

## People Directorate

Head Teacher: Mark Anderson

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GIRVAN  
Ayrshire, KA26 9DW  
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Our Ref: MA/LJ

Your Ref:

Date: 16 November 2021

Dear Parent/Carer

### S5/6 Parents' Evening

I would like to invite parents/carers of S5/6 pupils to make appointments for our S5/6 Parents' Evening on Tuesday 23 November.

As I highlighted in a letter earlier this month, we have investigated the use of an online platform, Parents Booking, with the aim of appointments taking the form of video meetings with individual teachers. Presently, due to some technical issues, this has proved to be problematic. However, we are continuing to work with South Ayrshire IT colleagues to rectify the issues and hope to still offer this method as an alternative to face-to-face meetings. I will provide an update on our progress before the parents' evening.

In the meantime, we ask that you use the information below and in the attached documents to make online appointments. Should the technical issues persist, teachers will use the information from the booked appointment times and will revert to parental phone calls at the booked times.

To make your appointments please login at [www.parents-booking.co.uk/Girvanacademy](http://www.parents-booking.co.uk/Girvanacademy)

To login you will need to enter:

- Your first name and surname
- Your child's first name, surname and date of birth

**Please note the login details you enter must match those we have on record for you and should be the parent designated as the main contact.** Please contact the school office to check the records we hold if you encounter any difficulties at this stage.

Appointments will be available to book from **9am on Wednesday 17 November** until **3pm on Tuesday 23 November**, with the parents' evening commencing at 5pm and finishing at 7pm on this day. After you have made your appointments, you can choose to print or e-mail a confirmation of your times.

Each booking slot is 5 minutes long and with the video call function, a countdown timer will ensure all appointments run to time. At the end of each 5 minute slot, the video call will automatically move you onto your next appointment.

On the day of the parents' evening, you need to re-login at the website address above in the 15 mins before your appointments are due to begin. At this time, you will be able to join the video meeting room, where you can wait for your appointments to automatically begin at your confirmed meeting times.

[www.girvanacademy.sayr.sch.uk](http://www.girvanacademy.sayr.sch.uk)

### Internet Browser Compatibility:

To access the video meeting appointments, you must use one of the devices listed below along with the internet browser combinations:

- **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 PC:** 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.

When choosing appointment times you will have the option of either selecting your own times based on teacher availability or allow times to be automatically generated for you. You will only be offered appointments with teachers for subjects that lead to qualifications. If you wish to speak to your child's Guidance Teacher then please contact the school office to arrange a time out with the parents' evening.

