Video Parents Evening System: Parent Protocol

How do I access the system?

The video software uses the online www.parents-booking.co.uk/richardhale system we have used for previous Parents Evenings. The system will work using your phone, tablet or home PC/Mac. We recommend using the Google Chrome browser for all devices.

For families with separated parents, if you would like both parents to join the meeting from different locations you will need to set this up on the system **before booking any appointments**. To do this, please follow the details here:

[Instructions for Parents – Parents Booking | Knowledge Base (parents-booking.com)](https://parents-booking.com)

How do I book appointments?

1) Navigate to https://parents-booking.co.uk/richardhale
   PLEASE NOTE: You need to type this address into your website browser's 'address bar'. Do not try to 'Google' this website address or use a search engine as that will not work. This is a common mistake on phones and tablets especially.
2) To login, you will need to enter:
   a. Your title (Mr/Mrs/Miss) and surname (these must match those we have on record for you)
   b. Your child's first name, surname and date of birth
3) Once you have logged in, you can use the 'Automated Booking Wizard' to book your appointments. You will be shown your child/children and their teachers and asked to enter your availability. Our wizard will use this information to calculate the best order for your appointments.
4) Alternatively, you can manually book appointments for each teacher.

Should you have any issues booking appointments, please refer to the troubleshooting tips at the end of this protocol.

How can I test that the system works before Parents Evening?

We strongly encourage all parents to test the system in advance of Parents Evening. This will help ensure that appointments can run smoothly.
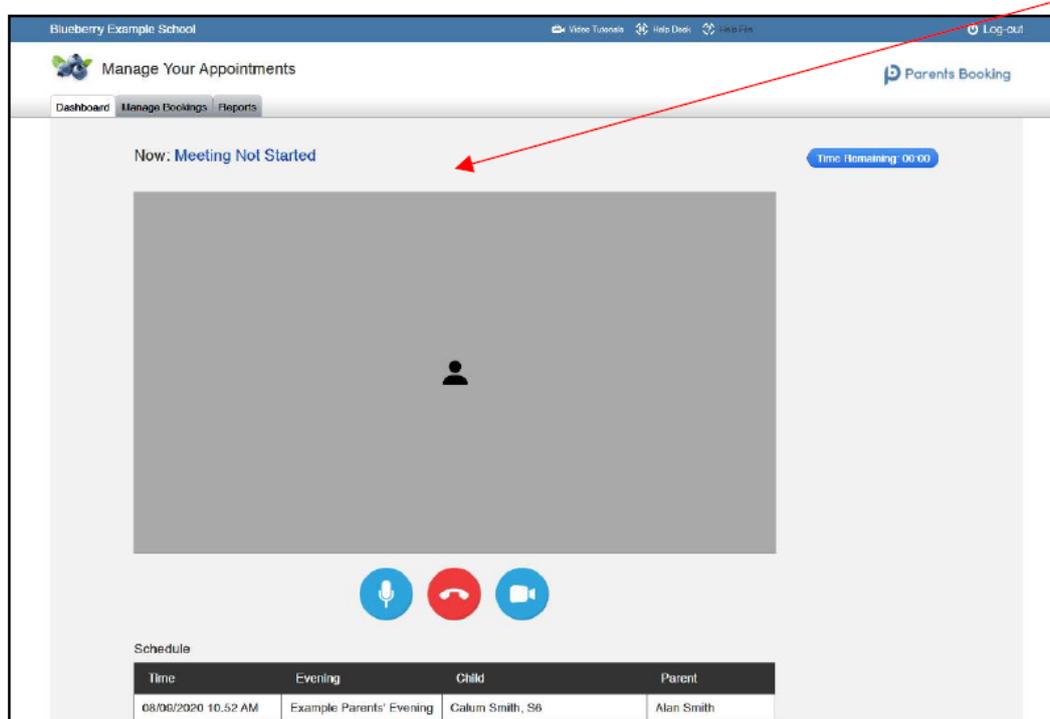
1) Login to the system between booking your appointments and the parents evening itself. Ensure you do this on any device you are planning to use for your appointments.
2) Use the 'Video Settings' button on the main screen to test your camera, microphone and speakers.
3) Finally, consider having a back-up device, such as a second PC or phone, to use in case you encounter any difficulties on the evening. Please conduct tests 1 and 2 on your main device and back-up device.

