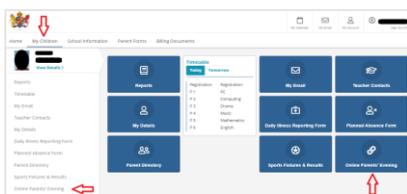


Step 1: Equipment

In order to make video calls you need to have as a minimum:

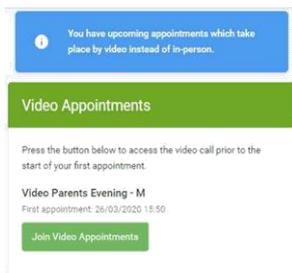
- A device with a microphone and speaker/headphones
- A compatible up-to-date web browser:
 - iPhone/iPad:** Safari, Chrome Note: there is a known issue joining video calls using iOS 14.2. Please upgrade any iOS 14.2 devices to iOS 14.3, or use a different device.
 - Android:** Chrome, Firefox or the Samsung Browser
 - Windows:** Chrome, Firefox or Microsoft Edge
 - Mac:** Safari, Chrome or Firefox
 - Linux:** Chrome or Firefox



Step 2: Login

Log into your KES Parent Portal account (<https://my.kes.hants.sch.uk/login>) as the user who booked the appointments. Navigate to the Online Parents' Evening page on the My Children section.

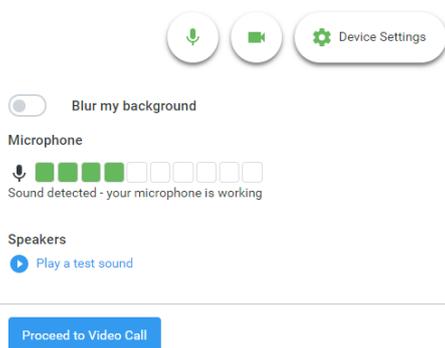
When you click on the words Online Parents' Evening it will automatically sign you into the online parents' evening booking system.



Step 3: Join Video Appointments

Once logged in, you will see a notice that you have upcoming video appointments, and under this the details of the event, along with a "Join Video Appointments" button.

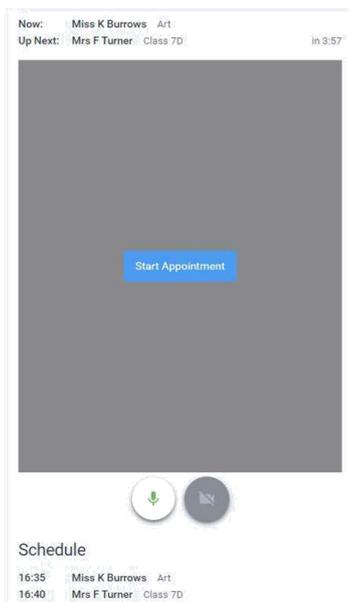
This will become available 60 minutes before your first appointment.



Step 4: 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, 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*.



Step 5: The Video Call Screen

On this screen, you can see the following:

- 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 controls for the microphone and camera (once a teacher is available or you are in a call, these also show a pick up and hang up button).
- In the middle, when your appointment is due to start, the *Start Appointment* button.



Step 6: Joining the Appointment

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).

When a teacher joins a call, you will see them in the main part of the screen and they can start your discussion with them.

You will also see the remaining time for the appointment counting down in the blue bar at the top of the screen.

Tip:

If you lose access to the system for some reason during the appointment, log in again and click Start Appointment on the video call screen. If you lose sound, please just refresh the web page.

N.B.: 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.

Step 7: Further Appointments

When you conclude your appointment, you will see a countdown telling you how long until the start of your next appointment.

If you have a consecutive appointment scheduled, please note, there will be a one minute gap before your next appointment.

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

