



**Our Ref:** BB/CCO/app

May 2022

Dear Parent/Carer

### Year 10 Virtual Parents' Evening Appointments

We would like to inform you that Oldbury Wells School will be hosting a Year 10 Parents' Evening. These meetings will be made available to book online and will be delivered by video meeting, rather than in-person at the school. The evening is an opportunity to discuss with your child's teachers any subject related queries you may have as they prepare for their Y10 mock exams at the end of Summer term.

We would like to welcome you to make appointments for the Year 10 Virtual Parents' Evening on **Thursday 26<sup>th</sup> May**, 17:00-19:00.

Appointments will be available to book from 16<sup>th</sup> – 24<sup>th</sup> May. To make your appointments please login at: <https://parents-booking.co.uk/oldburywells>

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. You will need to either use the legal student names to log in or the preferred or shortened names, depending on which matches the school records. A 'How to Guide' has been attached but if you do need any further assistance please do not hesitate to contact [claire.cowburn@oldburywells.com](mailto:claire.cowburn@oldburywells.com).

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

On the evening of your appointments, you need to again login to the website address above. Approximately 10 minutes 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).

### 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)

Continued/...

Aspire • Enjoy • Achieve



TRUST•ED  
*Schools' Partnership*

CEO: Mrs Sarah Godden  
T: 01746 760509  
c/o: Oldbury Wells School

Headteacher: Mr Lee Tristham  
Oldbury Wells, Bridgnorth  
Shropshire, WV16 5JD  
01746 765454  
school@oldburywells.com



### Troubleshooting Tips

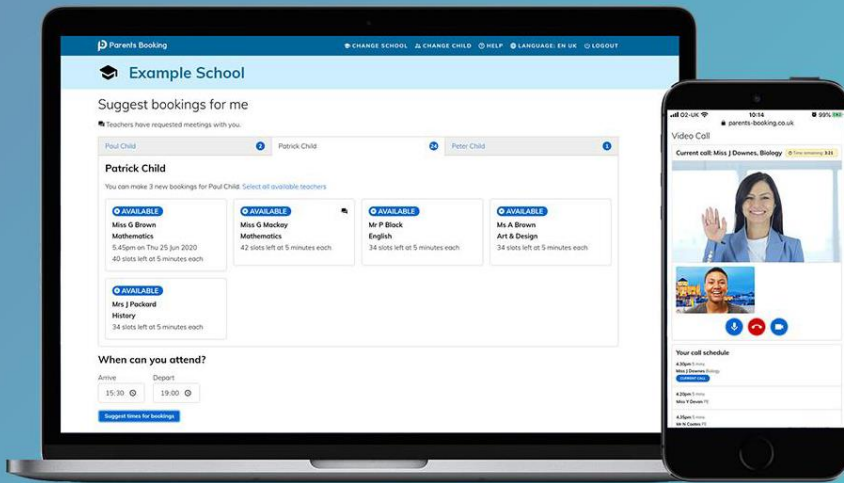
- Please refer to the guide attached with this letter. There are detailed instructions for how to book and attend appointments. There is also a trouble shooting section. If you are still experiencing technical difficulties please contact [claire.cowburn@oldburywells.com](mailto:claire.cowburn@oldburywells.com) or the main 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 appointments from home, please contact the school and we will try and assist where possible. If you have any queries then please do not hesitate to contact us.

Yours faithfully



**Mr B. Brown**  
Assistant Headteacher

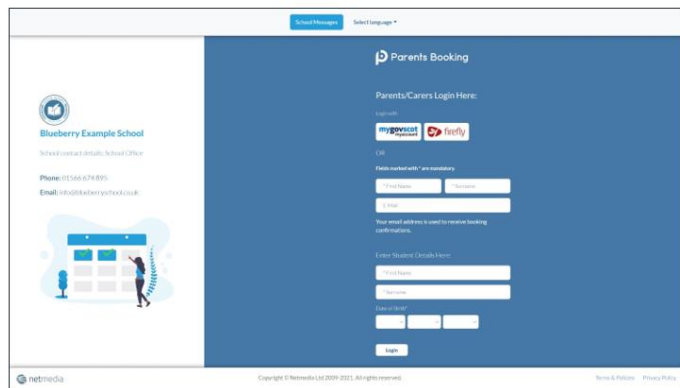


## How do I login?

1. The school will have sent you a website address to login with.

[www.parents-booking.co.uk/oldburywells](http://www.parents-booking.co.uk/oldburywells)

2. Next, login by completing the requested fields



## Dashboard

After logging in you will be shown any parents' evenings, events or clubs that are bookable.

