SIR JOHN DEANE'S
SIXTH FORM COLLEGE
1557

Joint Consultation – Parents – How to attend your video appointments and Troubleshooting guide

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
  - **Android:** Chrome, Firefox or the Samsung Browser
  - **Windows:** Chrome, Firefox or Microsoft Edge (Chromium - download here)(https://www.microsoft.com/en-us/edge)
  - **Mac:** Safari, Chrome or Firefox
  - **Linux:** Chrome or Firefox

We also recommend:

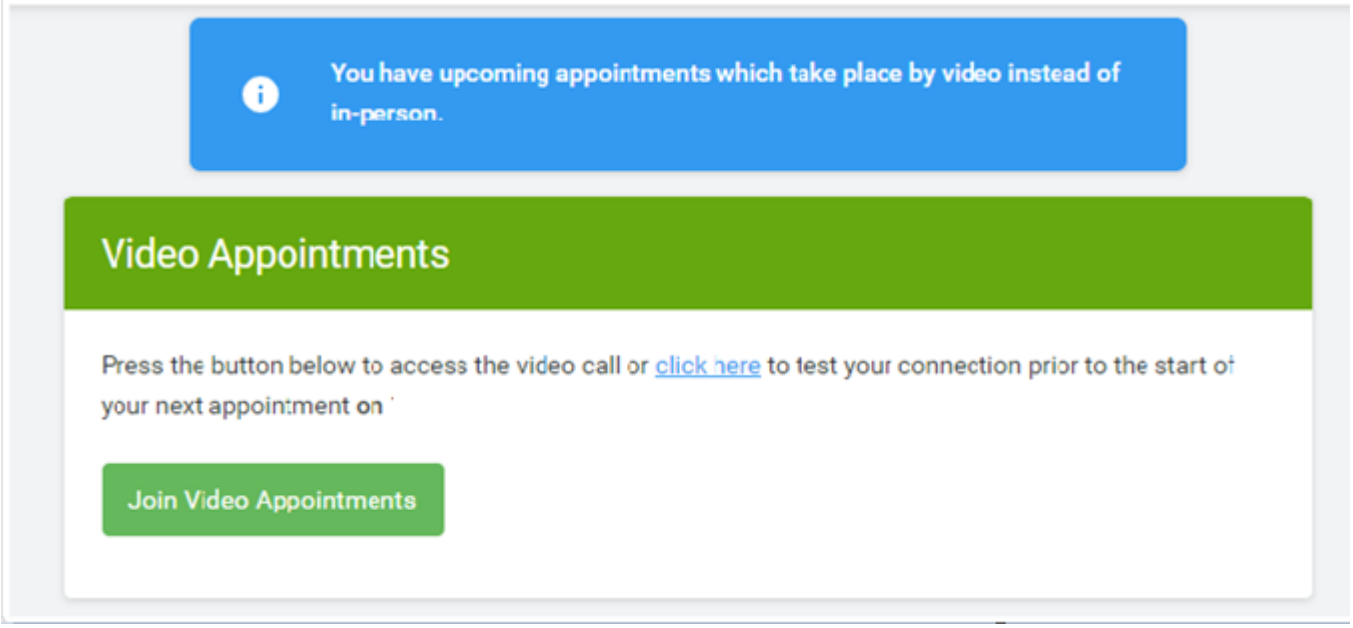
- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.
- Using a headset (or earphones with a microphone) to reduce echo.

How to attend your Video appointments

On the day of the video appointments (or before, if you want to test your camera and microphone,etc) login using the web address that you have been sent (https://sirjd.schoolcloud.co.uk/), or click the link from the email confirmation you have received.

At the top of the page you will see a **blue notice** telling you that you have upcoming video appointments, as well as a *"click here"* link which allows you to check that your internet connection and device can successfully connect to a video call.

