Wednesday, 26 January 2022

202201_GEN_KGH_SPE_L

SPRING PARENTS' EVENING MEETING

Dear Parent and Carer

Due to current circumstances, parent-teacher meetings will be held via video link. You are invited to book appointments for the School's next parent-teacher meeting online, using the following link: https://heston.schoolcloud.co.uk/.

Each appointment will be 5-minutes, including a 30-second period to allow you to switch to your next appointment. This will enable the teacher to finish their call with you and move to their next appointment. Please be mindful of your 5-minute slot and adhere to it strictly, as appointment times start and end precisely.

As we are introducing new technology to conduct parent-teacher meetings, we trust it will run smoothly, so we ask for your patience.

The meetings will focus on:
• Reviewing your child's progress
• Identifying the targets, strategies and gaps that they need to focus upon.

PARENTS EVENING [16:00 – 17:00]	DATE OF EVENING	DATE WHEN YOU WILL BE ABLE TO BOOK YOUR APPOINTMENT FROM
Post 16	03 February 2022	27 January 2022
YEAR 9*	10 February 2022	03 February 2022
YEAR 11*	24 February 2022	10 February 2022
YEAR 7	03 March 2022	24 February 2022
YEAR 8	24 March 2022	17 March 2022
YEAR 10	31 March 2022	24 March 2022
*Please note: Year 11 and Year 9 Evenings are different to what was published previously.		

To make your appointments, please log in using the following link: https://heston.schoolcloud.co.uk/.

To login you will need to enter:
• Your title, first name, surname and email address
• Your child's first name, surname and date of birth
• The login details you enter **must match** those we have on record for you.

On the day of your appointments:
• Log in at the website address above
• Enter the video meeting room 10 minutes before your appointment is due to begin
• Each appointment will last for 5-minutes [a timer will be displayed on your screen during the meeting].
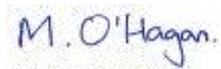
In order to make video calls you need to have as a minimum:
- A device with a microphone and speaker/headphones
- A compatible up-to-date web browser:
  - **iPhone/iPad:** Safari, Chrome **Note: [iOS 14.3 minimum]**
  - **Android:** Chrome, Firefox or the Samsung Browser
  - **Windows:** Chrome, Firefox or Microsoft Edge [Chromium - download here]
  - **Mac:** Safari, Chrome or Firefox
  - **Linux:** Chrome or Firefox

If you are unable to book an appointment for any reason or have any questions, please contact the Main School Office and a member of staff will be happy to help.

To view a short video, access Video Parents Evening Demonstration from SchoolCloud on Vimeo. If you watch to the end, it will show you how the meetings take place.

Yours sincerely

Mr M O'Hagan
Deputy Headteacher

PARENTS GUIDE
SCHOOLCLOUD PARENTS EVENING

This video shows you how to log in, book, and attend video appointments at Heston Community School's Parents' Evening. Underneath the video is written information showing you **how to invite another parent/guardian to join your appointments**.

[Vimeo] Video Parents Evening Demonstration [Browser] SchoolCloud

---

**System Requirements: In order to make video calls you need to have as a minimum:**
- a device with a microphone and speaker/headphones
  a compatible up-to-date web browser:
  iPhone/iPad: Safari, Chrome
  Note: There is a known issue joining video calls using iOS 14.2. Please upgrade any iOS 14.2 devices to iOS 14.3, or use a different device
  Android: Chrome, Firefox or the Samsung Browser
  Windows: Chrome, Firefox or Microsoft Edge (Chromium - download here)
  Mac: Safari, Chrome or Firefox
  Linux: Chrome or Firefox
 We also recommend:
- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.

HOW TO ATTEND APPOINTMENTS OVER VIDEO CALL

- **Login** to **SchoolCloud** using the following link:
  https://heston.schoolcloud.co.uk/

