Protocol for Parent Teacher Meetings

As virtual parents' evenings are new to us, all we thought it important to create some ground rules. This should ensure that all participants are following the same protocol and this should ensure everyone's Online Safety.

- ***No*** conversations should be recorded.
- Where possible, try to ensure your child is in a different room or consider wearing earphones.
- Try to limit the amount of background noise.
- Please be on time as the slot times are **NOT** flexible at all and will start/finish *exactly* on time.
- Teachers will initiate the conversation at the point when they are ready to begin.
- Teachers will first check your name/names match what they have on the system.

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 one hour before.
- Make sure your camera/microphone/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 the best to keep in contact at this difficult time. If you miss a conversation, the teacher will call you in the next couple of days to reschedule.

Thank you for your continued support.