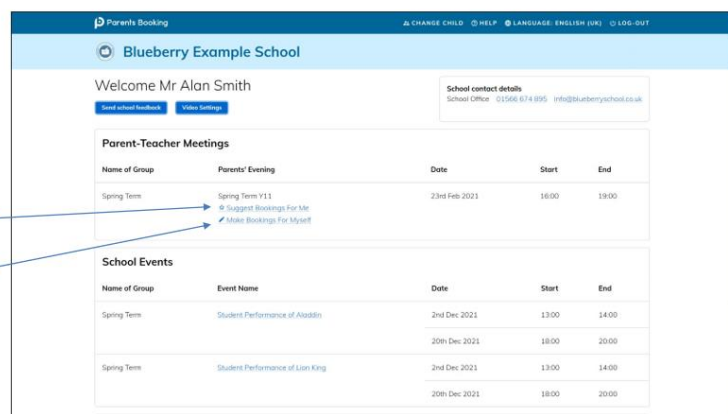
You now (usually) have the choice of two tools for making parents' evening appointments:

**Suggest Bookings for Me**

OR

**Make Bookings for Myself**

The instructions for both of these options are shown on the next few slides.

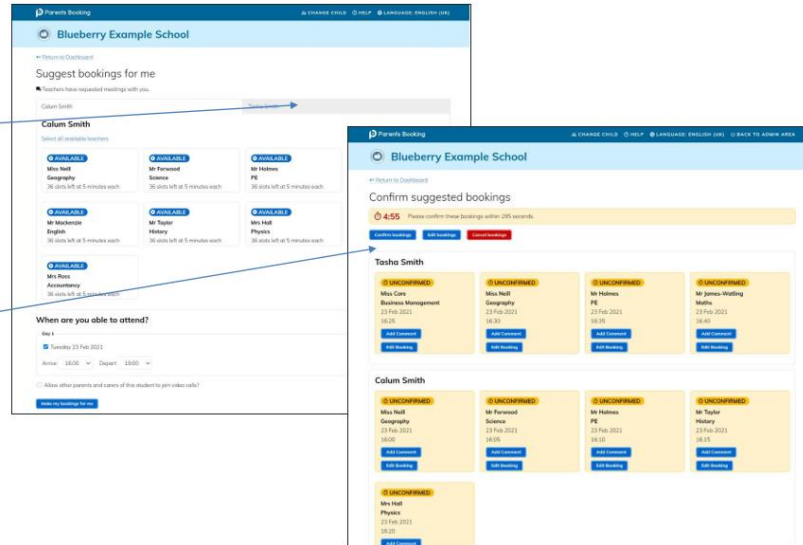


## Suggest Bookings for Me



Suggest Bookings for Me will let you choose the teachers you want to book (across multiple students, if applicable), and asks when you are available for appointments.

The system then calculates the most efficient order for your appointments, and you have 5mins to confirm (or adjust) these.



## Make Bookings for Myself

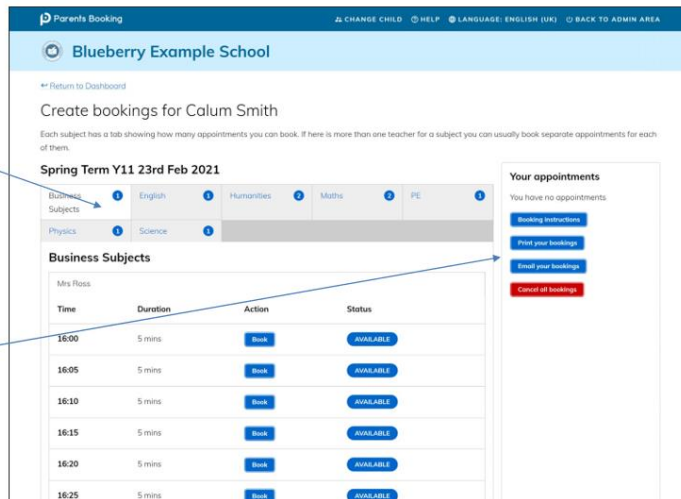


To pick appointment times for yourself, or to edit your appointments, use Make Bookings for Myself.

