

Our Ref: GSM/235.JCP

24 June 2021

Dear Parents/Carers

### Year 9 Video Tripod Meetings (Formerly Parent Evening Meetings)

You are invited to make appointments for the school's next tripod meetings. These meetings will be booked online, and then held by video meeting rather than in-person at the school.

**The tripod meetings are on Thursday the 8<sup>th</sup> July 2021, from 4.30pm - 6.30pm**

To make your appointments please login at: <https://parents-booking.co.uk/stowmarket>

#### To login you will need to enter:

- Your first name and surname
- Your child's first name, surname and date of birth
- The login details you enter must match those we have on record for you

After you have made your appointments you can choose to print or e-mail a confirmation.

On the day of your appointments, you need to re-login at the website address above. 10mins before your appointments are due to begin you will be able to join the video meeting room, where you can wait for your appointment(s).

Mr Rourke-Beasley, Deputy Headteacher will be available to speak to parents ***who have any specific concerns only.***

#### Internet Browser Compatibility:

You must use one of the below devices and internet browser combinations for the video meeting technology to work:

Apple iPhone/iPad (iOS 11+): Safari

Android phone/tablet: Chrome or Firefox

Linux computer: Chrome or Firefox

Microsoft Surface: Chrome or Firefox

Mac computer: Safari, Chrome or Firefox

Windows computer: Chrome, Firefox or Edge (Chromium)

### Troubleshooting Tips

If you cannot login please contact the school office.

The email address field entered is only used to send your appointment confirmation. If you have problems logging in, it will not be because of the e-mail address you entered.

If you are unable to book at home, please contact the school office for help.

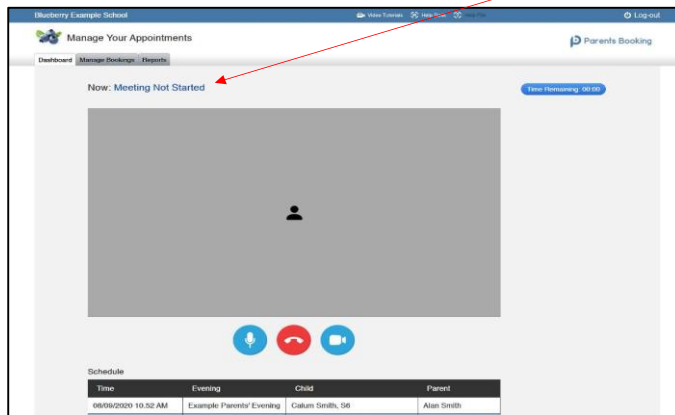
Kind regards,

*Miss Gemma Smith*

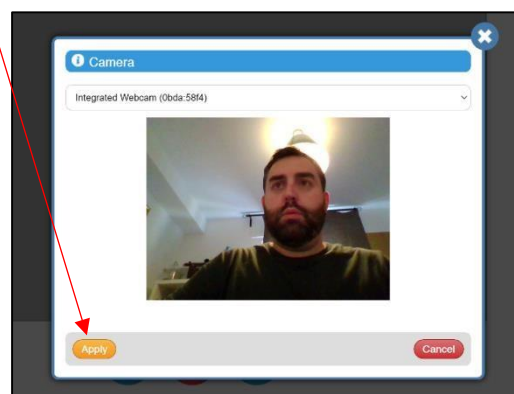
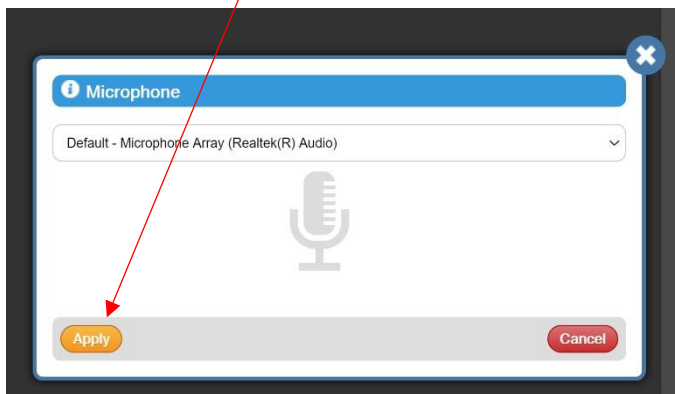
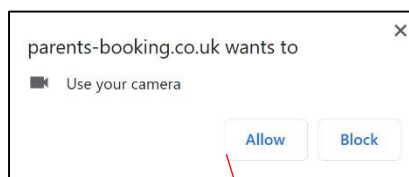
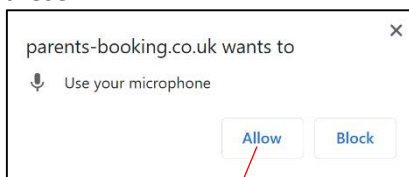
Miss Gemma Smith  
Head of Year 9

