teachers2parents

Parents' Evening Video
How-To Guide
For Parents



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Welcome to Parents' Evening Video!

In this guide we show you how easy it is to book and join a Parents' Evening via video call.

Please note: This guide is written specifically for the Video Events module – if there's anything you're unsure about, please get in touch with your school.

What Is Parents' Evening Video?

Parents' Evening Video is an addition to Parents Evening, which has been, up until now, for in-person events.

Parents' Evening Video allows schools to host parents' evenings over a safe and secure video platform, which reduces the need for in-person events during a difficult time. Parents' Evening Video is quick and easy for parents and guardians to use!

The future is video calls, and Parents' Evening Video is the future.

Before You Start

There are a few things that you'll need to have before you're able to have a virtual meeting with a teacher. If you don't have access to these things, please make your school aware so they can assist you or make alternative arrangements.

Please Note!

Whether you're using audio or video for your call, the device you are using may ask for your permission to use audio/video with Parents Evening. Please check your device settings to ensure that these permissions are enabled.

Here are some things you'll need in order to connect:



A Device

You will need a computer, laptop, tablet, or mobile device that has audio capabilities – this is so you and the teacher can talk to each other.



A Camera

You can also use video if you'd like the teacher to see you as you talk to one another; this is optional. To use video, the device you use will require a camera.

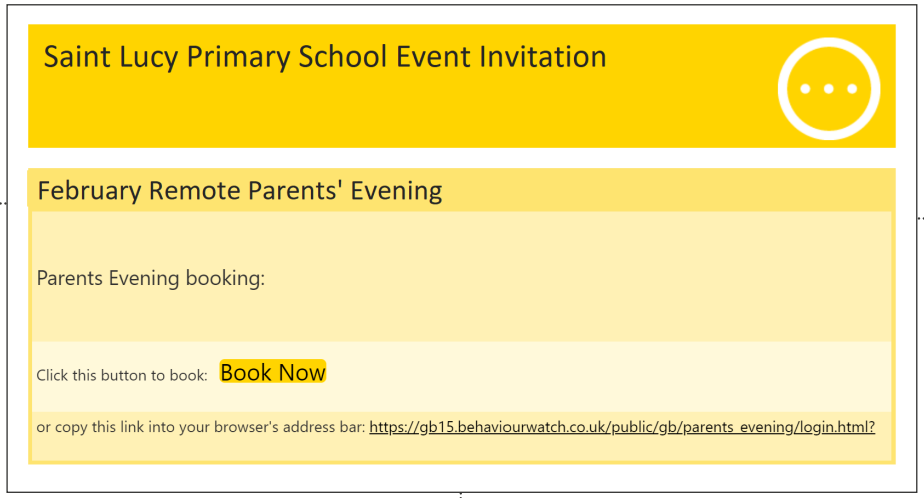


An Internet Connection

In order to connect with your child's teacher, you'll need to have a stable Internet connection. If you're using a web browser, please ensure that you're running the most recent version.

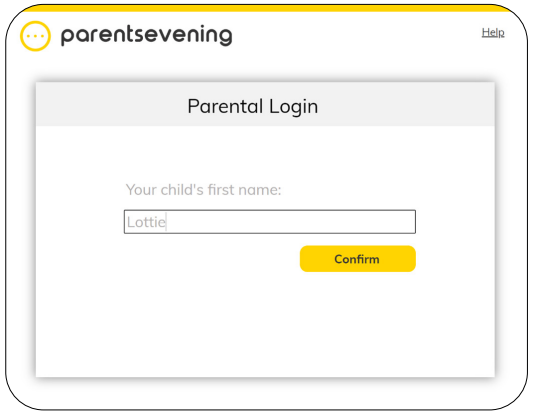
Booking Sessions for Video Calls

The school will send an invitation for you to book your parents' evening sessions as normal. This may be via email or text message.



