



**WADDINGTON
REDWOOD**
A PRIORY ACADEMY

2nd February 2022

Dear Parents/Carers,

Parents/Carers' Evening via Microsoft Teams or Telephone - Parents'/Carers' Guide

This term, we will be holding our parents evening via Microsoft Teams or telephone. If you have opted to meet via Microsoft Teams, you will receive an invitation via email and you will be able to join either on a laptop or a phone. Please pass the link for the meeting onto any co-parent who would also like to attend the meeting. Please read the guide carefully before the meeting to ensure you are prepared.

As virtual parents'/carers' evening is new to us, we thought it important to establish some ground rules so that all participants are following the same protocols which should ensure everyone's wellbeing.

- Conversations should take place in appropriate rooms e.g. kitchen, lounge, study.
- All participants should be appropriately attired.
- No conversations should be recorded.
- Parents/carers have the choice of using audio with or without video.
- Your child is welcome to attend.
- Please try to be on time as the slot times are not flexible at all and will start/finish on time.
- If there are any glitches on the evening, teachers will continue with their schedule of appointments and contact you to arrange another appointment.

Joining via web browser on a desktop or laptop

- All you need to join a Teams meeting is a link which will be sent to your email.
- Select Join Microsoft Teams Meeting in your meeting invitation and you will be taken to a page where you can choose to either join on the web or download the desktop app.
 - You will then get the option to enter your name (please use the name you used when you booked the appointment) to join the meeting as a guest and you will go into the lobby where the teacher will admit you.

Joining via mobile device [tablet or phone]

- To get the best of Teams meetings on mobile, including audio, video, and content sharing, you will need to download and install the Teams mobile app.
- If you have the app, select Join Microsoft Teams Meeting in the meeting invitation to open the app and join the meeting. If you do not have the app, you will be taken to the app store where you can download it.

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Waddington Redwood Primary Academy is part of The Priory Federation of Academies Trust. For further information please contact The Priory Federation of Academies Trust, Cross O'Cliff Hill, Lincoln LN5 8PW **Telephone:** 01522 889977
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- Note: Try to download the app well in advance of the meeting. It might take a minute or two, depending on your internet connection.
- If you do not have a Teams account, select join as a guest and enter your name (please use the name you used when you booked the appointment). You will enter the lobby where someone can admit you.

Tips for troubleshooting

- Staff have checked that their devices work so we hope all is well at our end.
- 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. However, you can **share the link** with a co-parent.
- Make sure your camera and microphone and volume are fully enabled in your settings and that you have allowed the system to access them.
- Optimum sound is achieved when only one person speaks (closely) to the microphone at a time.
- If one party loses connection please 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.
- Please be forgiving in case of technical hitches. We are doing our best to make contact at this difficult time. If you miss a conversation, the teacher will contact you in the next couple of days.

Telephone Appointments

For telephone appointments, the teacher will contact you on the number that you provided on your appointment form. As we have only two open lines in school, the contact details for the call may appear as unknown. If a teacher cannot contact you or there are any technical glitches, the teacher will continue with the evening's scheduled appointments and contact you to arrange an alternative appointment at a later date.

Thank you for your understanding and continued support.

Yours sincerely,



Mrs F Kent
Headteacher