## Video Meeting Information for Parents Guide

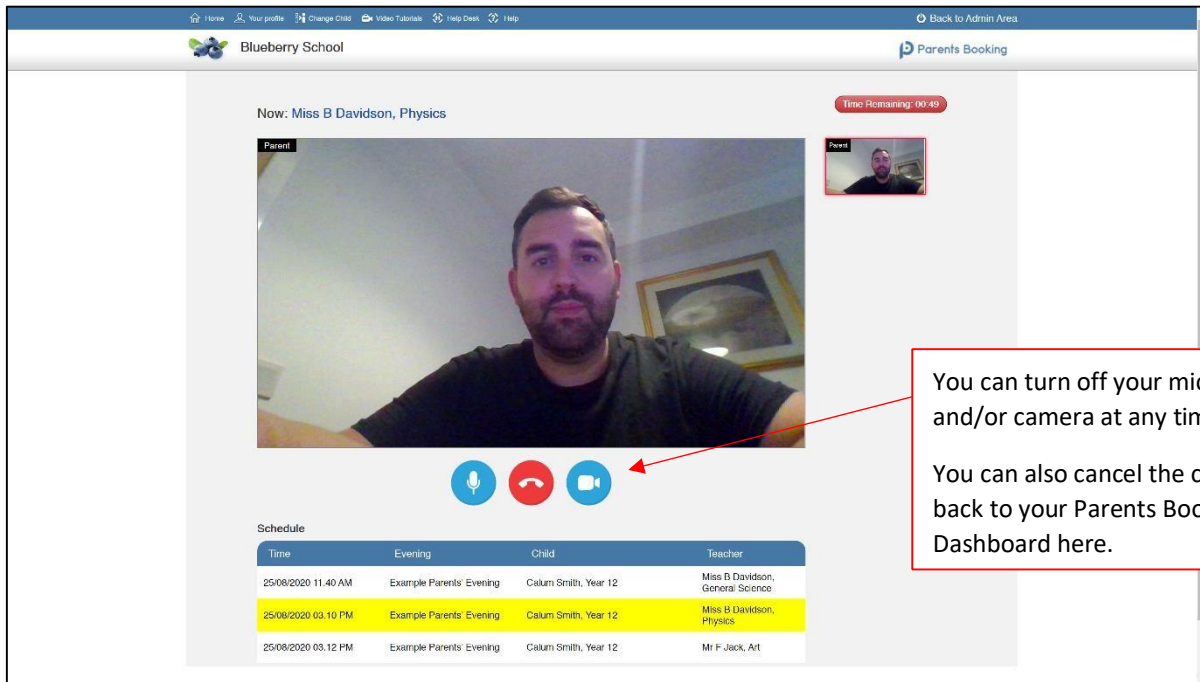
When you click “Join Video Meetings”, you will be shown a “Meeting Not Started Yet” message, until the instant your appointment is due to begin.



When the time of your first appointment starts, and provided the teacher is also ready for the meeting, your meeting will start. Before you can talk, you will need to provide permission to your internet browser to use its microphone and webcam. You will be asked for permission by your internet browser, and then shown a 'popup' which asks which microphone, and then which webcam, you want to use. Press 'Allow' and 'Apply' for all of these.



Once you have provided permission to the microphone and webcam, your video meeting will start.



Now: Miss B Davidson, Physics

Time Remaining: 00:49

Parent

Teacher

Schedule

Time	Evening	Child	Teacher
25/08/2020 11:40 AM	Example Parents' Evening	Calum Smith, Year 12	Miss B Davidson, General Science
25/08/2020 03:10 PM	Example Parents' Evening	Calum Smith, Year 12	Miss B Davidson, Physics
25/08/2020 03:12 PM	Example Parents' Evening	Calum Smith, Year 12	Mr F Jack, Art

You can turn off your microphone and/or camera at any time here.

You can also cancel the call and go back to your Parents Booking Dashboard here.

Appointments follow on automatically. Your schedule is shown at the bottom of the page. Once one appointment has finished the next will start instantly, and you do not need to change web page.

### Protocol for Virtual Tripod Meetings at Stowmarket High School

As virtual tripod meetings are reasonably new to us all, 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 attired as they would be for a real-life face to face meeting
- No conversations should be recorded
- Both teachers and parents have the choice of using audio or video
- As in real life, we would also like your son/daughter to attend
- Please try to be on time as the slot times are not flexible at all and will start/finish exactly on time
- Stowmarket High 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:

- Staff have checked their devices work so we hope all is well at our end.
- Please read the guide carefully beforehand to ensure you are using a suitable browser
- 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 that the names match exactly what we have on our system
  - 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
  - Keep an eye on your email/appointments in case the teacher has a later slot they could book you into
  - If possible, have a backup device ready for you to log on and use

**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. If you miss a conversation the teacher will drop you an email you within the next couple of days**