Parents Booking

Video Meeting Information for Teachers

(There's also a video training tour for the Teacher area here:
https://www.youtube.com/watch?v=4aqmy3kNqN8)

1. You will be sent an e-mail which asks you to create a password for Parents Booking. 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. If you cannot login, you will not be able to join your video meetings when they start.

    Be aware that the username and password are both case sensitive. If your e-mail address has uppercase characters, please input them this way. Also, note that on iPhones/iPads the username field sometimes automatically capitalises the first character. This may prevent you from logging in if you do not make it lowercase.

    Participants 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. We suggest also using Chrome on a PC/laptop/Android smartphone/tablets. We recommend using Safari on an iPhone/iPad. Below is the official browser and device compatibility:

    You must use one of the below device and internet browser combinations for the video meeting technology to work:

    - **Apple iPhone/iPad (must be iOS 11+)**: Safari *(New: Chrome looks to be supported with 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 also recommend:

    - Updating your internet browser to the latest version.
    - Updating your Android / iOS software to the latest version.
        o *N.B. Apple iOS 14.3 had a bug that caused some audio distortion in video meetings.*
    - 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 see a grey screen, where there should be a video of the other participant, during the time when your meeting should be taking place, this means your device/computer cannot 'connect' to the video meeting server. We recommend trying on a different internet connection (e.g. 3G/4G instead of Wi-Fi) to see if this makes a difference, and also trying a different internet browser or even a different device if required.

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, and asking you to press the red Join Video Appointments button.
**The join video button will show up 15mins before your first scheduled appointment.**
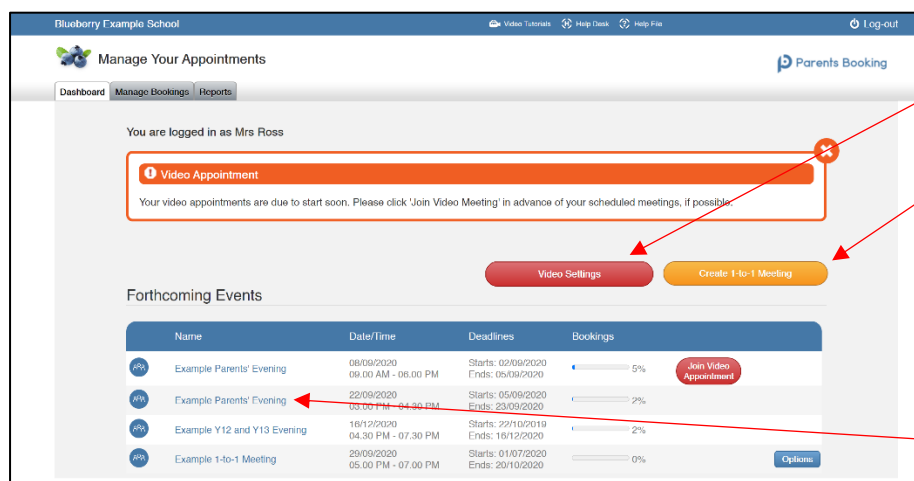
Test your webcam, microphone, and computer/device 'compatibility' here.