1. Select the correct subject
2. Select the correct teacher
3. Click on Book to make an appointment

Simply repeat the process for each appointment you would like to make. You can also 'Modify' appointments you have made.

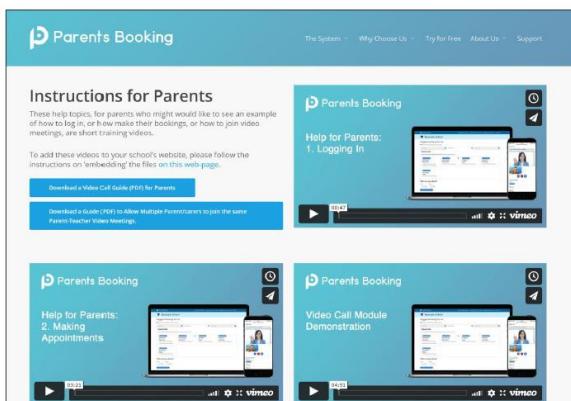
Once bookings have all been made you can print or e-mail an appointment confirmation.



## Help videos



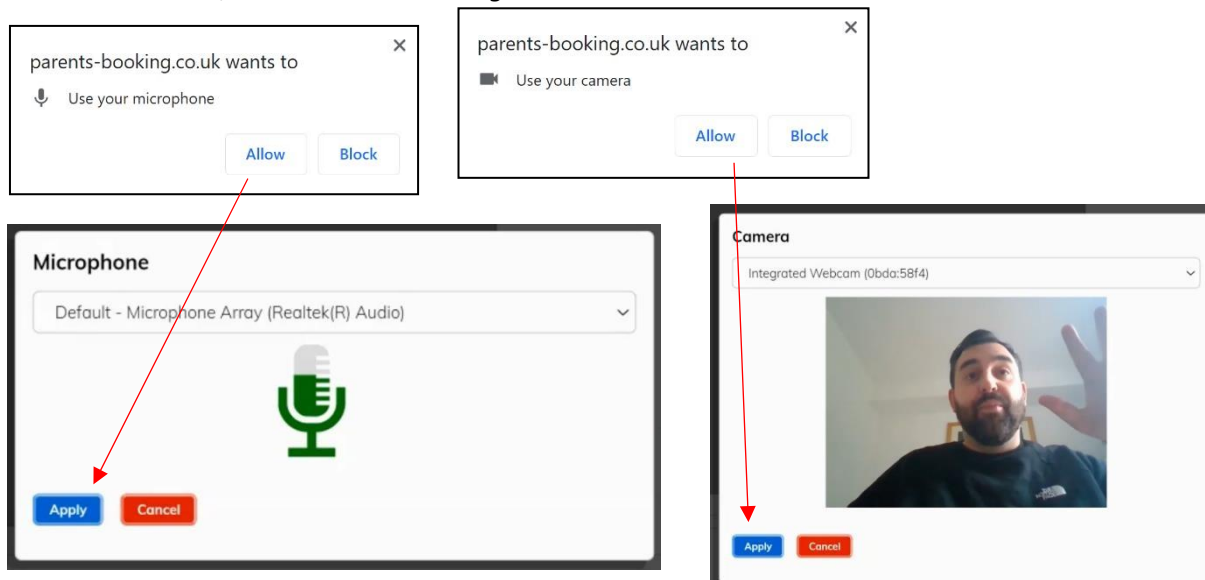
Help videos which explain how parents use the software are available on our Website, here: <https://parents-booking.com/support/instructions-for-parents/>



## ON THE EVENING - Video Meeting Information for parents

1. On the evening, log in at [www.parents-booking.co.uk/oldburywells](http://www.parents-booking.co.uk/oldburywells) 10-15minutes before your first appointment. You will need this time to check your devices compatibility and approve your camera and audio settings **BEFORE** your first appointment.

