Protocol for Virtual Parents Evenings

As virtual parents' evenings are relatively new, we thought it important to establish some ground rules so that those involved are following the same protocol to ensure the event runs smoothly.

- Conversations should take place in appropriate rooms e.g. kitchen, lounge, study with appropriate backgrounds.
- All participants should be attired as they would be for a school based parents evening.
- Meetings should not be recorded
- Teachers and/or parents have the choice of using audio or video
- Students should be encouraged to attend
- Please try to be on time as the meeting times are not flexible and will start/finish on time
- In the extremely unlikely event of verbal abuse teaching staff will end the conversation and refer the matter to a member of the senior leadership team.

Tips for troubleshooting

- Teaching staff will have checked that they are able to connect before the event, but if you do experience any problems during the evening please do not hesitate to contact **mames@bosworthacademy.org.uk.** Please note that you may not receive an answer on the evening itself but if you miss a conversation please contact Mrs Ames who will ask the teacher to email the parent/guardian in the next couple of days.
- Please **read the guide carefully** beforehand to ensure you are using a suitable browser
- Try logging on up to an hour before (in the same way as you logged in to make appointments) - if you can't see "Join Video Appointments" check as below (please note this will not appear until 60 minutes before)
- **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 those on record**
- **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** at a time
- If one party loses connection, please **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
- If possible **have a backup device ready** for you to log on and use.