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 this, which explains that your meetings have not started yet. Your first appointment will start the second the parent joins:
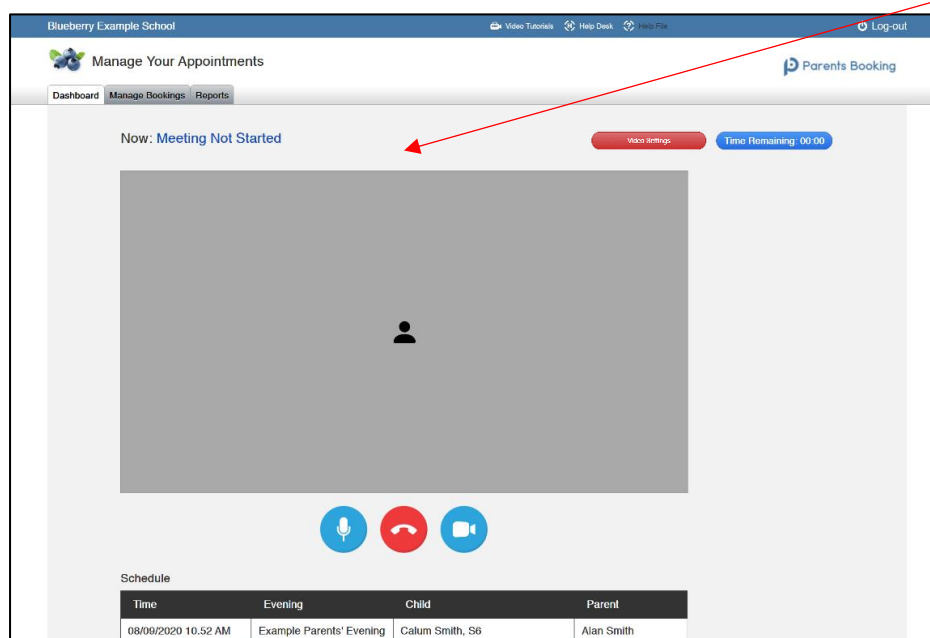
When the parent joins, you will be asked to provide consent to use your microphone and camera.
*N.B#1. Your browser should remember these settings, however Safari on iPad/iPhone does not seem to.*
N.B#2: If you need to reset your hardware choices, click the 'Video Settings' button near the countdown timer.
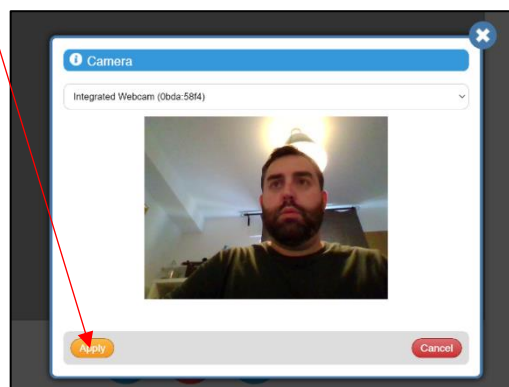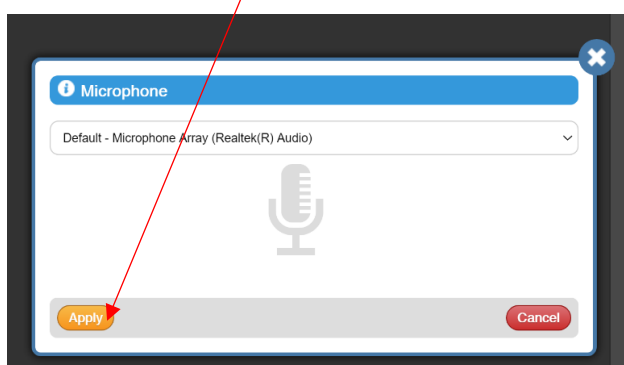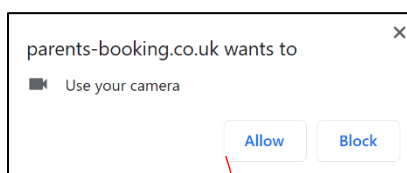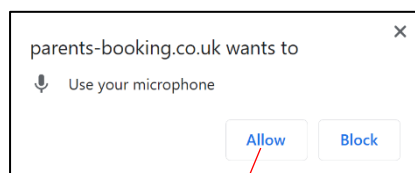
Once both parent and teacher have both consented to using their microphone and camera, they will be shown each other.

The countdown timer will show how long is left of the appointment.
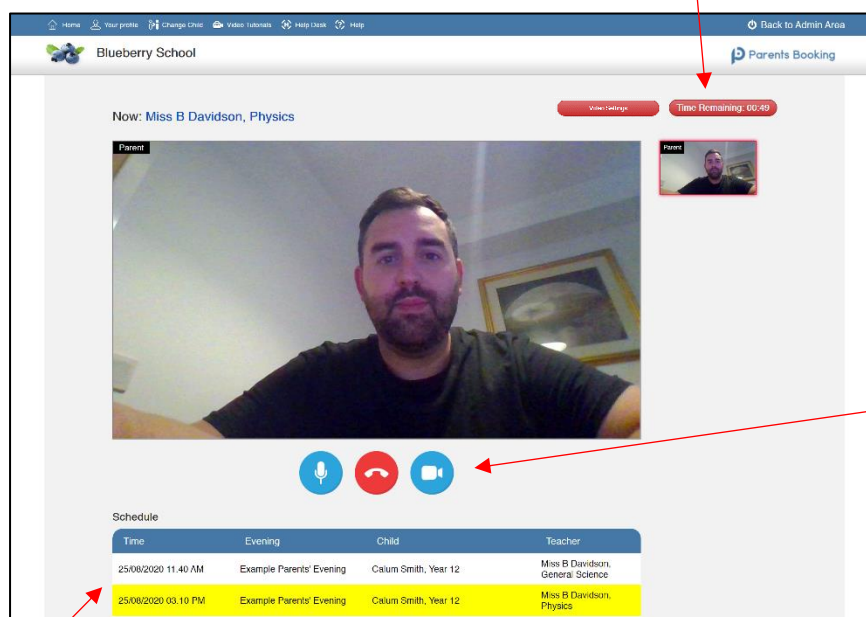
You can turn off your microphone and/or camera at any time here.

You can also cancel the call and go back to your Parents Booking Dashboard here.

Once your appointment has finished you will be automatically shown the 'Meeting Not Started' message, if you have a gap between appointments, or shown your next appointment in line with your schedule.

Troubleshooting:

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.