

## Can multiple parents join the same video call from different locations?

Once an evening is set to be held via video parents can grant a additional parent/guardian access to their appointments. The guest need not be already on your system as they are invited, and gain access, via an email link. The details of how parents issue an invite are explained at the foot of the [parent guide here](#), which you can supply direct to your parents - they do not need to be logged in to view it.

**Note that a call can have a maximum of 4 people in it at any one time. In cases where a school has assigned 3 teachers to take joint appointments for a class, the parent can still invite a guest, but once the number of active participants in the call reaches 4 no further people can join it (unless one of them leaves).**

## Do we have to make any firewall changes?

If you plan on having teachers connect to Video Appointments from within the school network, please ask your IT team to consider the [Network Requirements for Firewalls and Web-Filters](#) guide.

## Can Teachers and Parents test their camera/microphone set up?

Yes. they simply log in as normal, go to any video parents evening you have made available to them and on which they have an appointment, and press the green *Join Video Appointments* button to test their camera/microphone at any time - up to and including the time of the appointment.

## How do parents join the video call?

Parents simply access the system on the day of their appointments and press the *Join Video Appointments* button at the top of their screen. There's also a link sent to parents in their email confirmation to join the video call.

## How do we see if a parent attended the video call?

You can view attendance via the *Manage Appointments* page and in *Attendance Reports*.

When a parent attends a video call, their attendance is automatically changed to *Present* for the appointment.

If they do not log in to an appointment it is left as *Unknown*. A status of *Absent* will only show if an admin or teacher has specifically set that status on an appointment.

## What are the bandwidth requirements?

Video calling should adapt to the available bandwidth. The recommended bandwidth for video calls for popular video conferencing solutions tends to be around 1-3 Mbps per call, and we would recommend considering this as a guide. For example: with 50 simultaneous video calls being made on a school's network you could expect to use 50-150 Mbps bandwidth.

## Can video calls be recorded?

It's not possible to record calls. Please note that anyone can use screen recording software on their smartphone/computer, and as such it's impossible to prevent any party from recording the call at their own end.

## Can a live transcript/subtitles be shown?

It's not possible to show subtitles.

## I'm having trouble connecting, what should I do?

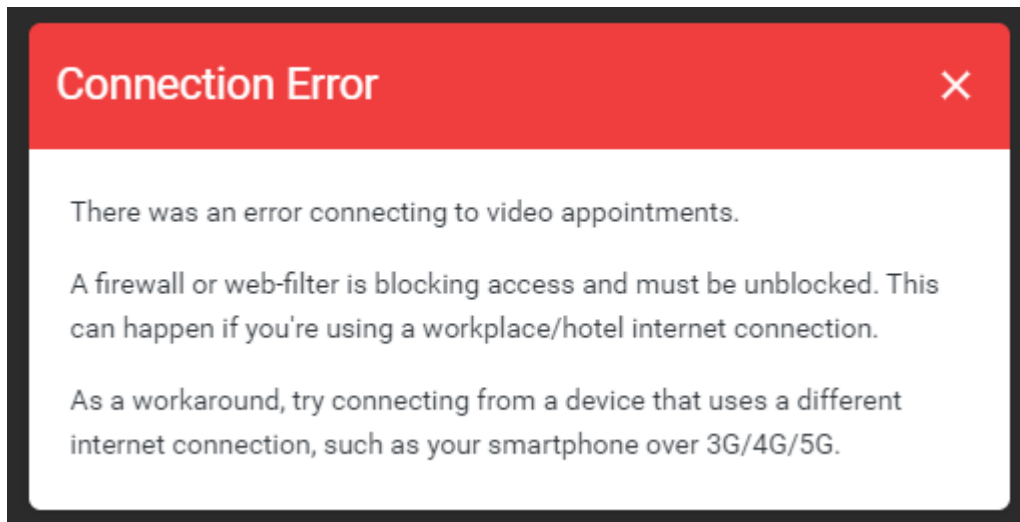
Please see our [Video Appointments: Troubleshooting Issues](#) guide.

## Video Appointments: Troubleshooting Issues

Follow the steps in this guide if you're having trouble joining a video call. Usually all it takes is selecting the *Allow* option when your web browser prompts for access to the camera and microphone.

