

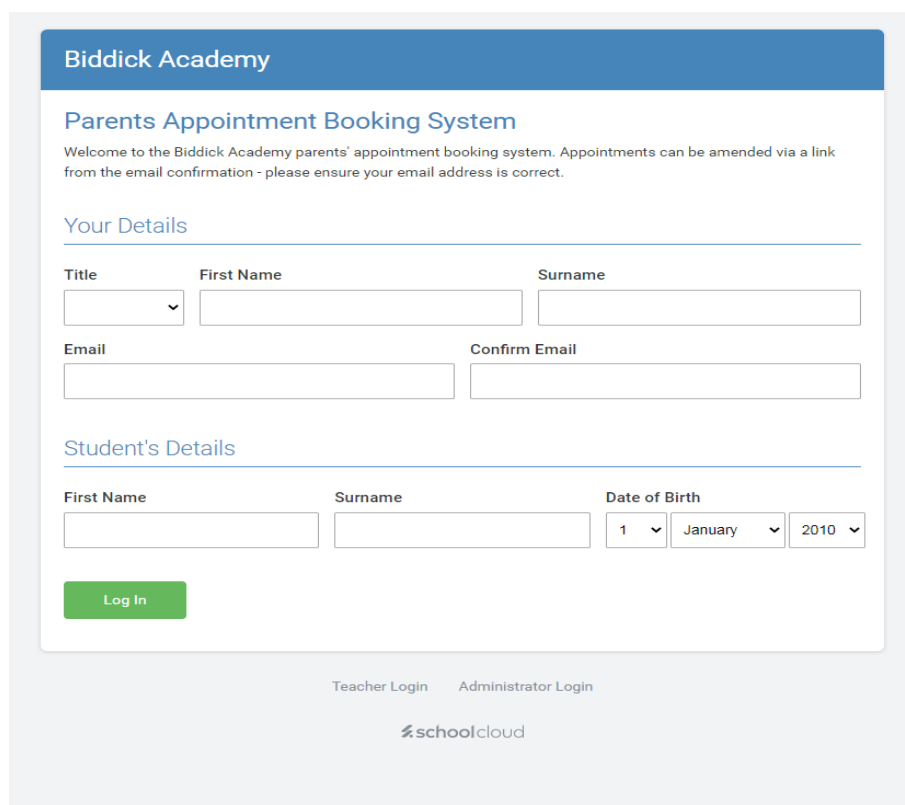
## Parents/Carers

How to make your appointment/attend your appointments via video call

### MAKING YOUR APPOINTMENT

1. Please navigate to the following to log in and complete your details–

<https://biddickacademy.schoolcloud.co.uk/>



The screenshot shows the 'Biddick Academy' login page for the 'Parents Appointment Booking System'. It includes a welcome message and a 'Your Details' section with fields for Title, First Name, Surname, Email, and Confirm Email. Below this is the 'Student's Details' section with fields for First Name, Surname, and Date of Birth (with dropdowns for day, month, and year). A green 'Log In' button is located below the student details. At the bottom, there are links for 'Teacher Login' and 'Administrator Login', and the 'schoolcloud' logo.

