



November 2020

Dear Parent/Carer

## **Year 11 Parents' Evening: Thursday 26 November**

On Thursday 26 November we will be holding a Parents' Evening for the parents/carers of students in Year 11. This is an opportunity for you to have a short meeting with your child's subject teachers to discuss how they are progressing with their studies.

Under normal circumstances we would hold this event via face-to-face meetings at school, however this year, due to the Covid-19 pandemic, we will be undertaking it via video call. Our online appointments booking system, in addition to being the means by which appointments are booked, now has a video call feature which we will be using for the meetings with teachers. We used this system for our recent Year 13 parents' evening and received positive feedback following the event.

### **Booking your appointments**

The online appointment booking system will open at **6.00 pm on Thursday 19 November**. You will then be able to log in and choose your appointment times with teachers and, once finished, you will receive an email confirmation. Teachers will be available between 4.00 pm and 6.45 pm on the day of parents' evening and each appointment will last 5 minutes. Bookings will close at midday on Thursday 26 November. Should you wish to make any changes after this time, or if you do not have access to the internet, please contact the school office, who will be happy to help.

Please visit <https://backwell.parentseveningsystem.co.uk> to book your appointments once the system opens. A short guide on how to make appointments is included overleaf.

### **Attending your appointments**

In order to attend our virtual parents' evening, you will need to have as a minimum:

- A device with a microphone and speaker
- A compatible web browser:
  - iPhone/iPad: Safari
  - Android: Chrome or Firefox
  - Windows: Chrome, Firefox or Microsoft Edge (latest version only)
  - Mac: Safari, Chrome or Firefox
  - Linux: Chrome or Firefox

Full details on how to attend your appointment are given on the attached instructions. One key thing to be aware of is that it is **essential to be on time** for your appointment. The appointment will start at the time booked. If you are late, or leave and re-join the call, it does **not** reset the timer. The appointment will always end at the scheduled time. The teacher is not able to override the system.

## **Contingency Plan**

In the unlikely event that the technology fails then we will use the contact number you provided when booking (see below) to conduct the appointment via telephone. Appointments by telephone will be no longer than 5 minutes to allow time for change over.

One final thing to note is that we plan to hold a second parents' evening in the spring. Further information regarding the date, timings and whether this will be face-to-face or remote will follow in due course.

We look forward to seeing you on Thursday 26 November.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J. Nunes', with a stylized flourish at the end.

Mr J Nunes  
Headteacher

## Parents' Guide for Booking Appointments

Browse to <https://backwell.parentseveningsystem.co.uk/>

**Your Details**

Title: Mrs First Name: Rachael Surname: Abbot

Email: rabbot4@gmail.com Confirm Email: rabbot4@gmail.com

**Student's Details**

First Name: Ben Surname: Abbot Date Of Birth: 20 July 2000

[Log In](#)

### Step 1: Login

Fill out the details on the page then click the *Log In* button.

You will need to use the **exact name and email address** that you have provided to the school. Confirmation of your appointments will be sent to your email address.

**Parents' Evening**

This parents' evening is an opportunity to meet your child's teacher. Please enter the school via the main entrance and sign in at reception.

Click a date to continue:

Thursday, 16th March  
[Open for bookings](#)

Friday, 17th March  
[Open for bookings](#)

[I'm unable to attend](#)

### Step 2: Select Parents' Evening

Click on the date you wish to book.

Unable to make the date listed? Click *I'm unable to attend*.

**Choose Teachers**

If there is a teacher you do not wish to see, please untick them before you continue.

Ben Abbot

☒ Mr J Brown  
SENCO

☒ Mrs A Wheeler  
Class 11A

[Continue to Book Appointments](#)

### Step 3: Choose Teachers

Select the teachers you'd like to book appointments with. A green tick indicates they're selected. To de-select, click on their name.

	Mr J Brown SENCO (A2) Ben	Miss B Patel Class 10E (H3) Andrew	Mrs A Wheeler Class 11A (L1) Ben
16:30		✓	
16:40			
16:50	+		+
17:00	+		+

### Step 4: Book Appointments

Click any of the green cells to make an appointment. Blue cells signify where you already have an appointment. Grey cells are unavailable.

To change an appointment, delete the original by hovering over the blue box and clicking *Delete*. Then choose an alternate time.

**Add Appointment** ✕

Confirm appointment with Miss K Pearce at 16:38.

Add a message for Miss K Pearce:

[Save](#)

### Step 4a: Add a back-up contact phone number

If the "add a message" prompt appears, please use this to add your preferred contact telephone number for the evening. Should the video call fail we will endeavour to ring you on this number.

Once you have finished booking all appointments, at the top of the page in the alert box, press *click here* to finish the booking process.

**My Bookings**

Thursday, 17th April

16:30 Mr J Brown SENCO (A2) Ben

16:40 Miss B Patel Class 10E (H3) Andrew

16:50 Mrs A Wheeler Class 11A (L1) Ben

17:00

### Step 5: Finished

You're now on the My Bookings page and all your bookings are below. An email confirmation has been sent and you can also print appointments from this page by pressing *Print*. Click *Subscribe to Calendar* to add these and any future bookings to your calendar.

To change your appointments, click on *Amend Bookings*.