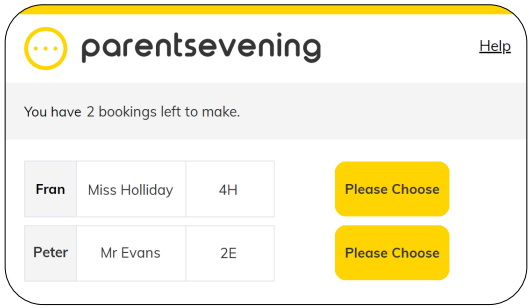
1

As normal, click the Book Now button. You will be asked to enter your child's first name.



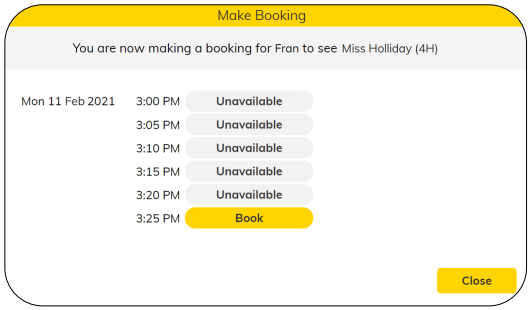
2

Then, choose which sessions you'd like to book.



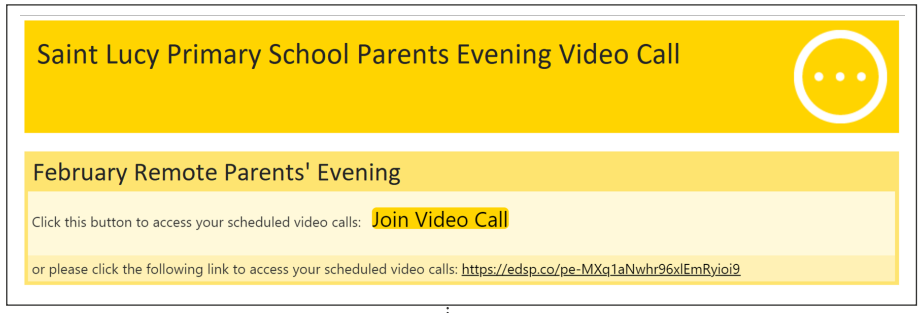
3

Remember that you are booking sessions for a video call on your device rather than a face-to-face meeting.



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Before The Video Call



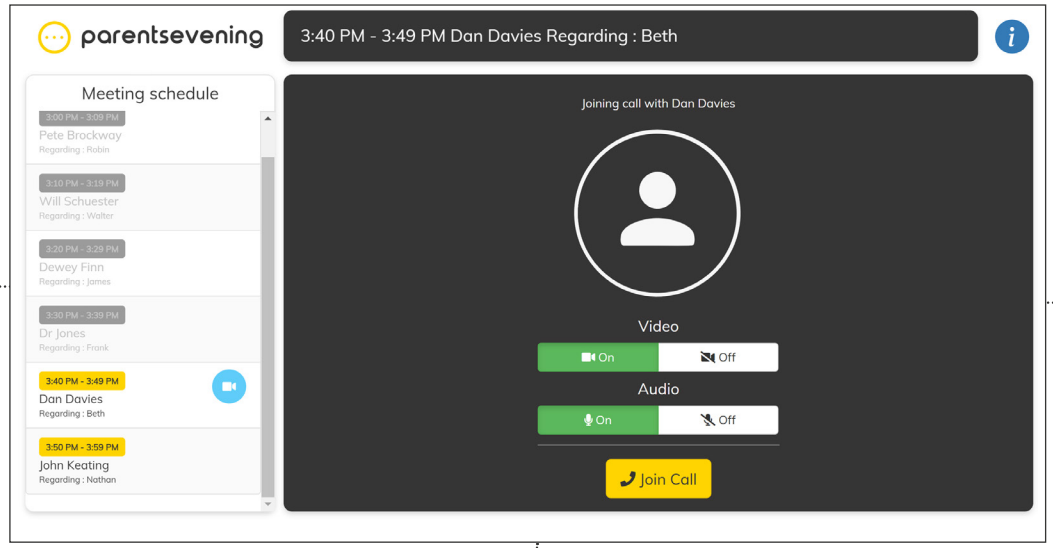
Before the parents' evening begins, you will receive a link to the video call either via email or text message. When you click on the link provided, a window will open in your web browser. This is where the video calls will take place.