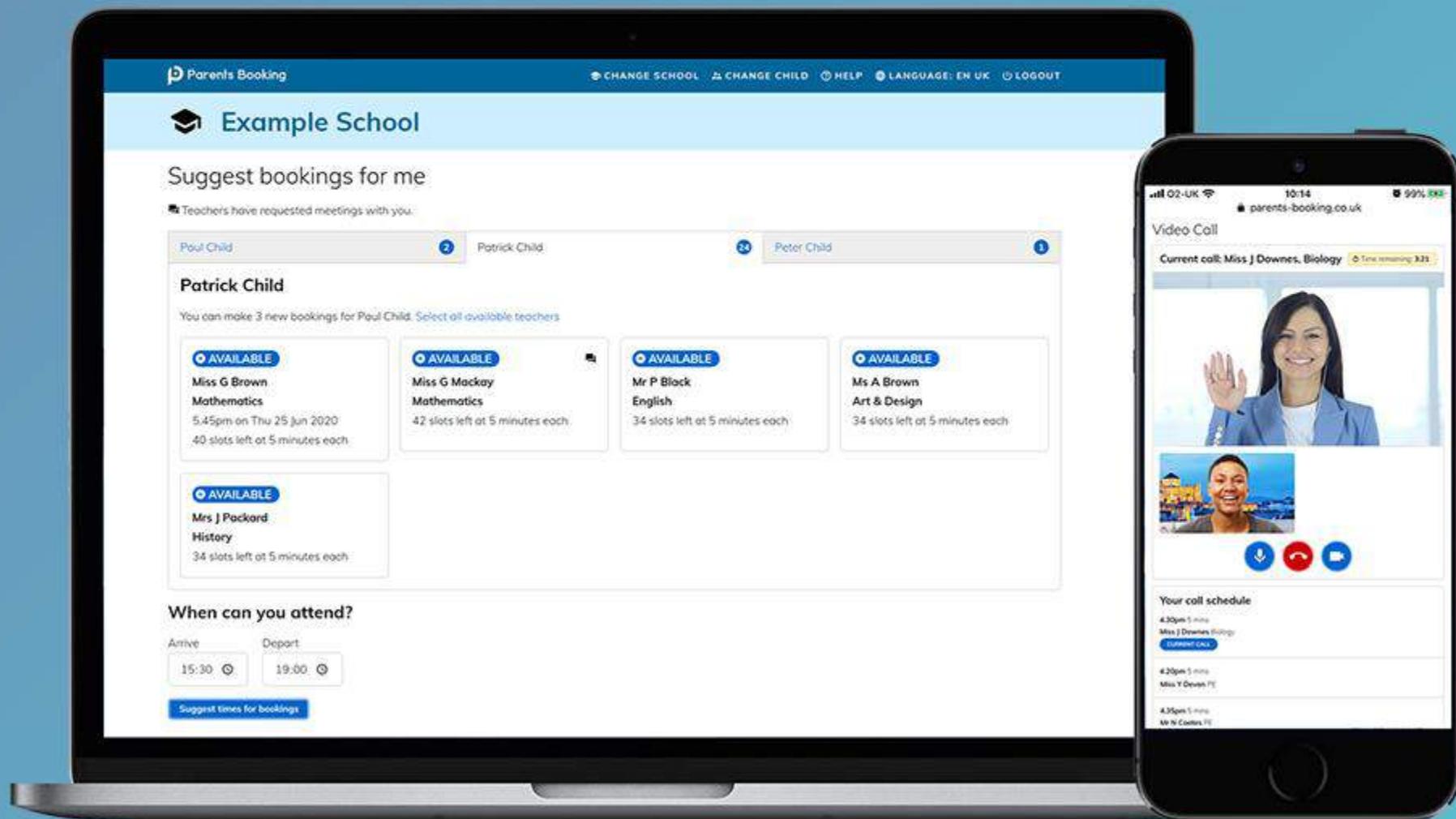
To support you in making and accessing your appointments, please find attached two supporting documents to help you navigate the website. These documents can also be found on the school website [www.girvanacademy.sayr.sch.uk](http://www.girvanacademy.sayr.sch.uk)

We hope the use of online video calls, or if required, a phone call at an selected time offers a good solution to the continuing Covid mitigation of being unable to offer normal face-to-face parents' evenings. We hope you will join us online to ensure you receive feedback from teachers to support your child with their studies.

Yours faithfully

*M Anderson*

Mr Mark Anderson  
Head Teacher



# How do I login?

1. The school will have sent you a website address to login with.
2. Next, login by completing the requested fields

The screenshot shows the login interface for 'Parents Booking' at 'Blueberry Example School'. The page is split into a white left sidebar and a blue right main area. The sidebar contains the school's logo, name, contact details (School Office, Phone: 01566 674 895, Email: info@blueberryschool.co.uk), and an illustration of a person interacting with a calendar. The main blue area features the 'Parents Booking' logo, a 'Parents/Carers Login Here:' heading, and login options for 'mygovscot myaccount' and 'firefly'. Below these are fields for 'First Name', 'Surname', and 'E-Mail', with a note that 'Your email address is used to receive booking confirmations.' There is also a section for 'Enter Student Details Here:' with fields for 'First Name', 'Surname', and 'Date of Birth' (with dropdown menus for day, month, and year). A 'Login' button is at the bottom. The footer includes 'netmedia', 'Copyright © Netmedia Ltd 2009-2021. All rights reserved.', and links for 'Terms & Policies' and 'Privacy Policy'.

School Messages Select language

Parents Booking

Parents/Carers Login Here:

Login with

mygovscot myaccount firefly

OR

Fields marked with \* are mandatory.

\* First Name \* Surname

E-Mail

Your email address is used to receive booking confirmations.

Enter Student Details Here:

\* First Name

\* Surname

Date of Birth:

Day Month Year

Login

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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..

