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## Protocol for Virtual Parent Consultations - <https://braschoolcloud.co.uk>

In order to make online meetings comfortable, productive and as safe as possible for all participants, we are asking parents to observe the following guidelines:

1. Make sure that the meeting takes place in an appropriate, private, quiet room - kitchen, lounge or study, and not in a bedroom.
2. All participants should be appropriately attired, as they would in a real face-to-face meeting.
3. Please join the meetings on time - the time slots are not flexible and will start and finish exactly on time.
4. Your son/daughter should attend the meeting if possible.
5. No-one else should be in the room when the meeting is taking place, for example, other siblings or friends.
6. Please note that by entering the meeting, you are accepting that your image and your child's will be shared with others in the meeting
7. You must not record the meeting or take photos or screenshots during the meeting.
8. Belfast Royal Academy 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.
9. If you have to cancel the meeting, please contact the General Office as soon as possible. If you do not join the appointment, it will be assumed that you are not available. No further call attempt will be made by the teacher and you will need to contact the General Office to arrange another meeting time.

### Tips for Troubleshooting

1. Please read the guide below carefully beforehand to ensure you are using a suitable browser.

#### Go to <https://bra.schoolcloud.co.uk/>

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

- a device with a microphone and speaker/headphones
- **a compatible up-to-date web browser:**
  - iPhone/iPad:** Safari Note: there is a known issue joining video calls using iOS 14.2. Please upgrade any iOS 14.2 devices to iOS 14.3, or use an alternate device.
  - Android:** Chrome or Firefox
  - Windows:** Chrome, Firefox or Microsoft Edge (Chromium - download here)
  - Mac:** Safari, Chrome or Firefox
  - Linux:** Chrome or Firefox
- We recommend using your smartphone for video appointments. If you do not have a smartphone with a front-facing camera, use a laptop or computer with a webcam. Using a headset will help to reduce echo.

2. We encourage you to test your technology before the meeting.
3. Turn-off all other applications on your device in order to allow for a quality connection.
4. We would recommend that your camera is switched on. Make sure your camera and microphone and volume are fully enabled in your settings and that you have allowed the system to access them.
5. Try logging on up to an hour before - if you can't see "Join Video Appointments" check as below.
6. 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.
7. Check the pupil's name matches exactly what we have on the school system.
8. Check you are using the correct email address - in some instances the system shows that parents are sharing the same email address which you may have forgotten.
9. 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 the meeting.
10. If there is a sound /display issue try clicking the microphone/camera icon off and on again.
11. If there is still an issue try logging off and logging on again or try another device.
12. We cannot do any more meetings on the day so please be forgiving in case of a technical hitch. We will do our best to recontact you.