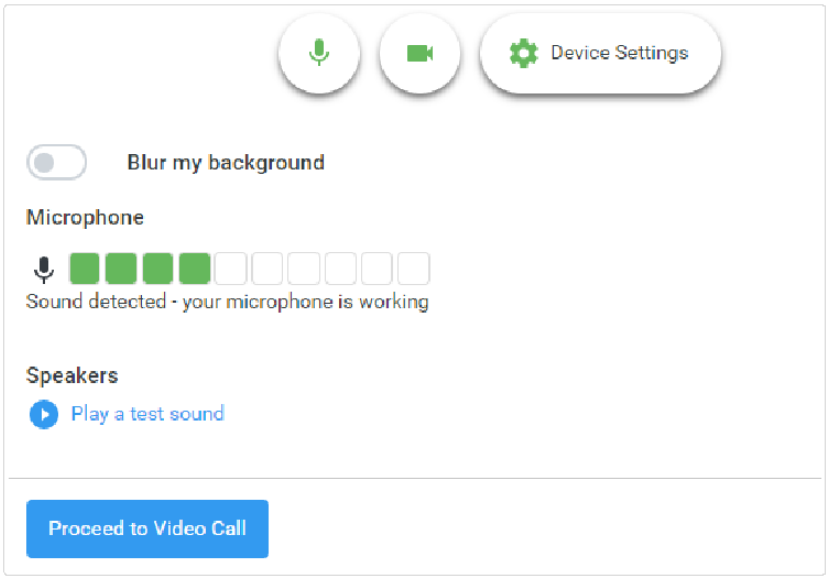
The green *Join Video Appointments* button allows you to join your appointment on the day - or to test your camera/microphone at any time.



Check Audio and Video

When you click *Join Video Appointments* the *Check Audio and Video* 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.

From here you can blur your background in video calls (if using Chrome), turn on or off your microphone and camera, change which devices are being used for the call, and check your microphone and speakers. Once you are happy, click *Proceed to Video Call*.



The Video Call

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

- At the top left the teacher 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 control buttons allow you to mute the mic or turn off the camera. The cog wheel allows you to change the settings, such as blurring your background, or choosing to use a different mic or camera (if you have more than one available).
- Please note that the background blurring feature is only available for parents using a laptop/desktop device and Google Chrome, other devices or browsers will not work



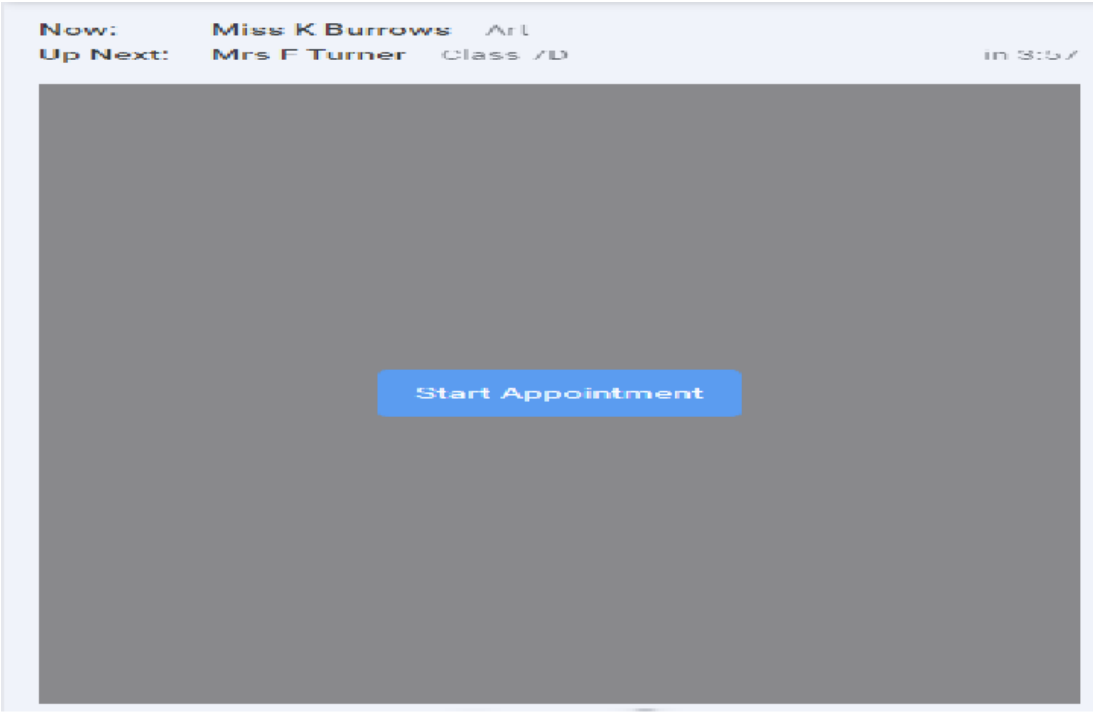
- When another person is available these also show a pick up button to start the call