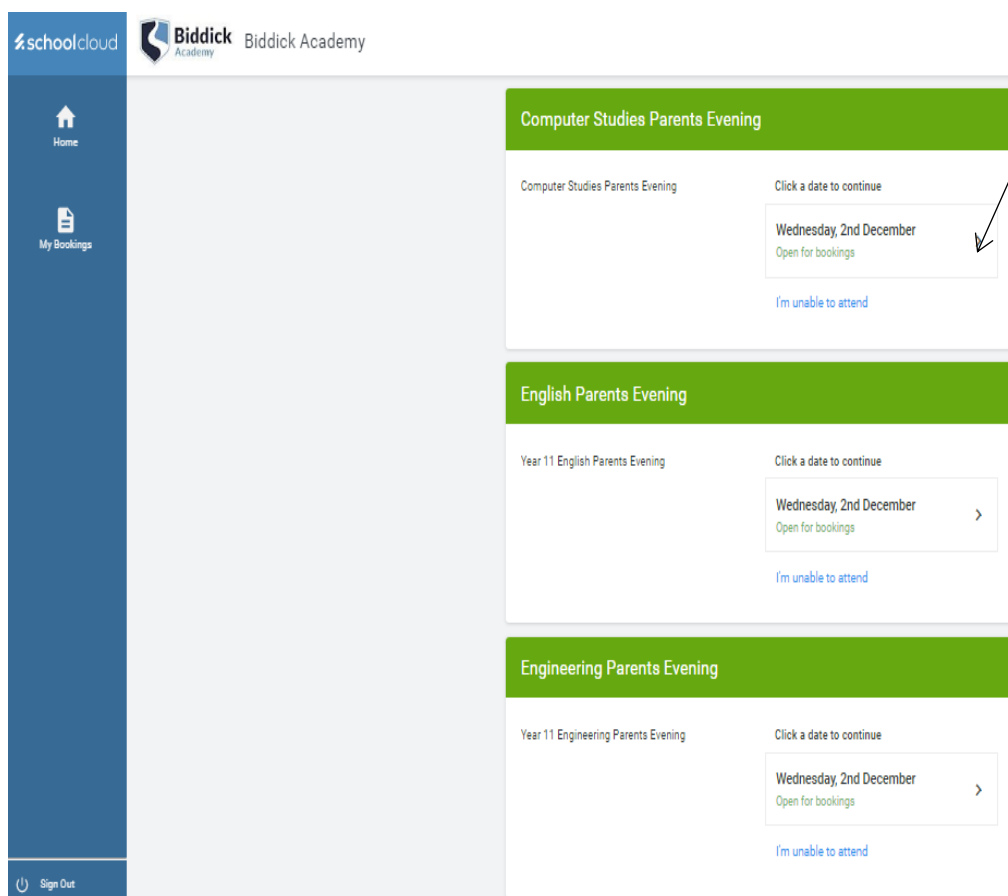
### Important

When adding your details to book an appointment, the spelling of the following must exactly match the information we have on our database –

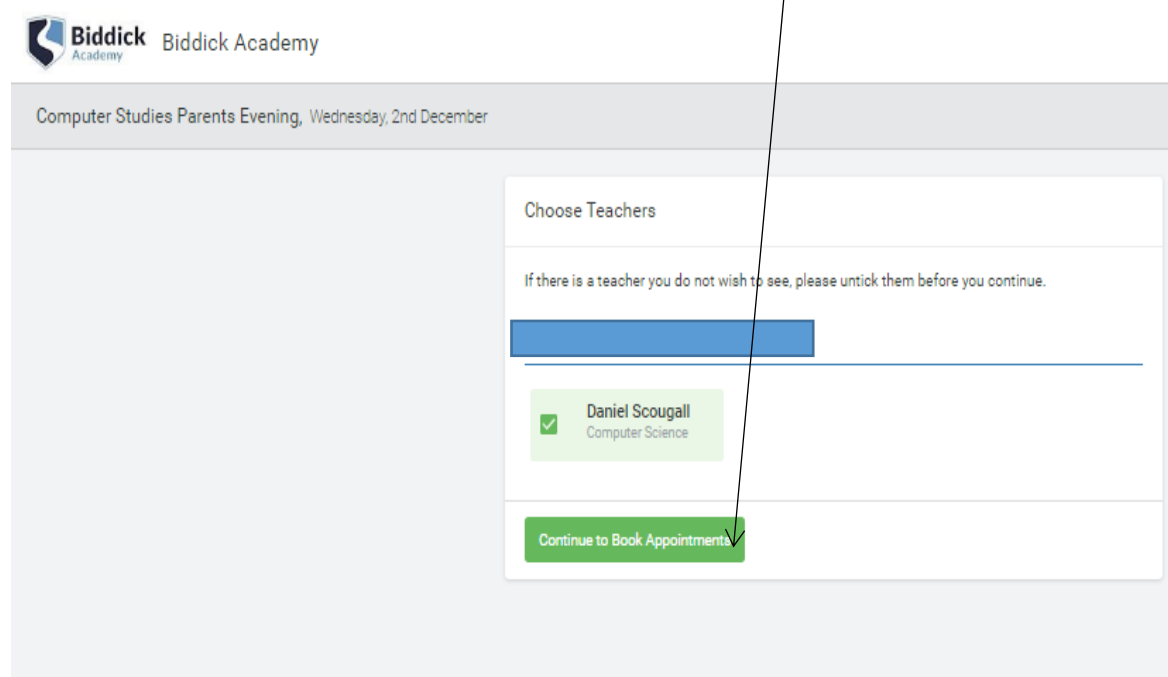
- your first name,
- your last name,
- your child's first name,
- your child's last name,
- your child's date of birth

If you experience any difficulties logging in or have questions about logging in, please email June Sparks on [sparks.j@biddickacademy.com](mailto:sparks.j@biddickacademy.com) or call 0191 5111600.