Parents Booking

CHANGE CHILD HELP LANGUAGE: ENGLISH (UK) LOG-OUT

Blueberry Example School

Welcome Mr Alan Smith

Send school feedback Video Settings

School contact details  
School Office 01866 674 895 info@blueberryschool.co.uk

### Parent-Teacher Meetings

Name of Group	Parents' Evening	Date	Start	End
Spring Term	Spring Term Y11 <a href="#">Suggest Bookings For Me</a> <a href="#">Make Bookings For Myself</a>	23rd Feb 2021	16:00	19:00

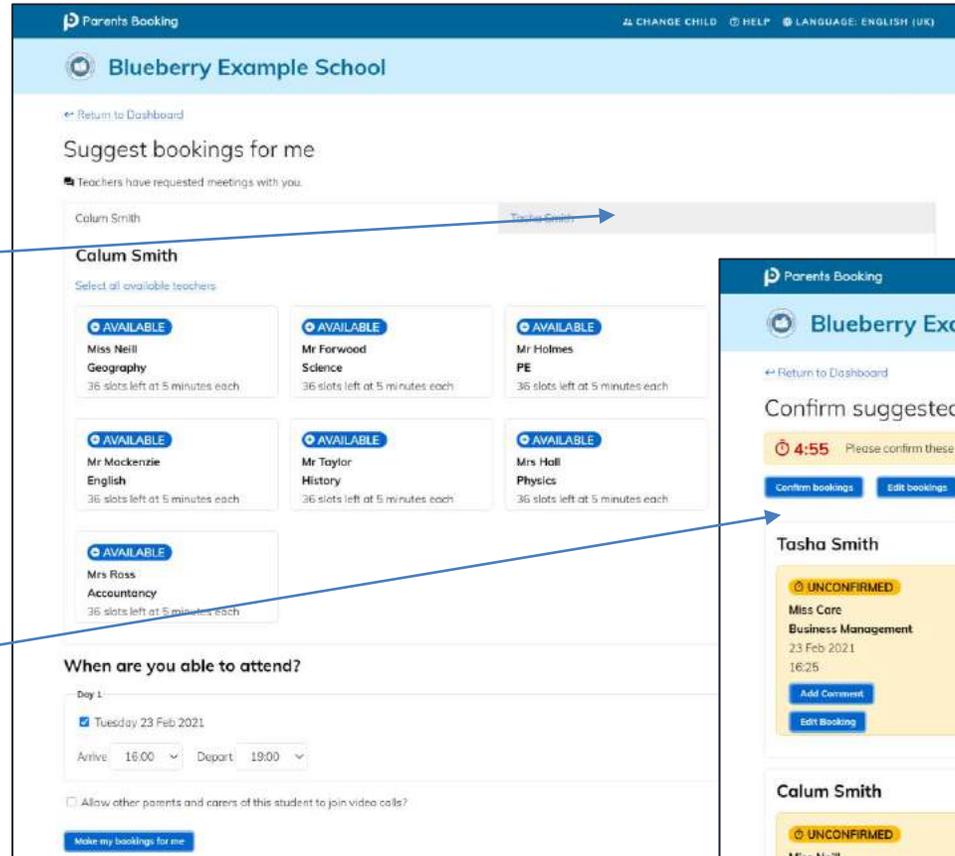
### School Events

Name of Group	Event Name	Date	Start	End
Spring Term	<a href="#">Student Performance of Aladdin</a>	2nd Dec 2021	13:00	14:00
		20th Dec 2021	18:00	20:00
Spring Term	<a href="#">Student Performance of Lion King</a>	2nd Dec 2021	13:00	14:00
		20th Dec 2021	18:00	20:00

