment is over and the call will automatically end.
- 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.

Please note that if you are late, or leave and rejoin a call, it does not reset the timer. The appointment will always end at the scheduled time. If you are unable to join an appointment, please email the subject teacher who will then provide feedback via email or alternatively arrange a call to discuss your child's progress.

For further details and screen shot images to help familiarise you with how the screen will look, please click here - <https://support.parentseveningsystem.co.uk/article/801-video-parents-how-to-attend-appointments-over-video-call>