

# Protocol for Virtual Parent Consultations

<https://banbridgeacademy.schoolcloud.co.uk>

As virtual parent consultations are new to us we thought it important to establish some ground rules so that all participants are following the same protocol which should ensure everyone's wellbeing.

- Conversations should take place in appropriate rooms e.g. kitchen, lounge, study and not in a bedroom.
- All participants should be appropriately attired as they would be for a real life face to face meeting.
- No conversations should be recorded.
- Both teachers and parents have the choice of using audio or video.
- As in real life, your son/daughter is welcome to attend.
- Please try to be on time as the slot times are not flexible and will start/finish exactly on time.
- The first 30 seconds of each conversation allows for a short break for the teacher who will initiate the conversation at some point when they are ready.
- Banbridge Academy is often commended for the very positive, constructive relationships between staff and parents and it is important that this continues. Therefore please note that in the extremely unlikely event of verbal abuse, staff will end the conversation and refer the matter to the Senior Leadership Team.

## Tips for troubleshooting

- Staff have checked their devices work so we hope all is well at our end. Please read the below guide carefully beforehand to ensure you are using a suitable browser.
- Try logging on up to an hour before - if you can't see "Join Video Appointments" check as below.
- The same parent who made the appointments MUST be the one to log in as the appointments are linked to his/her details only and NOT to the other parent.
- Check the names match exactly what we have on the system.
- Check the email address - in some instances the system shows that parents are sharing the same email address which you may have forgotten. Make sure your camera and microphone and volume are fully enabled in your settings and that you have allowed the system to access them.
- Better sound is achieved if only one person speaks (closely) to the microphone at a time. If one party loses connection please just wait whilst they log in again - you should be able to resume. If there is a sound /display issue try clicking the microphone/camera icon off and on again.
- If there is still an issue try logging off and logging on again or try another device.
- We cannot do any more on the day so please be forgiving in case of a technical hitch. We are doing our best to make contact at this difficult time.

# Parents' Guide for Booking Appointments

Browse to <https://banbridgeacademy.schoolcloud.co.uk/>

Your Details

Title: Mrs, First Name: Rachel, Surname: Abbot

Email: rabbot4@gmail.com, Confirm Email: rabbot4@gmail.com

Student's Details

First Name: Ben, Surname: Abbot, Date Of Birth: 20 July 2000

Log In

## Step 1: Login

Fill out the details on the page then click the *Log In* button.

A confirmation of your appointments will be sent to the email address you provide.

Parents' Evening

This parents' evening is an opportunity to meet your child's teacher. Please enter the school via the main entrance and sign in at reception.

Click a date to continue:

- Thursday, 16th March (Open for bookings)
- Friday, 17th March (Open for bookings)

[I'm unable to attend](#)

## Step 2: Select Parents' Evening

Click on the date you wish to book.

Unable to make all of the dates listed? Click *I'm unable to attend*.

Choose Booking Mode

Select how you'd like to book your appointments using the option below, and then hit Next.

Automatic  
Automatically book the best possible times based on your availability

Manual  
Choose the time you would like to see each teacher

Next

## Step 3: Select Booking Mode

Choose *Automatic* if you'd like the system to suggest the shortest possible appointment schedule based on the times you're available to attend. To pick the times to book with each teacher, choose *Manual*. Then press *Next*.

We recommend choosing the automatic booking mode when browsing on a mobile device.

Choose Teachers

If there is a teacher you do not wish to see, please unlick them before you continue.

Ben Abbot

- Mr J Brown (SENCO)
- Mrs A Wheeler (Class 11A)

Continue to Book Appointments

## Step 4: Choose Teachers

If you chose the automatic booking mode, drag the sliders at the top of the screen to indicate the earliest and latest you can attend.

Select the teachers you'd like to book appointments with. A green tick indicates they're selected. To de-select, click on their name.

Confirm Appointment Times

The following appointments have been reserved for two minutes. If you're happy with them, please choose the Accept button at the bottom.

Teacher	Student	Subject	Room
17:10	Mr J Sinclair	Ben	English E6
17:25	Mrs D Mumford	Ben	Mathematics M2
17:45	Dr R Minamara	Andrew	French L4

Accept Appointments | Cancel Appointments

## Step 5a (Automatic): Book Appointments

If you chose the automatic booking mode, you'll see provisional appointments which are held for 2 minutes. To keep them, choose *Accept* at the bottom left.

If it wasn't possible to book every selected teacher during the times you are able to attend, you can either adjust the teachers you wish to meet with and try again, or switch to manual booking mode (Step 5b).

Mr J Brown (SENCO (A2)), Miss B Patel (Class 10E (H3)), Mrs A Wheeler (Class 11A (L1))

Ben, Andrew, Ben

16:30, 16:40, 16:50, 17:00

## Step 5b (Manual): Book Appointments

Click any of the green cells to make an appointment. Blue cells signify where you already have an appointment. Grey cells are unavailable.

To change an appointment, delete the original by hovering over the blue box and clicking *Delete*. Then choose an alternate time.

Once you're finished booking all appointments, at the top of the page in the alert box, press *click here* to finish the booking process.

My Bookings

Teacher	Student	Subject	Room
16:30	Mr J Brown	Ben	English E6
16:40	Miss B Patel	Andrew	French L4
16:50	Mrs A Wheeler	Ben	Mathematics M2
17:00	Mr J Brown	Ben	English E6
17:00	Mrs A Wheeler	Ben	Mathematics M2

Print

## Step 6: Finished

All your bookings now appear on the *My Bookings* page. An email confirmation has been sent and you can also print appointments by pressing *Print*. Click *Subscribe to Calendar* to add these and any future bookings to your calendar.

To change your appointments, click on *Amend Bookings*.