Top Tip!

Before you start a video call, we recommend that you check your network and microphone/camera settings using these links:
networktest.twilio.com
test.webrtc.org

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During The Video Call



1

At the top of the screen you will see your session time and the teacher you are speaking with, plus the name of the child it's regarding.

2

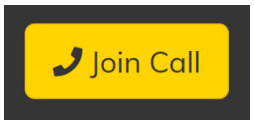
Down the left-hand side you will see your Meeting Schedule. This is a list of all your booked sessions for the parents evening, including the time, with which teacher, and regarding which child (if you have more than one child at the school).

3

Sessions in grey have already occurred. When session has a blue video icon beside it, this means that the session is currently taking place. You cannot join sessions which take place in the past or future

During The Call

To join the current session, both you and the teacher must click the 'Join Call' button; only when both parties have clicked this button will the video call begin.

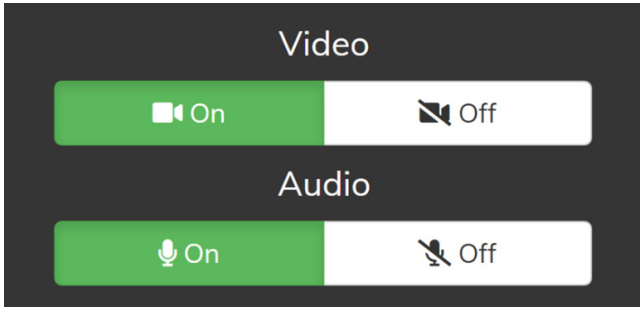


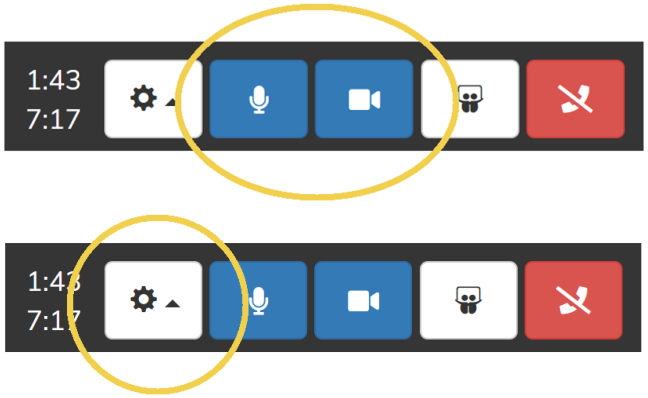


Video Settings

You can enable/disable your audio and video before joining the call, or during, using the buttons at the bottom of the screen.

To change your audio/video settings, click the Settings button.





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During The Call



To change your audio/video settings, click the Settings button.

The teacher can show you your child's work or anything else they'd like you to see by sharing their screen. You can also share your screen if there's anything you'd like the teacher to see. (Please note that this is not available when using an iPhone or iPad.)

The call can be ended at any time during the session by yourself or the teacher. If this happens accidentally, you can re-join the call, but only if it is still within the current session.

Ending Your Calls

Your school may have chosen to add short breaks between each session, in order to prepare for the next parent for example. If this happens, you will see a countdown until your next session.

When all of your booked sessions are complete, you will see 'No more calls.' The parents' evening has finished and you can now close the window in your browser.



Next call in 0:56



No more calls

End ›

Compatibility

Not all devices or browsers currently support our video module. Please see the guide below for compatibility:

	Chrome	Firefox	Safari	Edge (Chromium)
Android	☺	☺	-	-
iOS	*	*	☺	-
Linux	☺	☺	-	-
macOS	☺	☺	☺	☺
Windows	☺	☺	-	☺

Please ensure that users are running the most recent version of Chrome and Firefox, or Safari 11 and above.

Need Help?

If you require assistance at any time, please contact your school and they will be able to assist you.