Should you have any issues accessing the system, please contact [parentsevenings@richardhale.co.uk](mailto:parentsevenings@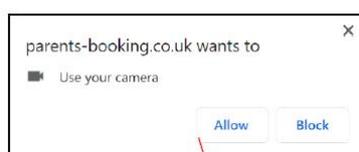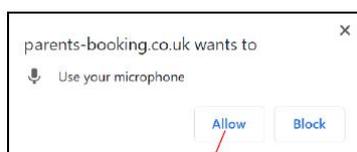richardhale.co.uk) for support. **Please state your son's name and form clearly in the email as we will be unable to access your account without this information.**

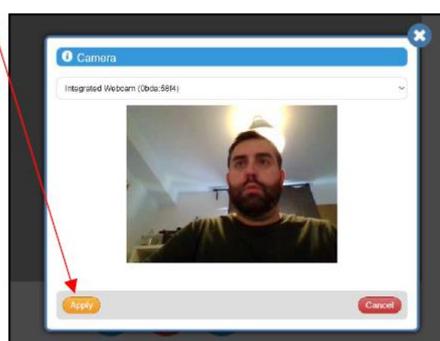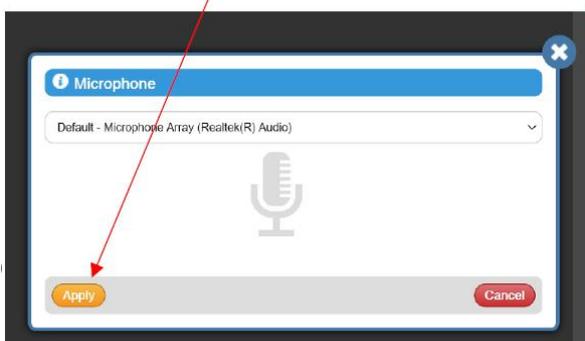**How do I join my Parents Evening appointments on the evening?**

1) Login to the system at www.parents-booking.co.uk/richardhale in advance of your first appointment. **Please note: if you are asked for a password you are at the wrong screen. Please use the link above or the link on the Richard Hale School website to ensure you are in the correct place.**

2) A Join Video Meetings button will be shown next to the relevant event. **This button will appear ten minutes before your first appointment.** Click this button to join your meetings. These appointments will exactly match what has been pre-booked.

3) Once you have joined the video call, you will be shown a page with a grey screen (see below). This means that your meetings have not started yet. You will be shown this message until the instant your appointment is due to begin.

4) At the time of your first appointment, and provided the teacher is also ready for the meeting, your meeting will automatically start. Before you can talk, you will need to provide permission for your microphone and webcam as below:

5) ⬚   /ill start.

Your schedule will appear at the bottom of the screen.
A countdown timer will show how long is left of the current appointment.

You can turn off your microphone and/or camera at any time here.

You can also cancel the call and go back to your Parents Booking Dashboard here.

6) Once your appointment has finished, you will automatically be taken to your next appointment. You do not need to change webpage. If you have a gap, you will be taken back to the grey screen (see step 3) until your next meeting.

Please note: Should the grey screen continue to appear after the meeting has starter, this means your device is unable to connect to the video server. This is generally because:

1. You are using an internet browser that is incompatible (or might need Updated);
2. Your internet connection or firewall is blocking the video meeting (try using a device with 3G/4G to see if there's a difference, and if so you know it's your internet connection/firewall);
3. Your computer has some other issue stopping it connecting (in which case we would recommend you try a different device, e.g. smartphone, tablet, computer).

Troubleshooting Tips:

- **Changed your surname or title?**
  Some parents struggle to login due to a change to the details we have on record. If you have recently changed your title or surname and these new details do not work, please try your previous details. ***Please make a note of this for future reference.***

- **Booking appointments for more than one child?**
  If you have several children to make bookings for, and decide not to use the Booking Wizard, use the 'Change Child' button on the blue bar (above the school's name) in the very top left corner of the Parent's Booking Page to swap between your children.

- **The system is asking for a username and password**
  If this happens you have been taken to the staff login page. Please use the link on this page (www.parents-booking.co.uk/richardhale) or go through the link on the Richard Hale website. This will both take you to the correct login page.

  Should you need any further support, please email: parentsevenings@richardhale.co.uk
  Please state your son's name and form clearly in the email as we will be unable to access your account without this information.