



## Parents' Guide for Booking Appointments

Browse to <https://VBede.schoolcloud.co.uk/>

### Step 1: Login

Fill out the details on the page then click the *Log In* button.

A confirmation of your appointments will be sent to the email address you provide.

### Step 2: Select Parents' Evening

Click on the date you wish to book.

Unable to make the date? Click '*I'm unable to attend*'.

### Step 3: Select Booking Mode

Choose '*Automatic*' if you'd like the system to suggest the shortest possible appointment schedule based on the times you're available to attend. To pick the times to book with each teacher, choose '*Manual*'. Then press '*Next*'.

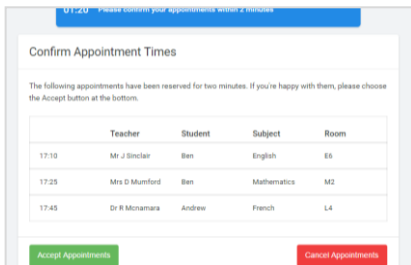
We recommend choosing the automatic booking mode when browsing on a mobile device.

### Step 4: Select Availability

Drag the sliders at the top of the screen to indicate the earliest and latest you can attend.

### Step 5: Choose Teachers

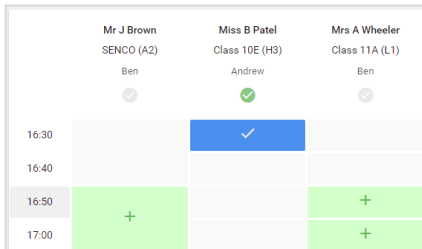
Select the teachers you'd like to book appointments with. A green tick indicates they're selected. To de-select, click on their name.



### Step 6a: Book Appointments (Automatic)

If you chose the automatic booking mode, you'll see provisional appointments which are held for 2 minutes. To keep them, choose Accept at the bottom left.

If it wasn't possible to book every selected teacher during the times you are able to attend, you can either adjust the teachers you wish to meet with and try again, or switch to manual booking mode.



### Step 6b: Book Appointments (Manual)

Click any of the green cells to make an appointment. Blue cells signify where you already have an appointment. Grey cells are unavailable.

To change an appointment, delete the original by hovering over the blue box and clicking 'Delete'. Then choose an alternate time.

You can optionally leave a message for the teacher to say what you'd like to discuss or to raise anything beforehand.

Once you're finished booking all appointments, at the top of the page in the alert box, press 'click here' to finish the booking process.



### Step 7: Finished

All your bookings now appear on the My Bookings page. An email confirmation has been sent and you can also print appointments by pressing *Print*. Click 'Subscribe to Calendar' to add these and any future bookings to your calendar.

To change your appointments, click on 'Amend Bookings'.

## Protocol and guidance for Virtual Parents Evenings

We think it is helpful to establish some ground rules so that all participants are following the same protocol, and to ensure everyone's wellbeing.

- Conversations should take place in appropriate locations.
- All participants should be appropriately attired as they would be for a real-life face to face meeting.
- Conversations must not be recorded.
- If you are using a device to enable both parents from different households to attend simultaneously e.g. FaceTime or WhatsApp, please flag this up to the teacher as a matter of courtesy at the start of the conversation.
- As in real life, your child is welcome to attend.
- Appointment times are not flexible and will start and finish exactly on time. Appointments will be automatically stopped once the allotted time has ended.

## Advice

- School Cloud has now been used extensively within school – therefore, we anticipate things to run smoothly from the school site. Should there be any issues we will try our best to resolve these as soon as possible, but please be forgiving of any technical hitches.
- In order to have a video call appointment you need to have as a minimum:
  - A device with a microphone or speaker
  - A compatible web browser:
    - iPhone/iPad: Safari
    - Android: Chrome or Firefox
    - Windows: Chrome, Firefox or Microsoft Edge
    - Mac: Safari, Chrome or Firefox
    - Linux: Chrome or Firefox
- It is recommended that, where possible, you use a headset or earphones to reduce echo.
- Please note that, whilst 'video call' is the default setting for appointments, there is the option to join the meeting without your video enabled if you wish. If you would prefer the appointment to be an audio call only, please let the member of staff know at the very start of the call, so that they can also switch off their video.
- Try logging on up to an hour before - if you can't see "Join Video Appointments" check as below.
- The same parent/carer who made the appointments MUST be the one to log in as the appointments are linked to his/her details only and NOT to the other parent.
- Make sure your camera and microphone and volume are fully enabled in your settings and that you have allowed the system to access them.
- Better sound is achieved if only one person speaks to the microphone at a time.
- If one party loses connection, please just wait whilst they log in again - you should be able to resume the conversation.
- If there is a sound /display issue, try clicking the microphone/camera icon off and on again.
- **If there is still an issue, try logging off and logging on again** or try another device.
- If possible, have a backup device ready for you to log on and use.