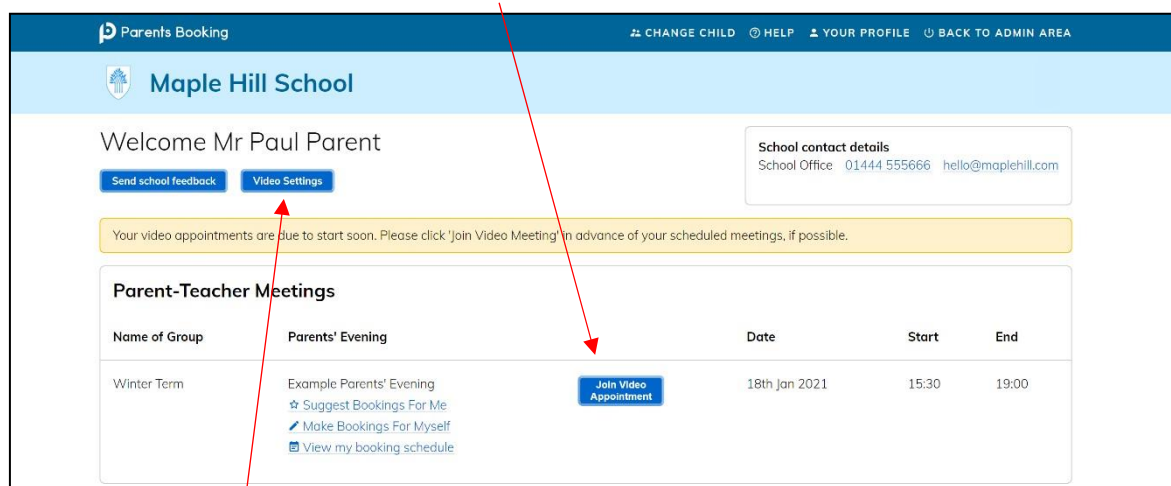
2a. Click 'Video settings'. You will be asked for permission by your internet browser, and then shown a 'pop- up' that asks which microphone, and then which webcam, you want to use. Press 'Allow' and 'Apply' for all of these. **If the 'pop up' does not appear, please refer to the trouble shooting page further on in the document.** N.B#1. Your browser should remember these settings, however Safari on iPad/iPhone does not seem to. N.B#2: If you need to reset your mic or camera choices, click the 'Video Settings' button near the countdown timer.



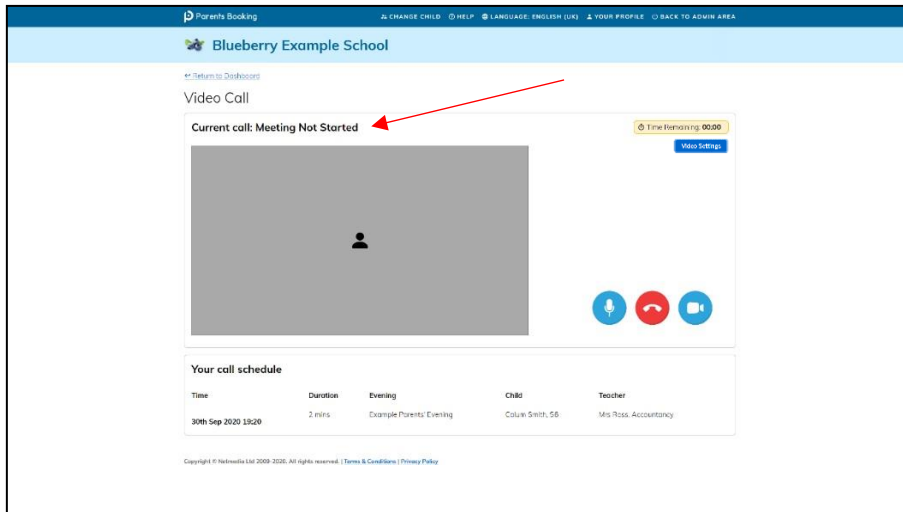
2b. We suggest also using Chrome on a PC/laptop/Android smartphone/tablets. If you use an iPhone/iPad (it must be iOS 11+) use Safari. **Below is the official browser and device compatibility:**