## Parents Evening Video Appointments: How do parents attend appointments over video call?

**In order to attend our virtual parent's evenings you will need to have as a minimum:**

- a device with a microphone and speaker
- a compatible web browser:
  - **iPhone/iPad:** Safari
  - **Android:** Chrome or Firefox
  - **Windows:** Chrome, Firefox or Microsoft Edge (latest version only)
  - **Mac:** Safari, Chrome or Firefox
  - **Linux:** Chrome or Firefox

**We recommend:**

- Using your smartphone for video appointments.
- Using a headset (or earphones with a microphone) to reduce echo.
- Logging in early to check your camera and microphone work (you could then log out and back in just before your appointment is due to begin).

No app is required, but please ensure that you allow the website to have access to your camera and microphone when prompted.

### **On the day of your appointments:**

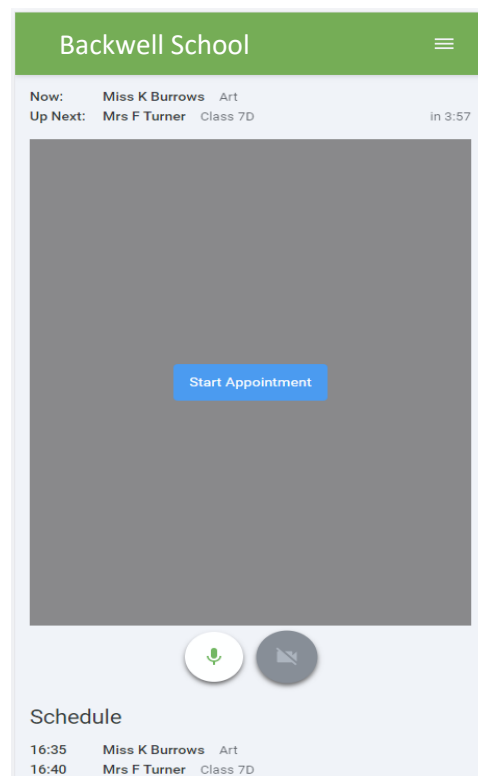
#### **1. Log in and go to the Evening**

Login at the usual address [backwell.parentseveningsystem.co.uk](http://backwell.parentseveningsystem.co.uk), or click the login link from the bottom of the email confirmation you will have received. Once logged in you will see a notice that you have upcoming video appointments and under this the details of the event, along with a *"Join Video Appointments"* button. This will become available 60 minutes before your first appointment.

#### **2. The Video Call screen**

When you click *"Join Video Appointments"* the video call screen will be displayed. You may at this point be asked to allow access to your camera/microphone, in which case please click yes. On this screen you can see the following:

- 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 (once a teacher is available or you are in a call these also show a pick up and hang up button).
- In the middle, when your appointment is due to start, the *Start Appointment* button.



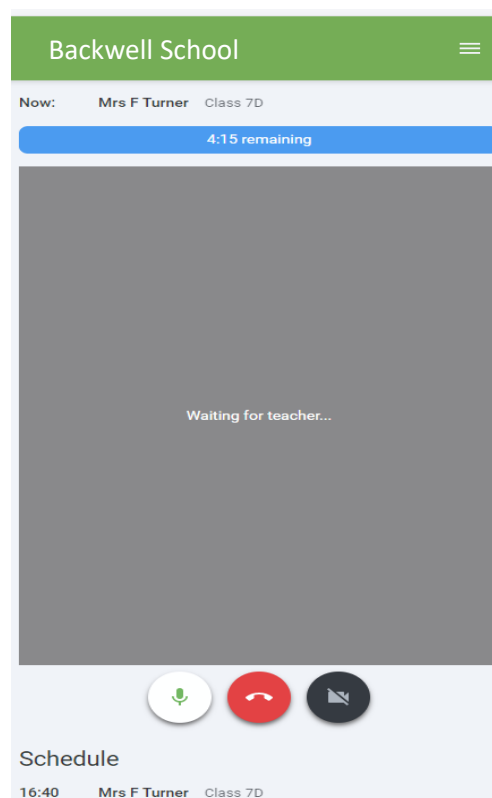
### 3. Making a call

Click the “Start Appointment” button. You will see yourself in the bottom right corner of the screen. If your video is not working, then you will need to change some settings on your device. For example on iPhone you may need to open the settings app, then choose “Safari” and scroll down to “Camera & Microphone” and change to “always allow” or “ask”. Guidance for troubleshooting a wide range of devices can be found here:

<https://support.parentseveningsystem.co.uk/article/807-video-troubleshooting-camera-and-microphone-access>

If the teacher has not yet joined you will see a notice to 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 and can start your discussion with them. You will also see the remaining time for the appointment counting down in the blue bar at the top of the screen.



If you lose access to the system for some reason during the call, log in again and click “Start Appointment” on the video call screen. As long as the teacher is still in the call this will let you continue with the appointment (this is the same for the teacher if they lose their access). 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 re-join the call, it does not reset the timer. The appointment will always end at the scheduled time.**

### 4. Follow on calls

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

**Note that if you delay starting a call it does not extend the duration for that appointment. The appointment will always end at the scheduled times.**

If you do not have a consecutive appointment, but you have not completed your final scheduled appointment you will see a countdown telling you how long until the start of your next appointment. Once your final appointment for the evening is complete you will see a message advising you of this.

This guidance is demonstrated in the first 1 minute 30 seconds of the following video:

<https://vimeo.com/401026901#t=15>