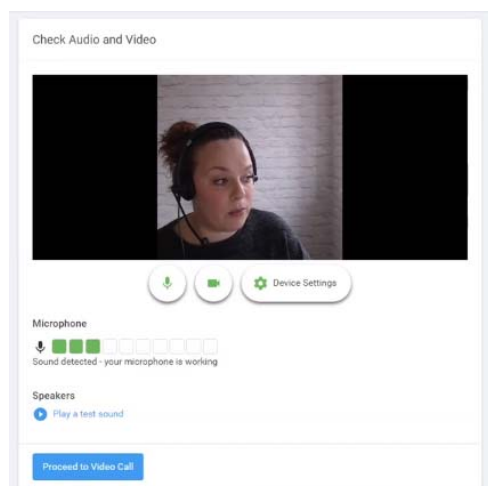
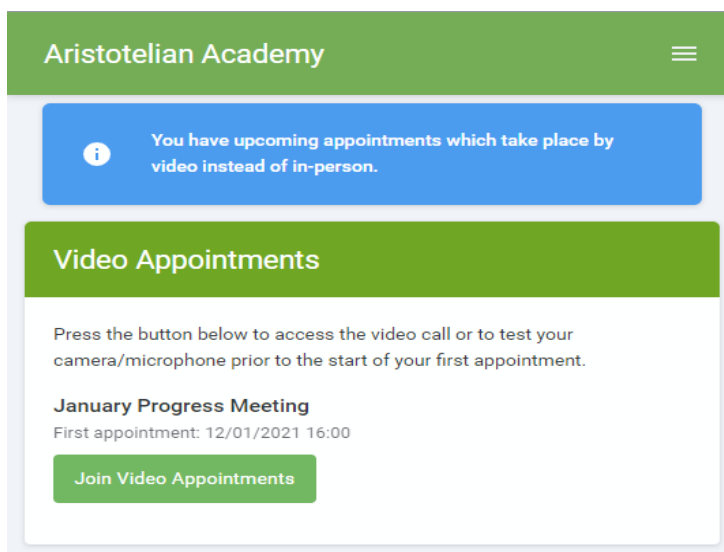


How to attend your appointment.

1. Log in to <https://herrickprimary.schoolcloud.co.uk/> or click on the link in the appointment confirmation email that was sent to you.

2. Once logged in you will see a notice with the details of your appointment.

3. Press the *Join Video Appointments* button.



4. Check Audio and Video

When you click *Join Video Appointment* the *Check Audio and Video* screen will be displayed.

If you are asked if you wish to allow access to your camera/microphone, click YES

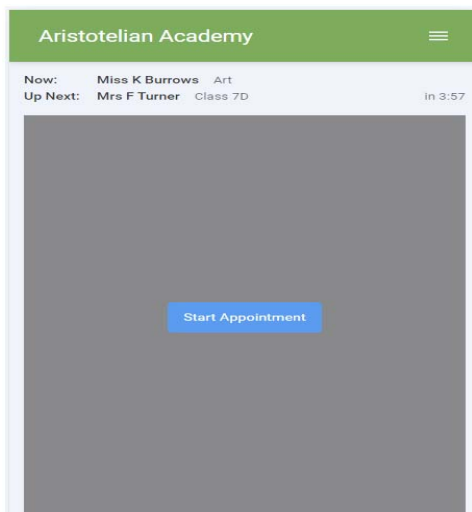
From here you can turn on / off your microphone / camera, change which devices are being used for the call, and check your microphone and speakers.

Once you are happy, click *Proceed to Video Call*.

On this screen you can see the following, when in a call:

- At the top left the teacher name (and subject details) for the current and next appointment
- At the top right a countdown to the start of the appointment.
- At the bottom the controls for the microphone and camera.

5. The *Start Appointment* button will appear in the middle of the screen when your appointment is due to begin.



When another person is available these also show a pick up button to start the call



and a hang up button to leave the call.



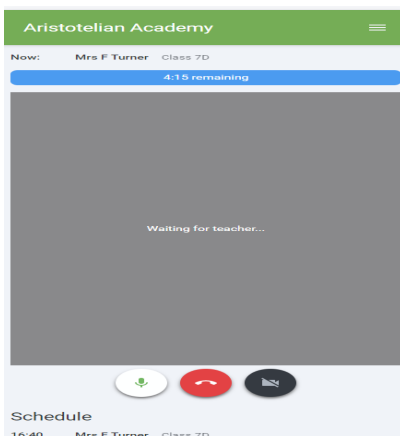
6. Click the *Start Appointment* button – you will see yourself in the bottom right corner of the screen. If the teacher has not yet joined, you will see a notice that effect in the centre of the screen.

When a teacher joins a call you will see them in the main part of the screen.

You will see the remaining time for the appointment counting down in a blue bar at the top of the screen, which will turn red when the last 10 seconds begin.

If you lose access to the system for any reason during the call, log in again and click *Start Appointment* on screen. If the other person 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.



Note that if you or the teacher are late, or leave and rejoin the call, it does **not** reset the timer. The appointment will always end at the scheduled time.

7. Follow on calls

If you have another appointment scheduled the screen will display a *Start Next Appointment* button. When you are ready to proceed, click on it

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