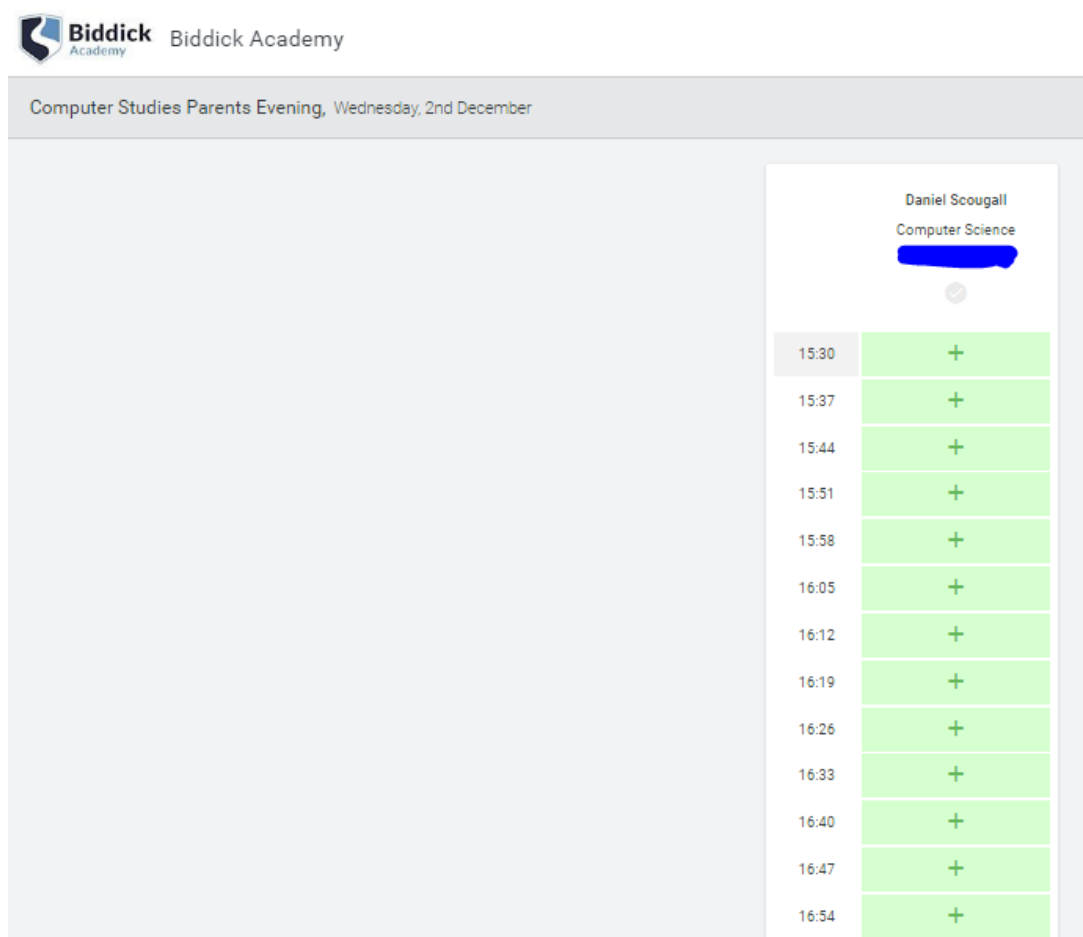
2. Once logged in your screen will look like this. Only Parents Evenings for subjects which your child has been selected for by the class teacher will appear here. Click here to book the first subject.