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

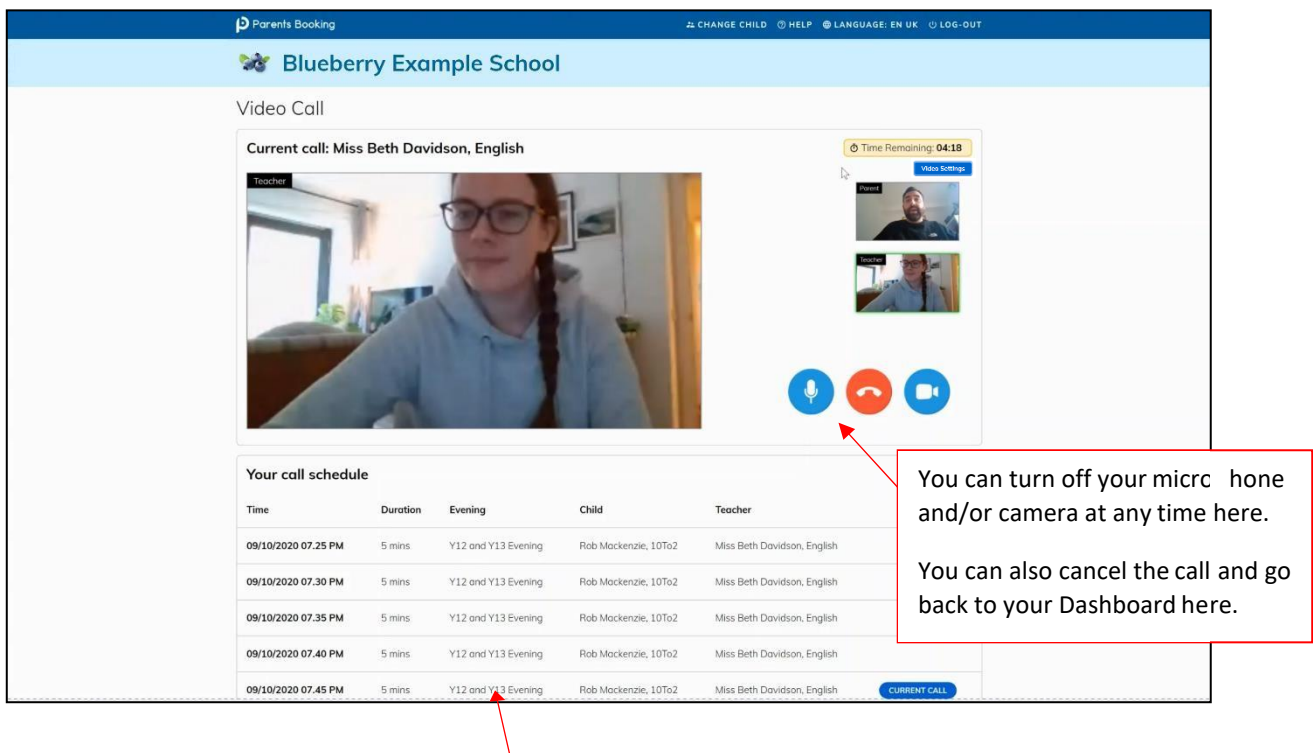
- Apple iPhone/iPad (must be iOS 11+): Safari (*New: Chrome looks to be supported with iOS 14.3*)
  - Android phone/tablet: Chrome or Firefox
  - Linux computer: Chrome or Firefox
  - Microsoft Surface: Chrome or Firefox
  - Mac computer: Safari (version 11+), Chrome or Firefox
  - Windows computer: Chrome, Firefox or Edge (but only the new Edge Chromium, not the old Edge)
4. When you **are within 10mins of your first appointment**, you will see a 'Join Video Appointment' button which you need to click, to join your video meetings. These appointments will exactly match what has been pre-booked



- If you are early and click the “Join Video Appointment” button, you will be shown a “Meeting Not Started Yet” message, until the instant your appointment is due to begin.



- At the time of the scheduled appointment, your teacher will appear and the countdown will begin.