- Enter your: **Title, First Name, Surname** and **Email**
- Enter your **child's: First Name, Surname** [as it appear on our system] and **Date of Birth**
- The **blue** notice tells you that you have upcoming video appointments
- **Click here** allows you to check that your internet connection and device can connect to a video call
- The green **Join Video Appointments** button allows you to join your appointment on the day;
- Click on **Join Video Appointments** to test that your camera and microphone are working
- Click **Yes** to allow access to your camera/microphone
- You have the option to:
  - **blur your background**
  - **Device Settings**
    Change which devices are being used
  - Check your **microphone**
  - **Play a test sound** – test speakers
- Click **Proceed to Video Call**
- Please keep your camera and microphone on during the meeting with the teacher.
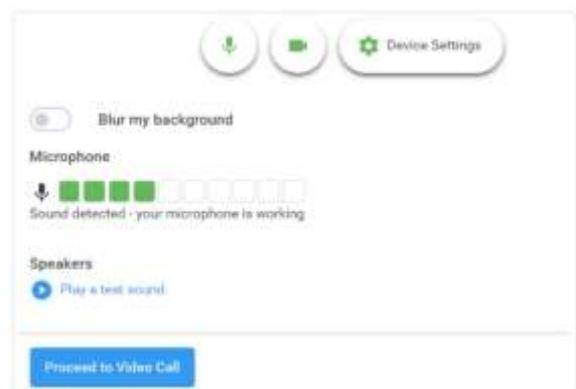
THE VIDEO CALL

On this screen, you can see the following, when in a call:

- Top left the **teacher name** and **subject** details for the current and **next appointment**
- Top right a **countdown** to the start of the appointment
- Bottom, the control buttons to **mute the mic** or **turn off the camera**
- The **cogwheel** allows you to change the settings, such as blurring your background
- When another person is available these also show a **green** pick up button to start the call and a **red** hang up button to leave the call.
- In the middle of the screen, when your appointment is due to start, click the **Start Appointment** button.

MAKING A CALL

Click the **Start Appointment** button. You will see yourself in the bottom right corner of the screen. If the teacher has not yet joined you will see a notice to that effect in the centre of the screen.

When a teacher joins a call, you will see them in the main part of the screen and your discussion with them can begin. You will also see the remaining time for the appointment counting down in a blue bar at the top of the screen, which will turn red when the last 10 seconds begin.

If anyone loses access to the system for some reason during the call, they can log in again and click **Start Appointment** on the video call screen. As long as the other person is still in the call this will let you continue with the appointment.

When the countdown in the blue bar stops the appointment time is over and the call will automatically end.

Note: if you or the teacher are late, or leave and re-join the call, it does **not** reset the timer. The appointment will always end at the scheduled time.

FOLLOW ON CALLS

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.

Note: If you delay starting a call, it does **not** extend the duration for that appointment. The appointment will always end at the scheduled times.

If you do not have a consecutive appointment, but you have not completed your final scheduled appointment, you will see a countdown telling you how long until the start of your next appointment.

Once your final appointment for the evening is complete, you will see a message advising you of this.

INVITING ANOTHER PARENT/GUARDIAN TO JOIN YOUR APPOINTMENTS

Parents can give **ONE** other parent/guardian access to join your video appointments in respect of each student linked to you that is involved in the conference. You can grant this access at the time of booking, or later if required.

Once you have made your bookings, or when you later log in and go to **My Bookings**, click on the **Invite Parent/Guardian** link at the top of the list of your bookings. If you have already sent an invitation this link will show as **Manage Invites** instead.

You will then be presented with a box asking for the details of the parent/guardian to be given access.

If there is more than one student linked to you and involved in the evening they will all be shown.

You must enter a **Name**, and an **Email** address, as well as **tick the box to consent** to that person being given access to the information used to make the appointments.

If there is more than one student linked to you, choose the student(s) in respect of whose appointments the access to this person will be granted.

When you click the blue **Send Invite button** an email is sent to the address entered, giving them a link and details on how to join the call.

Please note that **ONLY** that one invited guest should use this link. Anyone else using it (including the parent that sent the invite, who should log in via their own confirmation email) will knock the guest out of appointments.

Here is an example of what the invite email looks like:

You will then see a **Manage invites** box that shows your sent invitation(s), allows you to add another invite if you have any more available (you can have **one** invite per student, if wished), and allows you to **Resend** invites or **Remove** them.

If you have no more invitations available, the green button will be replaced with a message that says **Unable to invite another parent/guardian**. Only one invite can be sent per student.

If you click **Remove the link** in the previously sent invitation will no longer work and that person can no longer join the video call.

Note: A call can have a maximum of 4 people in it at any one time. A school can assign 3 teachers to take joint appointments for a class, if they do this the parent can still invite their ONE guest, however once the number of active participants in the call reaches 4 no further people can join it (unless one of the existing participants leaves the call).