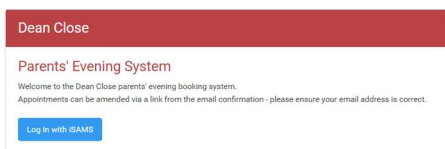


Parents' Guide for Booking and Making Video Appointments

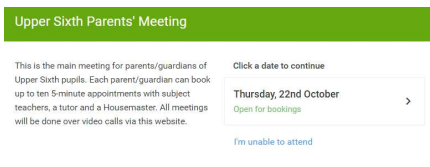


Step 1: Bookmark the Website and Login

Please bookmark the website: <https://deanclose.schoolcloud.co.uk/>

This is where you book appointments and have video appointments.

Log in using your iSAMS Parent Portal credentials. If you have problems with your Parent Portal account, please e-mail me at isams@deanclose.org.uk

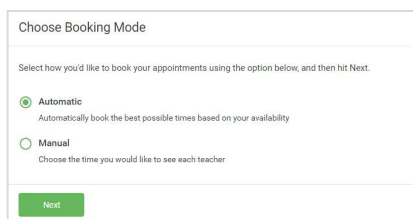


Step 2: Select Parents' Meeting

Click on the date you wish to book.

Please note that parents/guardians/pupils can attend a meeting from up to two devices.

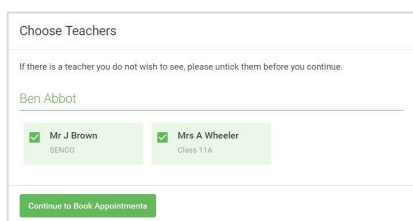
Unable to make all of the dates listed? Click ***I'm unable to attend.***



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**.

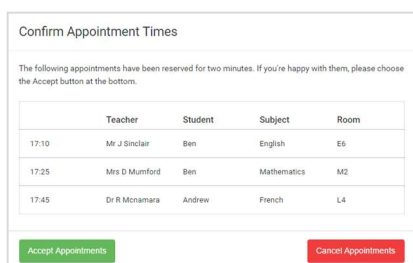
We recommend choosing the automatic booking mode when browsing on a mobile device.



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.

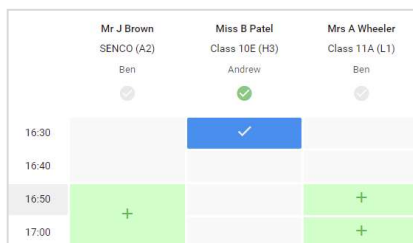
Select the teachers you'd like to book appointments with. You can book up to 10 teachers. A green tick indicates they're selected. To de-select, click on their name.



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).



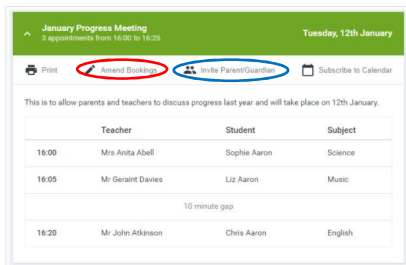
Step 5b (Manual): Book Appointments

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.

You can optionally leave a message for the teacher to say what you'd like to discuss, or raise anything beforehand.

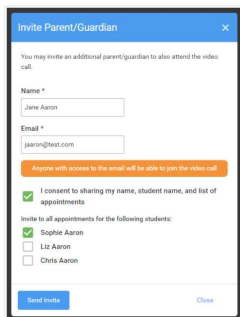
Once you're finished booking all appointments, at the top of the page in the alert box, press **click here** to finish the booking process.



Step 6: Finish Booking

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.

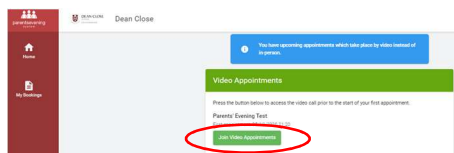
To change your appointments, click on **Amend Bookings**.



Step 7: Invite another parent/guardian/pupil to join your appointments

If another person needs to attend the meeting from a separate device, click on the **Invite Parent/Guardian** link at the top of the list of your bookings.

You will then be asked to enter a name, an e-mail address, as well as tick the box to consent to that person being given access to the information used to make the appointments. Click the blue **Send Invite** button to e-mail the link to the meeting and details on how to join the call.

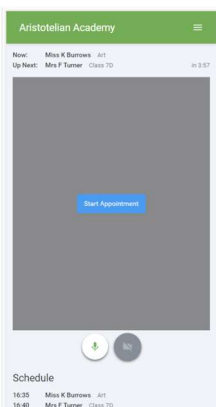


Step 8: Log in and go to the Evening on the day

Log into <https://deanclose.schoolcloud.co.uk/> at least 5 minutes before your first appointment. You will need a smartphone or a laptop with a front-facing camera and a compatible web browser: Safari (iPhone/Mac), Chrome (Android/Windows/Mac) or Firefox (Android/Windows/Mac).

Please note that parents need to be on one device if they both want to attend a meeting.

The blue notice tells you that the appointments take place by video. **Join Video Appointment** turns green an hour before the first appointment and you can click on it to display the video call screen.



Step 9: Start appointment

When you click **Join Video Appointments**, the video call screen will be displayed.

Click the blue **Start Appointment** in the middle of the screen to start. You will see yourself in the bottom right corner of the screen.

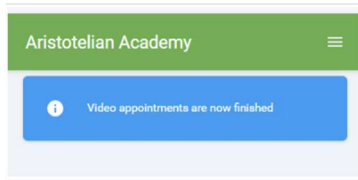


Step 10: Making a video call

If the teacher has not yet joined you, you will see a notice to that effect in the centre of the screen. When a teacher joins a call, you will see him in the main part of the screen and can start your discussion with him. You will see the remaining time for the appointment counting down in the blue bar at the top of the screen.

If you lose access to the system during the call, refresh the page, log in again and click **Start Appointment** on the video call screen. If the connection drops without you realising and you are staring at a grey screen, please hang up (red button) and reconnect (green button) again. As long as the teacher 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.



Step 11: Next appointment / end of meeting

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 appoint.

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

If you have problems logging in or making appointments, please contact isams@deanclose.org.uk

For more advice, please visit: <https://support.parentseveningsystem.co.uk/category/823-video-parents-evenings>