

ATTENDING VIRTUAL APPOINTMENTS**Step 1: Setup**

*In advance of the evening, you must have booked your appointments. See the **BOOKING APPOINTMENTS** guidance.*

We recommend logging in 15 minutes in advance of your appointments, to ensure the smooth running of the evening.

You can attend the appointment on either a computer or a phone.

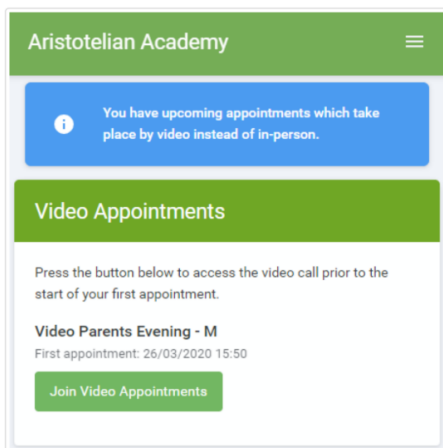
Your device needs a microphone and speaker. If you want to be seen, you also need a webcam or smartphone with front-facing camera.

Headphones with a mic are recommended, to reduce echo and feedback.

The system works on Edge, Safari, Chrome and Firefox browsers on PC or Mac; Safari on iOS and Chrome or Firefox on Android devices.

Step 2: Log in

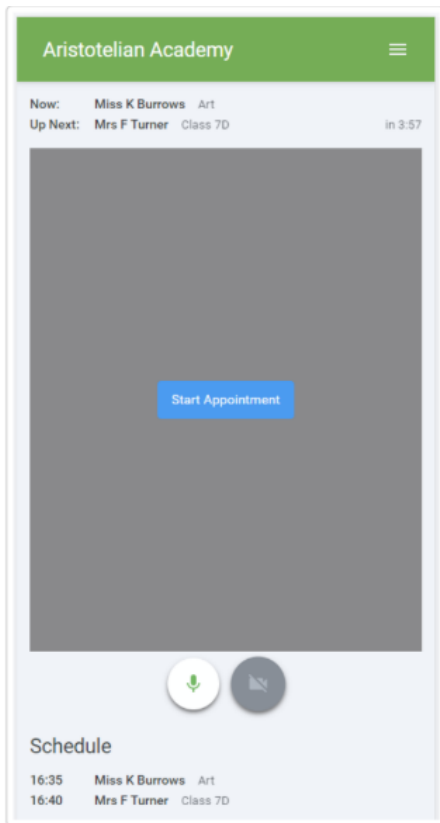
Browse to <https://cottenhamvc.schoolcloud.co.uk/> and follow the instructions

**Step 3: Join the meeting – First Step**

You will see a “Join Video Appointments” button. This is available from 60 minutes before your appointments. Click on this.

If you are asked for access to your camera/microphone, please at least click yes for the microphone. The camera is optional.

INSTRUCTIONS CONTINUE ON THE NEXT PAGE



Step 4: Join the Meeting – Second Step

On this screen you will see:

- the teacher name for the current and next appointment.
- a countdown to the start of the appointment
- controls for the mic and camera

The blue “Start appointment” button appears when it is your time.

Please click “Start appointment” when it appears – it does not start automatically.

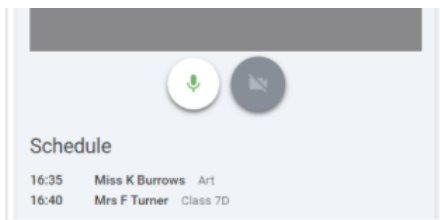
If your camera is turned on, you will see yourself on the bottom right of the screen.

The member(s) of staff you are meeting will appear larger, in the centre of the screen. If they have not yet joined the meeting, please wait.

Each appointment has a fixed time of 6 minutes and will automatically cut off to avoid running into another parent’s time. The countdown will indicate how long is left. The countdown will begin from 6 minutes, but teachers will end the meeting after 5 minutes to prepare for the next appointment.

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.

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.



Technical Problems

Please check your mic is not muted – use the buttons at the bottom of the screen.

If you lose your connection, you can login in again and click Start Appointment. If the teacher is still in the meeting and there is time left, you will rejoin the appointment. NB The remaining time does not reset; it is fixed based on the original appointment time

Follow-up

If you miss your appointment or there are technical problems, please email studentservices@astreacottenham.org to make alternative arrangements. We will arrange a telephone appointment if there are technical issues.