CULCHETH HIGH SCHOOL

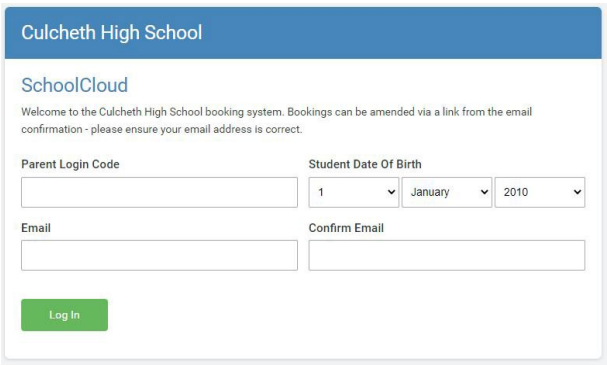
› THE BEST THAT WE CAN BE

Parents' Guide for Booking Appointments

› RESPECT
› HONESTY
› EXCELLENCE

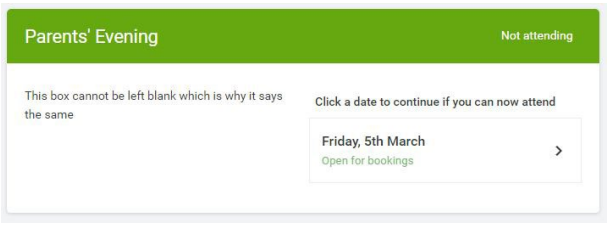
Parents' Guide for Booking Appointments

Browse to https://culchethhigh.schoolcloud.co.uk/



Step 1: Login

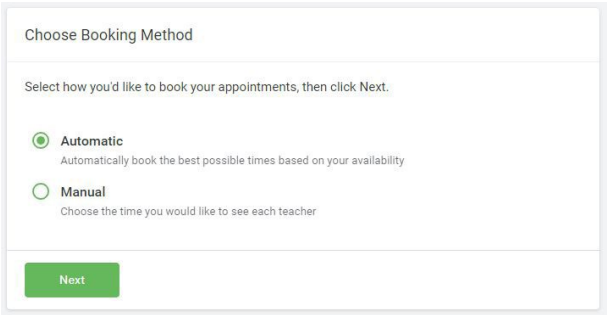
Fill out the details on the page then click the *Log In* button. A confirmation of your appointments will be sent to the email address you provide. Enter your unique login code shared by the school.



Step 2: Select Parents' Evening

Click on the date you wish to book.

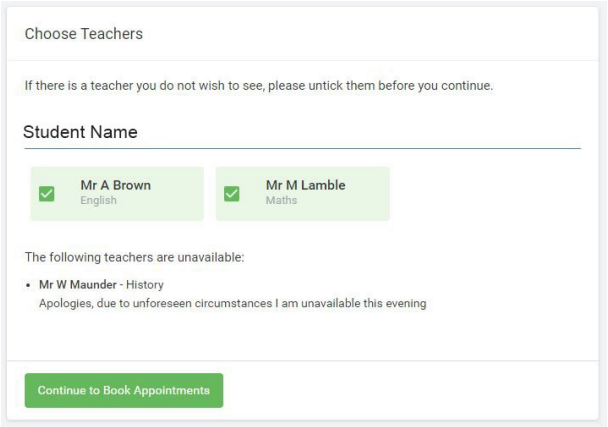
Unable to make all of the dates listed? Click I'm unable to attend.



Step 3: Select Booking Mode

Choose *Automatic* if you'd like the system to suggest the shortest possible appointment schedule based on the times you're available to attend. To pick the times to book with each teacher, choose *Manual*. Then press *Next*.

We recommend choosing the automatic booking mode when browsing on a mobile device.



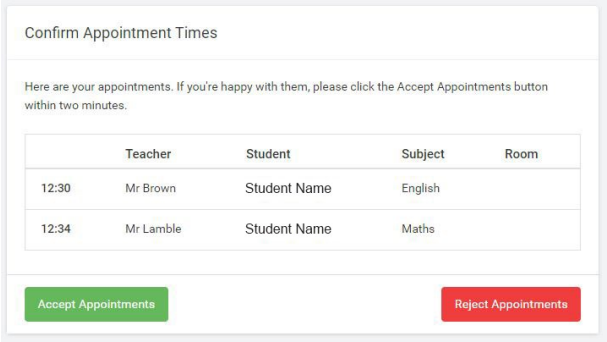
Step 4: Choose Teachers

If you chose the automatic booking mode, drag the sliders at the top of the screen to indicate the earliest and latest you can attend.

Click on *Add a Teacher* to choose which teachers you wish to make a booking for.

Do not choose more than the allocated number or it will generate them alphabetically for you.

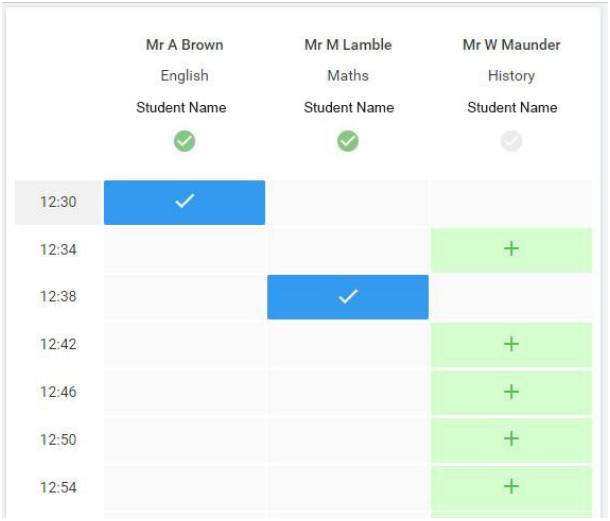
To add appointments for another child, press the *Add Another Child* button at the bottom and then repeat this step.