- 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. If you have a gap larger than 15minutes between your appointments you may need to return to the dashboard and wait for the ‘Join Video Appointment’ to return.

- If you experience any technical difficulty after following these steps please refer to the trouble shooting page (pg5).

There is a video tutorial here of each of the above steps: [https://youtu.be/Tlfc\\_BAF1yg](https://youtu.be/Tlfc_BAF1yg)

## **Troubleshooting:**

### ➤ **“The user did not give permission to access your media”**

This often means the internet browser is blocking access to the webcam. Look at your internet browser's web address bar and check if the video symbol is 'blocked'. If it is, unblock and refresh the web page. If this does not rectify the problem please read on. The steps depend on which web browser you're using:

**iPhone/iPad = Safari** - Close down all other apps, open Safari, open Settings from the Home screen, then choose Safari, and scroll to the Camera & Microphone Access option.

**Android = Chrome** – Close down all other apps, open Chrome app, settings, site settings, tap Microphone, turn on, repeat for Camera.

**Android = Firefox** – Close down all other apps, open Firefox and go to the desired site. A pop-up will display the default camera and microphone. Select a different camera/microphone if necessary. Click 'Remember this decision' and click 'Allow'. If the pop-up didn't appear press refresh. If this doesn't work, click menu, option, privacy & security, settings for camera, find the required website and allow it access, repeat this for the microphone.

**Windows = Chrome** - Close all other apps. Open Chrome, open settings, under Privacy and security click Site settings, click camera, review your blocked and allowed sites, make sure that Parents-Booking.co.uk is selected as 'Allow'. Repeat process for microphone.

**Windows = Firefox** – Close down all other apps, open Firefox and go to the desired site. A pop-up will display the default camera and microphone. Select a different camera/microphone if necessary. Click 'Remember this decision' and click 'Allow'. If the pop-up didn't appear press refresh. If this doesn't work, click menu, option, privacy & security, settings for camera, find the required website and allow it access, repeat this for the microphone.

**Windows = Edge** (latest version) - press the three dots in the upper right and choose Settings, press Site permissions on the left, followed by Camera and Microphone on the right. Ensure camera and microphone access isn't blocked for this website.

**Mac = Safari** – Close down any programmes using your microphone and camera. Open Safari, click preferences, click websites, find Parents-bookings.co.uk and change the option to all use of camera and microphone.

**Mac = Chrome** - Close all other apps. Open Chrome, open settings, under Privacy and security click Site settings, click camera, review your blocked and allowed sites, make sure that Parents-Booking.co.uk is selected as 'Allow'. Repeat process for microphone.

**Mac = Firefox** – Close down all other apps, open Firefox and go to the desired site. A pop-up will display the default camera and microphone. Select a different camera/microphone if necessary. Click 'Remember this decision' and click 'Allow'. If the pop-up didn't appear press refresh. If this doesn't work, click menu, option, privacy & security, settings for camera, find the required website and allow it access, repeat this for the microphone.

### ➤ **We can't hear the teacher.**

Check that your device is unmuted, check it is not connected wirelessly or with a cable to a speaker, check the volume is turned up. If this does not work, please return to the dashboard and click 'join video appointment again'. If this does not work check the compatibility and the trouble shooting above.

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



### **Code of Conduct for Virtual Options Evenings**

As virtual options evenings are new to us, we thought it important to establish some ground rules so that all participants are following the same protocol which should ensure everyone's wellbeing.

- As in real life, your son/daughter is welcome and recommended to attend.
- Sessions are NOT to be recorded by Parents or pupils (on any device).
- During sessions, screen shots using the device or other devices are strictly NOT allowed.
- Both teachers and parents have the choice of using audio and/or video.
- Conversations should take place in appropriate rooms e.g. kitchen, lounge, study and not in a bedroom. Be conscious of background environments and others in the room.
- Videos may be muted for Parents if other distractions in the household become unsettled or cause a disruption.
- All participants should be appropriately attired as they would be for a real-life face to face meeting.
- Language must be professional and appropriate, including any family members in the background.
- Please note if you are late for the session, you can still join. Please bear in mind that sessions will finish exactly on time by the online system.
- Oldbury Wells 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.