3. The screen will look like this. Click here to continue.



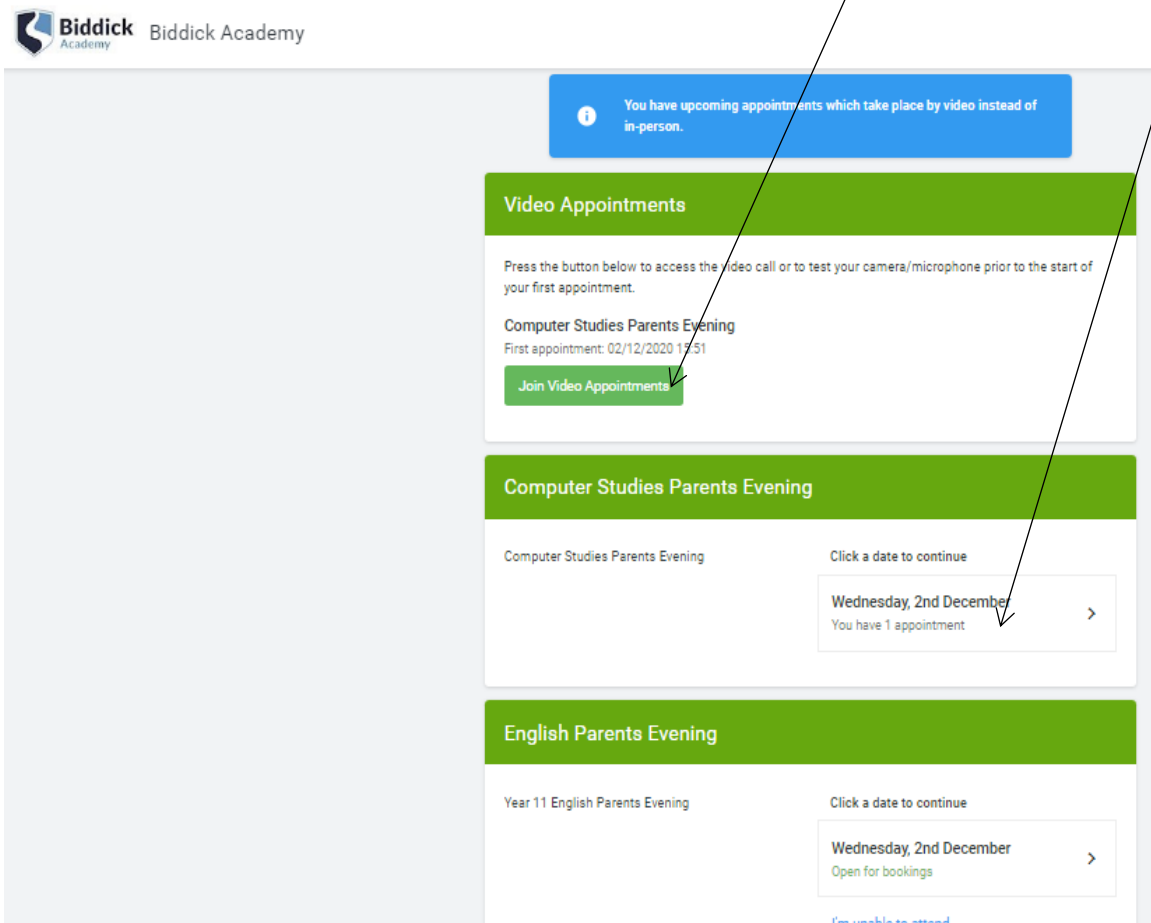
4. Select a convenient time. As appointments are 7 minutes long, the times are in 7 minute increments/slots.
- Click on any of the green cells to select a convenient time to book you appointment.
- If a time is red, then that time is unavailable or you already have an appointment for that time with another subject.
  - To change an appointment, delete the original by hovering over the blue box and clicking *Delete*. Then choose an alternate time.
  - Once you have clicked a time you will receive a confirmation email to the email address you used when logging on.