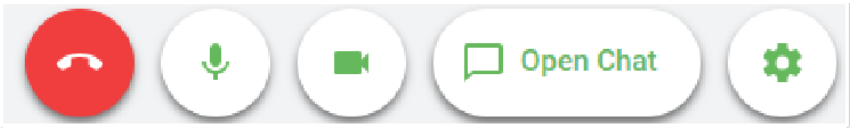
- and a hang up button to leave the call.



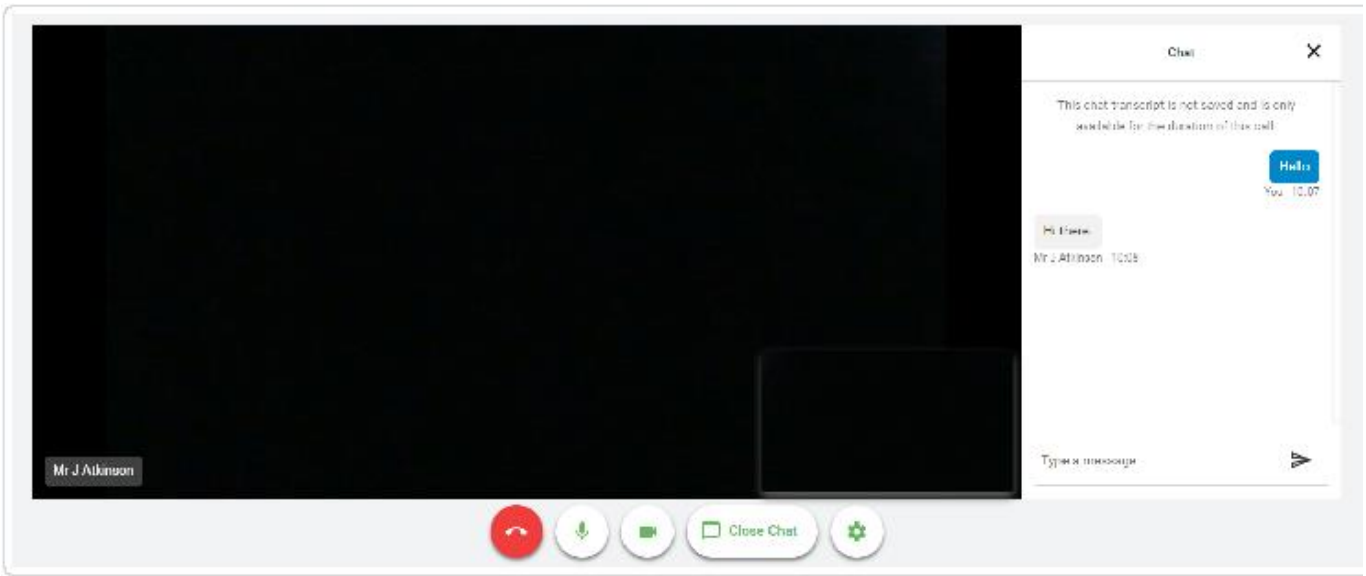
- In the middle, when your appointment is due to start, the *Start Appointment* button.



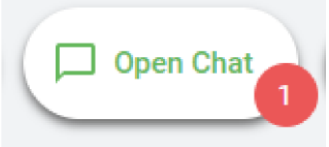
Once the call has been joined, an option to *Open Chat* will also appear. This allows you to chat via text if that is required.



Clicking will open a chat window to the right hand side of the video window allowing you to send messages to the other attendees of the call. Clicking *Close Chat* will hide it again.