Step 5a (Automatic): Book Appointments

If you chose the automatic booking mode, you'll see provisional appointments which are held for 2 minutes. To keep them, choose *Accept* at the bottom left.

If it wasn't possible to book every selected teacher during the times you are able to attend, you can either adjust the teachers you wish to meet with and try again, or switch to manual booking mode (Step 5b).

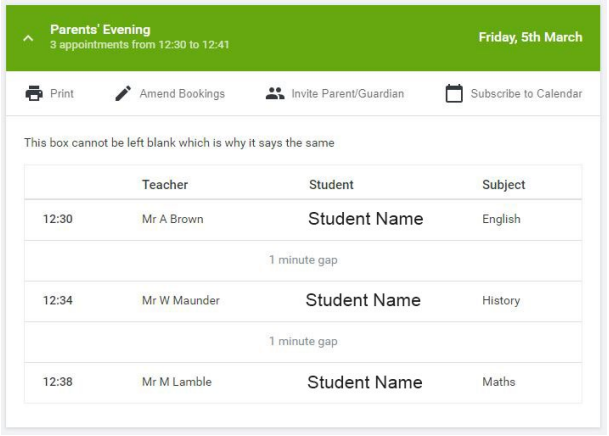


Step 5b (Manual): Book Appointments

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.

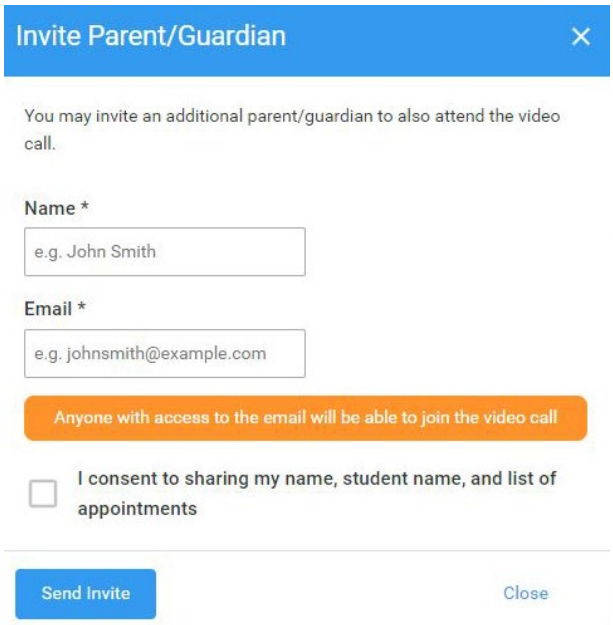
Once you're finished booking all appointments, at the top of the page in the alert box, press *click here* to finish the booking process.



Step 6: Confirmation of Appointments

All your bookings now appear on the My Bookings page. An email confirmation has been sent and you can also print appointments 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*.



Step 7: Invite Parent/Carer

From the confirmation page you also have the option to invite a Parent/Carer to join your video appointment.

Enter a name and email address and *Send Invite*.

Parents' Guide - How to attend appointments over video call

Browse to https://culchethhigh.schoolcloud.co.uk/

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

A device with a microphone and speaker
A compatible web browser such as:

iPhone/iPad: Safari
Android: Chrome or Firefox
Windows: Chrome, Firefox or Microsoft Edge
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.

Using a headset (or earphones with a microphone) to reduce any echo/feedback.

How to attend your appointment via video call

1. Log into the online booking system and go the evening.

On the day of the video appointments, login to Parents' Evening at the web address:

https://culchethhigh.schoolcloud.co.uk

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 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 left the teacher name (and subject details) for the current and next appointment (if applicable).
- 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 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 (unless you have no camera, or have chosen to turn it off). 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 the 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 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 this 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 stop.

Frequently Asked Questions

Which teachers will I be able to book appointments with?

All of your child's subject teachers will be available on the evening. You are able to make up to a maximum of eight appointments between 4.00pm – 6.45pm. You can choose to pick the time with each teacher manually or select the 'automatic' booking option to allow the system to allocate the best time slots for you.

Please note: If you use the automatic booking option, please ensure you only select 8 teachers from the list or you will be allocated with the first 8 teachers as they appear alphabetically on the list.

How will the appointments be structured?

Each appointment will be 4 minutes long. During this appointment, the class teacher will provide an overview of academic performance, key strengths and areas for further development. Teachers will ensure there is time for parents to ask any questions that they may have.

How will I change between appointments?

You do not need to do anything once you have logged into School Cloud and clicked the 'Join Video Appointments' button. Your schedule of appointments will be listed on the screen and at each appointment time the teacher will appear on the screen in front of you. A timer at the top of the screen will count down your appointment time.

What if my appointment is cut off before I am finished speaking?

The appointment times follow the same format as they would be in school. Teachers are therefore very experienced at condensing the key progress information into this timeframe. Issues that may require a longer discussion would most likely be raised outside of parents' evening with your child's Form Tutor, Subject Teacher or Progress Leader.

What if I am only available after 5pm?

Appointments are allocated on a first come, first serve basis. Therefore, if you know you have limited availability on the evening we would recommend booking early to secure times are you available.

Can two parents attend the evening?

Of course, as you would on any normal evening. This could be achieved by both parents sharing the same device. However, the added benefit of the 'School Cloud' system allows you to invite a second parent or guardian by email. Therefore, both parents can join the same meetings from different locations and devices, should this help you with our busy lifestyles