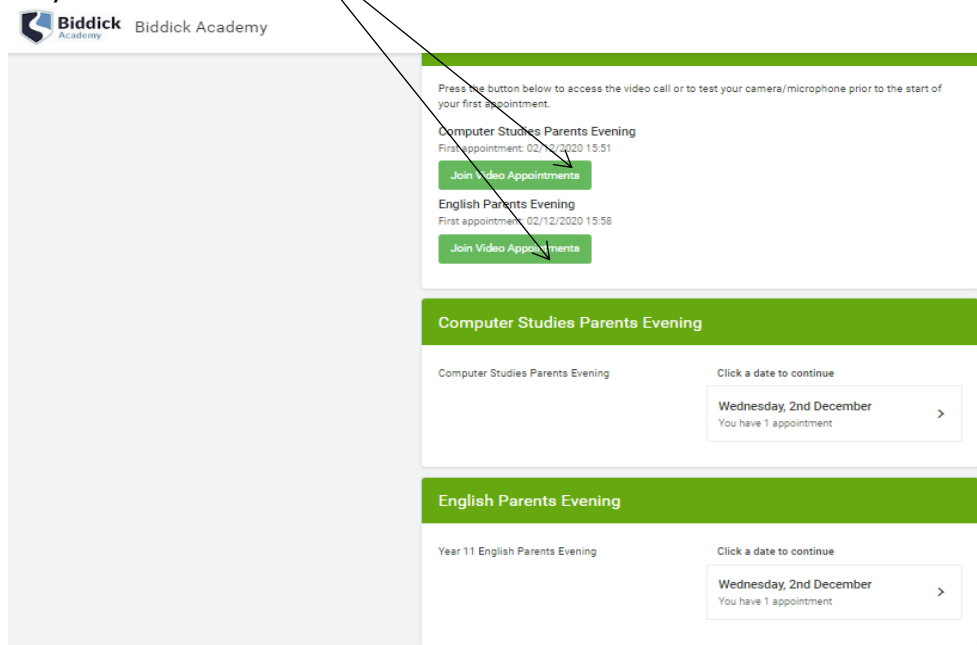
5. Once a time is selected for this subject, click here to go back and select a time for the next subject.



6. You will now see the option at the top to “join video appointment” for the subject you have booked for and you will notice that you have 1 appointment for that subject here.



7. Continue to book all appointments and your screen will look like this. You will need to select each join video appointment link to access the Parents Evening for each subject at the time you have selected.



# ATTENDING YOUR VIDEO APPOINTMENT

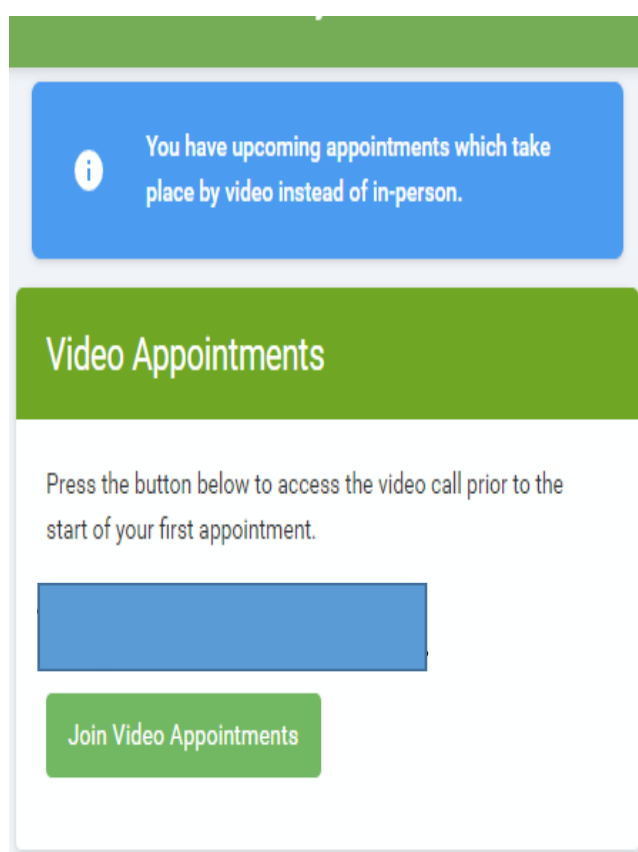
## 1. Log in and go to the Evening

- On the day of the video appointments, login to Parents Evening by going to <https://biddickacademy.schoolcloud.co.uk/>
- Or click on the link at the bottom of your email confirmation

**Important**, the video appointment will only work in the following web browsers –

- iPhone/iPad: Safari
- Android: Chrome or Firefox (not Samsung Internet)
- Windows: Chrome, Firefox or Microsoft Edge
- Mac: Safari, Chrome or Firefox
- Linux: Chrome or Firefox

Once logged in you will see a notice that you have upcoming video appointments, along with the *Join Video Appointments* button(s). This will become available 60 minutes before your first appointment.