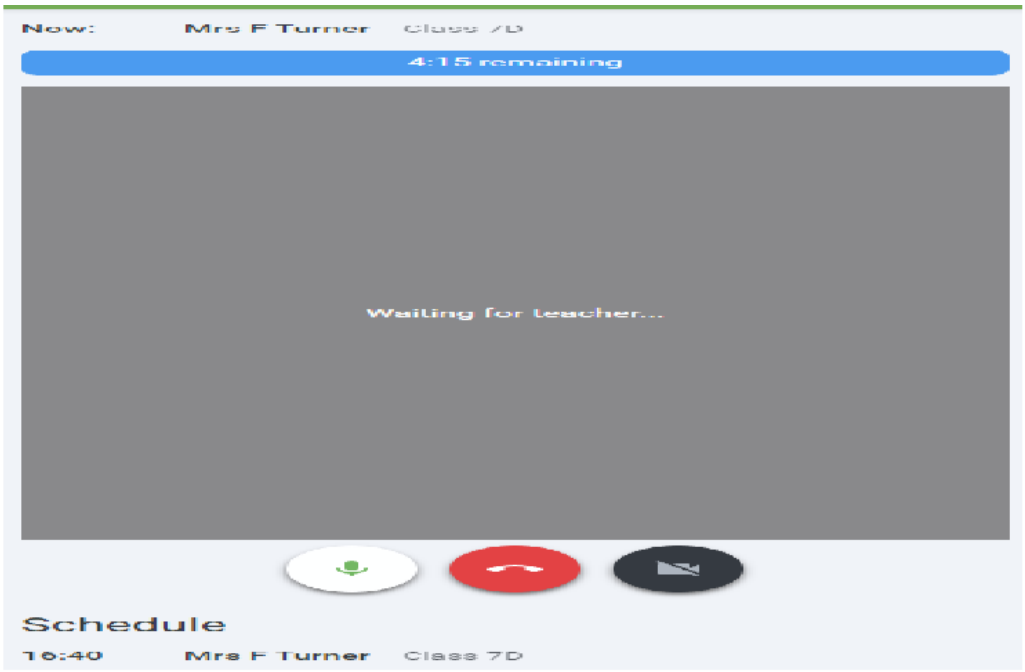


If a text message has been sent, but you have not opened the chat window, you will see a notification.



Making a call (without a camera or camera turned off)

Click the *Start Appointment* button. You will see yourself in the bottom right corner of the screen (unless you have no camera, or have chosen to turn it off). 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 - or hear them, if they have no camera (or have turned it off) - and can start your discussion with them.

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** that if you or the teacher are late, or leave and rejoin the call, it does **not** reset the timer. The appointment will always end at the scheduled time.

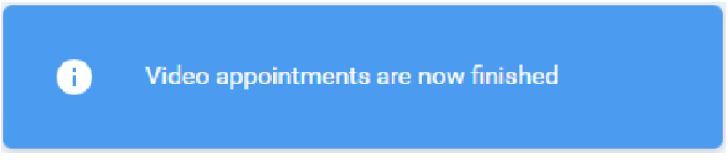
Consecutive appointments

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** that 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.



Troubleshooting Issues

Follow these steps if you're having trouble joining a video call. Usually all it takes is selecting the *Allow* option when your web browser prompts for access to the camera and microphone.

Check you're using a compatible web browser
The following web browsers are supported for making video calls:

- iPhone/iPad: Safari, Chrome
- Android: Chrome, Firefox or the Samsung Browser
- Windows: Chrome, Firefox or Microsoft Edge (Chromium - download here) (https://www.microsoft.com/en-us/edge)
- Mac: Safari, Chrome or Firefox
- Linux: Chrome or Firefox

Check your camera and/or microphone is working
We recommend using a smartphone as all have a microphone, while most have a front-facing camera.