## Check your school firewall is allowing the connection

If you see the following message, a firewall or web-filter is blocking access to Video Appointments:



This can

only be resolved by having the IT team follow this guide: [Video Appointments: Network Requirements for Firewalls and Web-Filters](#)

If you cannot wait for the IT team to allow the connection, try accessing the system using a different internet connection such as a smartphone over 4G.

## Check you're using a compatible web browser

The following web browsers are supported for making video calls:

- **iPhone/iPad:** Safari
- **Android:** Chrome or Firefox
- **Windows:** Chrome, Firefox, or Edge ([latest version](#) only)
- **Mac:** Safari, Chrome, or Firefox

## Check your camera and/or microphone is working

We recommend using a smartphone as all have a microphone, while most have a front-facing camera.

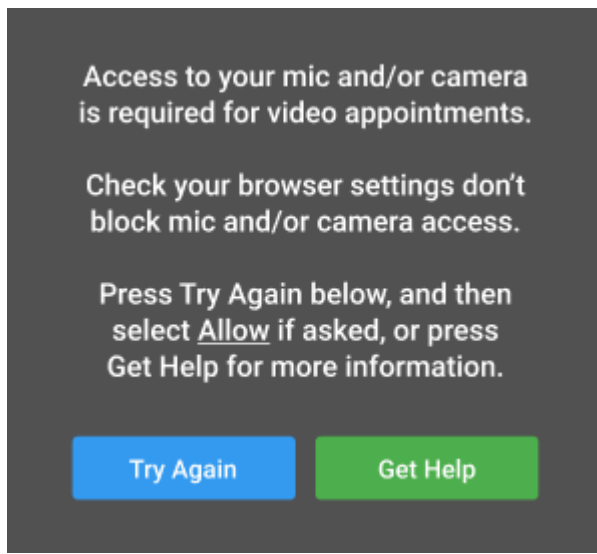
Once you've booked appointments, you'll see the Join Video Call button appear when logging in. Clicking on the button will open a page to test your camera/microphone/speakers.

Remember to close any applications that are using the Camera, as it can only be used by one application at a time.

# Check your web browser has access to the camera and/or microphone

When accessing video calls for the first time, your web browser should ask you if you wish to allow access to the camera and microphone.

If your camera and/or microphone is not detected, you'll see a message similar to this:



Please follow the suggestions below and then press *Try Again*.

## Steps to try:

1. Try refreshing the page to see if the web browser prompts you for access to the camera and microphone.  
If you're prompted for access, choose *Allow*.  
Otherwise, continue to step 2.
2. Check if your web browser is blocking access to the camera and microphone and if so, unblock access.  
The steps depend on which web browser you're using:
  - a. **iPhone/iPad**  
Safari - open *Settings* from the *Home* screen, then choose *Safari*, and scroll to the *Camera & Microphone Access* option.

b. **Android**

Chrome - [click here](#) to view guide

Firefox - [click here](#) to view guide

c. **Windows**

Chrome - [click here](#) to view guide

Firefox - [click here](#) to view guide

Edge (latest version) - press the *three dots* in the upper right and choose *Settings*, press *Site permissions* on the left, followed by *Camera* and *Microphone* on the right. Ensure camera and microphone access isn't blocked for this website.

d. **Mac**

Safari - [click here](#) to view guide

Chrome - [click here](#) to view guide

Firefox - [click here](#) to view guide

## Device/browser specific troubleshooting

### Apple Devices on iOS 14.2

#### **Issue: stuttering audio at the start of the video call**

There was a known issue affecting Apple devices running iOS 14.2 which caused stuttering audio when joining video calls. The audio would then often stabilize itself after some time. As this affected connecting to *any* video call in the Safari browser, it was not specific to SchoolCloud Parents Evening, nor within our ability to deal with. Apple fixed this issue with the release of **iOS 14.3** and **iPadOS 14.3** to the public on 15th December, which included an update of Safari to version 14.0.2. Anyone still seeing this issue should make sure they have applied the updates.

### Edge (Chromium)

#### **Issue: unable to hear audio from the other party**

Assuming you can hear audio from the other party when using a different browser such as Chrome or Firefox, this happens when the *Media Autoplay* setting in Edge blocks or limits audio from playing.

Check Group Policy to ensure *AutoplayAllowed* is set to *Not Configured* or *Enabled*. Setting this to *Disabled* would cause this issue to occur.