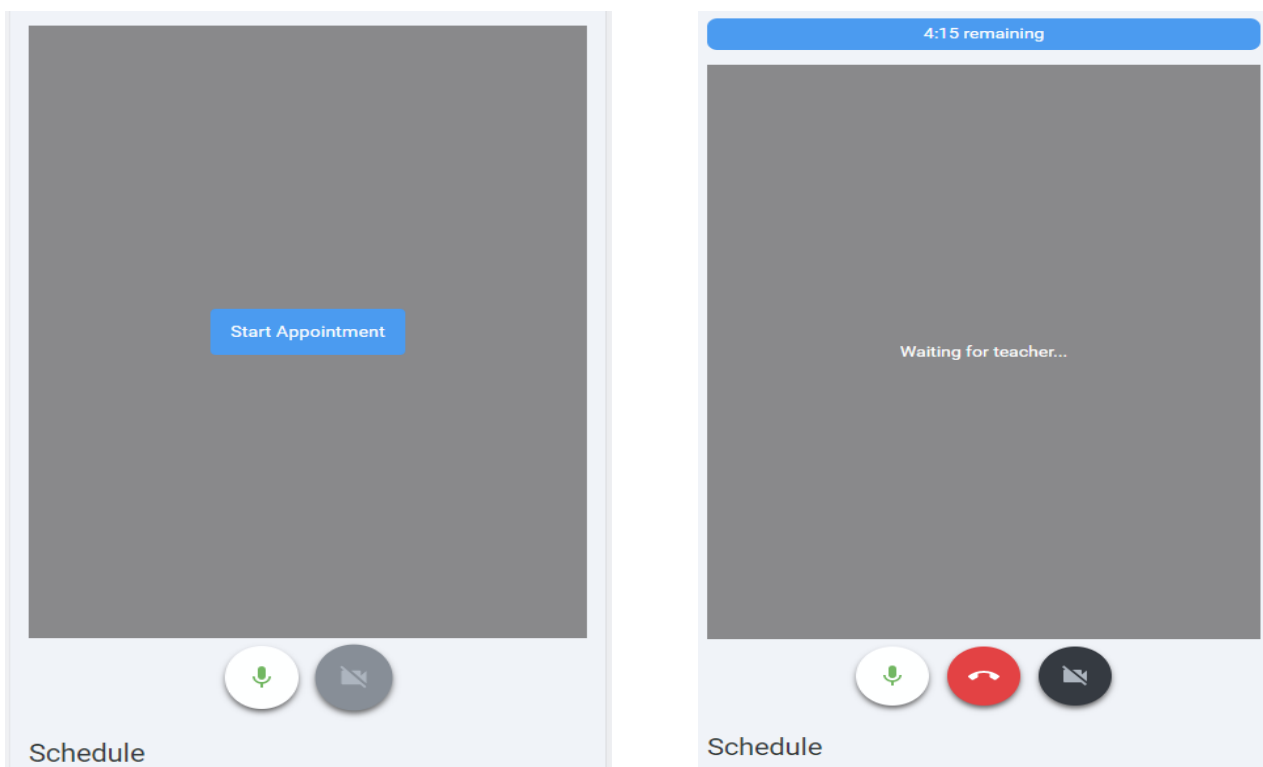


## 2. The Video Call

When you click *Join Video Appointments* the video call screen will be displayed. You may be asked if you wish to allow access to your camera/microphone, in which case please click yes.

On this screen you can see the following:

- 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, you will see the *Start Appointment button*.
- Click the *Start Appointment* button. You will see yourself in the bottom right corner of the screen (unless you have no camera, or have chosen to turn it off). If the teacher has not yet joined you will see a notice in the centre of the screen



- When a teacher joins a call you will see them in the main part of the screen - or hear them, if they have no camera (or have turned it off) – and you 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 rejoin the call, it does **not** reset the timer.  
The appointment will always end at the scheduled time.