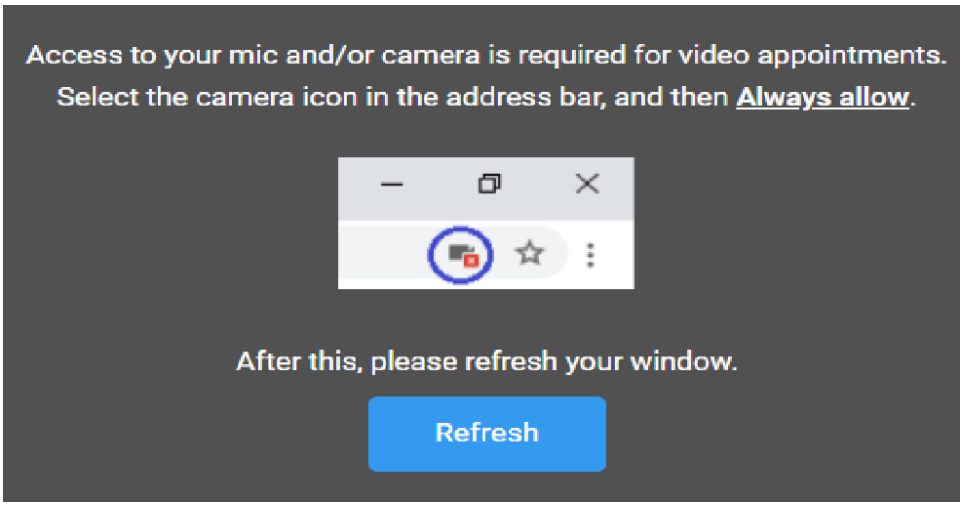
If you're using a laptop with a built-in webcam or a computer with a USB webcam, try checking your webcam works by opening the Camera application which should come pre-installed on your computer.

Once you've booked appointments, you'll see the Join Video Call button appear when logging in. Clicking on the button will open a page to test your camera/microphone/speakers.

Remember to close any applications that are using the Camera, as it can only be used by one application at a time.

Check your web browser has access to the camera and/ormicrophone
When accessing video calls for the first time, your web browser should ask you if you wish to allow access to the camera and microphone.

If your camera and/or microphone is not detected, you'll see a message similar to this:



Please follow the suggestions below and then press
Try Again

Steps to try:

1. Try refreshing the page to see if the web browser prompts you for access to the camera and microphone. If you're prompted for access, choose *Allow*. Otherwise, continue to step 2.

2. Check if your web browser is blocking access to the camera and microphone and if so, unblock access.

3. The steps depend on which web browser you're using:
   a) **iPhone/iPad** Safari – open *Settings* from the *Home* screen, then choose *Safari*, and scroll to the *Camera & Microphone Access* option.
   b) **Android** Chrome - click here (https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DAndroid&hl=en) to view guide
   Firefox - click here (https://support.mozilla.org/en-US/kb/how-manage-your-camera-and-microphone-permissions#w_using-your-android-deviceaos-settings-menu-to-changecamera-and-microphone-permissions) to view guide
   c) **Windows** Chrome - click here (https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en&oco=0) to view guide
   Firefox - click here (https://support.mozilla.org/en-US/kb/how-manage-your-camera-andmicrophone-permissions#w_using-fi refoxaos-address-bar-to-clear-camera-or-microphone-permissions-for-a-site) to view guide
   Edge (latest version) - press the *three dots* in the upper right and choose *Settings*, press *Site permissions* on the left, followed by *Camera* and *Microphone* on the right. Ensure camera and microphone access isn't blocked for this website.
   d) **Mac** Safari - click here Firefox - (https://support.apple.com/en-gb/guide/safari/ibrwe2159f50/mac) to view guide
   Chrome - click here (https://support.google.com/chrome/answer/2693767?co=GENIE.Platform%3DDesktop&hl=en&oco=0) to view guide
   Firefox - click here (https://support.mozilla.org/en-US/kb/how-manage-your-camera-andmicrophone-permissions#w_using-firefoxaos-address-bar-to-clear-camera-or-microphonepermissions-for-a-site) to view guide

Device/browser specific troubleshooting

Apple Devices on iOS 14.2

Issue: stuttering audio at the start of the video call

There was a known issue affecting Apple devices running iOS 14.2 which caused stuttering audio when joining video calls. The audio would then often stabilise itself after some time. As this affected connecting to *any* video call in the Safari browser, it was not specific to Parents' Meetings, nor within our ability to deal with. Apple fixed this issue with the release of **iOS 14.3** and **iPadOS 14.3** to the public on 15th December2023, which included an update of Safari to version 14.0.2. Anyone still seeing this issue should make sure they have applied the updates.

Edge (Chromium)

Issue: unable to hear audio from the other party

Assuming you can hear audio from the other party when using a different browser such as Chrome or Firefox, this happens when the *Media Autoplay* setting in Edge blocks or limits audio from playing.

Check Group Policy to ensure *AutoplayAllowed* is set to *Not Configured* or *Enabled*. Setting this to *Disabled* would cause this issue to occur.