

## Protocol for Virtual Parents Evenings

As virtual parents evening are new to us, we thought it important to establish some ground rules so that all participants are following the same protocol which should ensure everyone's wellbeing.

☒ Conversations should take place in appropriate rooms e.g. kitchen, lounge, study and not in a bedroom

☒ All participants should be appropriately dressed as they would be for a real meeting

☒ Parents have the choice of using audio or video

☒ Your son/daughter is welcome to attend

☒ Appointment times are not flexible and will start and finish exactly on time

☒ Horsforth School is often commended for the very positive, constructive relationships between staff and parents and it is important that this continues. Therefore please note that in the extremely unlikely event of verbal abuse, staff will end the conversation and refer the matter to the Senior Leadership Team.

## Tips for troubleshooting

**In order to make video calls you need to have as a minimum:**

- a device with a microphone and speaker/headphones
- a compatible up-to-date web browser:
  - **iPhone/iPad:** Safari, Chrome
  - **Android:** Chrome, Firefox or the Samsung Browser
  - **Windows:** Chrome, Firefox or Microsoft Edge (Chromium - [download here](#))
  - **Mac:** Safari, Chrome or Firefox
  - **Linux:** Chrome or Firefox

**We also recommend:**

- Using your smartphone for video appointments. If you don't have a smartphone with a front-facing camera, use a laptop or computer with a webcam.

☒ Staff have checked their devices work so we hope all is well at our end

☒ Try logging on up to an hour before - if you can't see "Join Video Appointments" check as below

☒ 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 what we have on the system via your SIMS Parent App

☒ 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 (closely)** to the microphone at a time

☒ If one party loses connection please **just 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

☒ We cannot do any more on the night so please be forgiving in case of technical hitch. We are doing our best to make contact at this difficult time.