# 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.

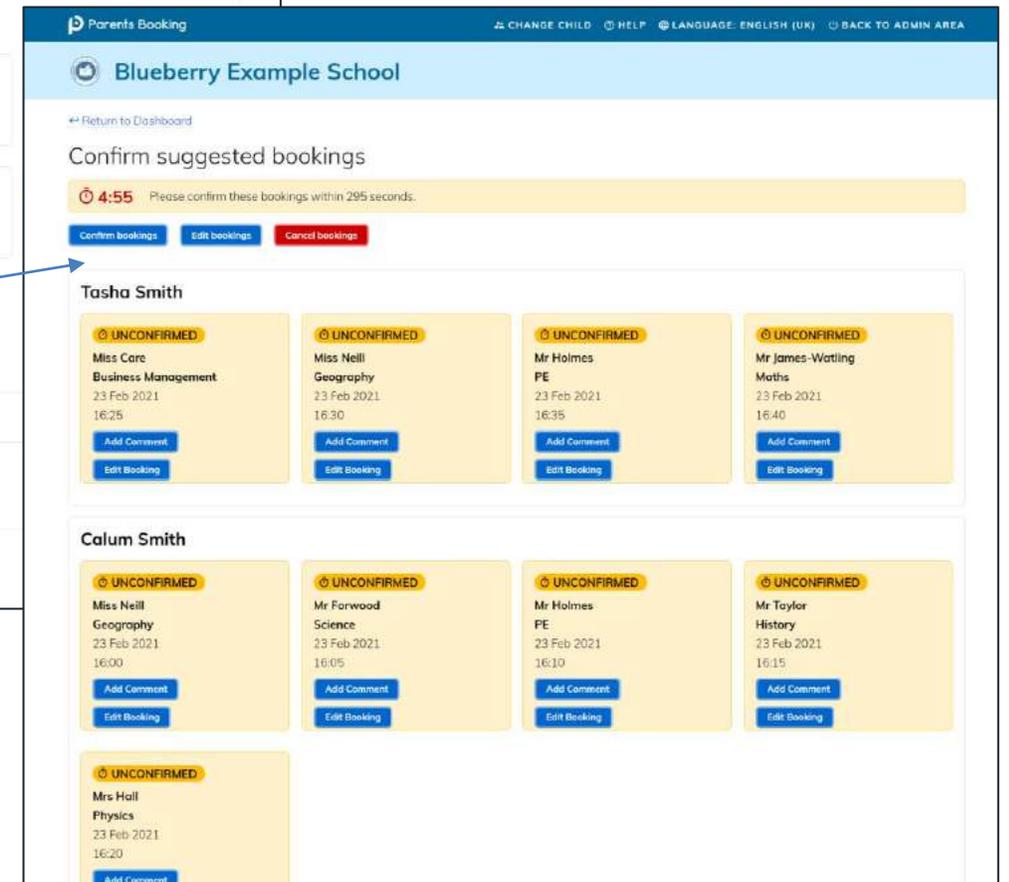
The system then calculates the most efficient order for your appointments, and you have 5mins to confirm (or adjust) these.



The screenshot shows the 'Suggest bookings for me' interface for Blueberry Example School. At the top, there are navigation links: 'Return to Dashboard', 'CHANGE CHILD', 'HELP', and 'LANGUAGE: ENGLISH (UK)'. The main heading is 'Suggest bookings for me'. Below this, it says 'Teachers have requested meetings with you.' and lists 'Calum Smith' as the selected student. A dropdown menu for 'Teachers' is open, showing 'Calum Smith' selected. Below the student name, there are several 'AVAILABLE' buttons for different teachers and subjects, each with '36 slots left at 5 minutes each':

- Miss Neill, Geography
- Mr Forwood, Science
- Mr Holmes, PE
- Mr Mackenzie, English
- Mr Taylor, History
- Mrs Hall, Physics
- Mrs Ross, Accountancy

At the bottom, there is a section 'When are you able to attend?' with a 'Day 1' dropdown set to 'Tuesday 23 Feb 2021'. There are also 'Arrive' and 'Depart' time pickers (16:00 and 19:00 respectively) and a checkbox for 'Allow other parents and carers of this student to join video calls?'. A 'Make my bookings for me' button is at the bottom.



The screenshot shows the 'Confirm suggested bookings' interface for Blueberry Example School. At the top, there are navigation links: 'Return to Dashboard', 'CHANGE CHILD', 'HELP', 'LANGUAGE: ENGLISH (UK)', and 'BACK TO ADMIN AREA'. The main heading is 'Confirm suggested bookings'. Below this, there is a yellow warning bar with a clock icon and the text '4:55 Please confirm these bookings within 295 seconds.' Below the warning bar are three buttons: 'Confirm bookings', 'Edit bookings', and 'Cancel bookings'. The interface then displays a list of suggested bookings for two students: 'Tasha Smith' and 'Calum Smith'. Each student's bookings are shown in a grid of cards, each with an 'UNCONFIRMED' status, teacher name, subject, date, and time, and buttons for 'Add Comment', 'Edit Booking', and 'Add Comment'.

**Tasha Smith**

- Miss Care, Business Management, 23 Feb 2021, 16:25
- Miss Neill, Geography, 23 Feb 2021, 16:30
- Mr Holmes, PE, 23 Feb 2021, 16:35
- Mr James-Watling, Maths, 23 Feb 2021, 16:40

**Calum Smith**

- Miss Neill, Geography, 23 Feb 2021, 16:00
- Mr Forwood, Science, 23 Feb 2021, 16:05
- Mr Holmes, PE, 23 Feb 2021, 16:10
- Mr Taylor, History, 23 Feb 2021, 16:15
- Mrs Hall, Physics, 23 Feb 2021, 16:20

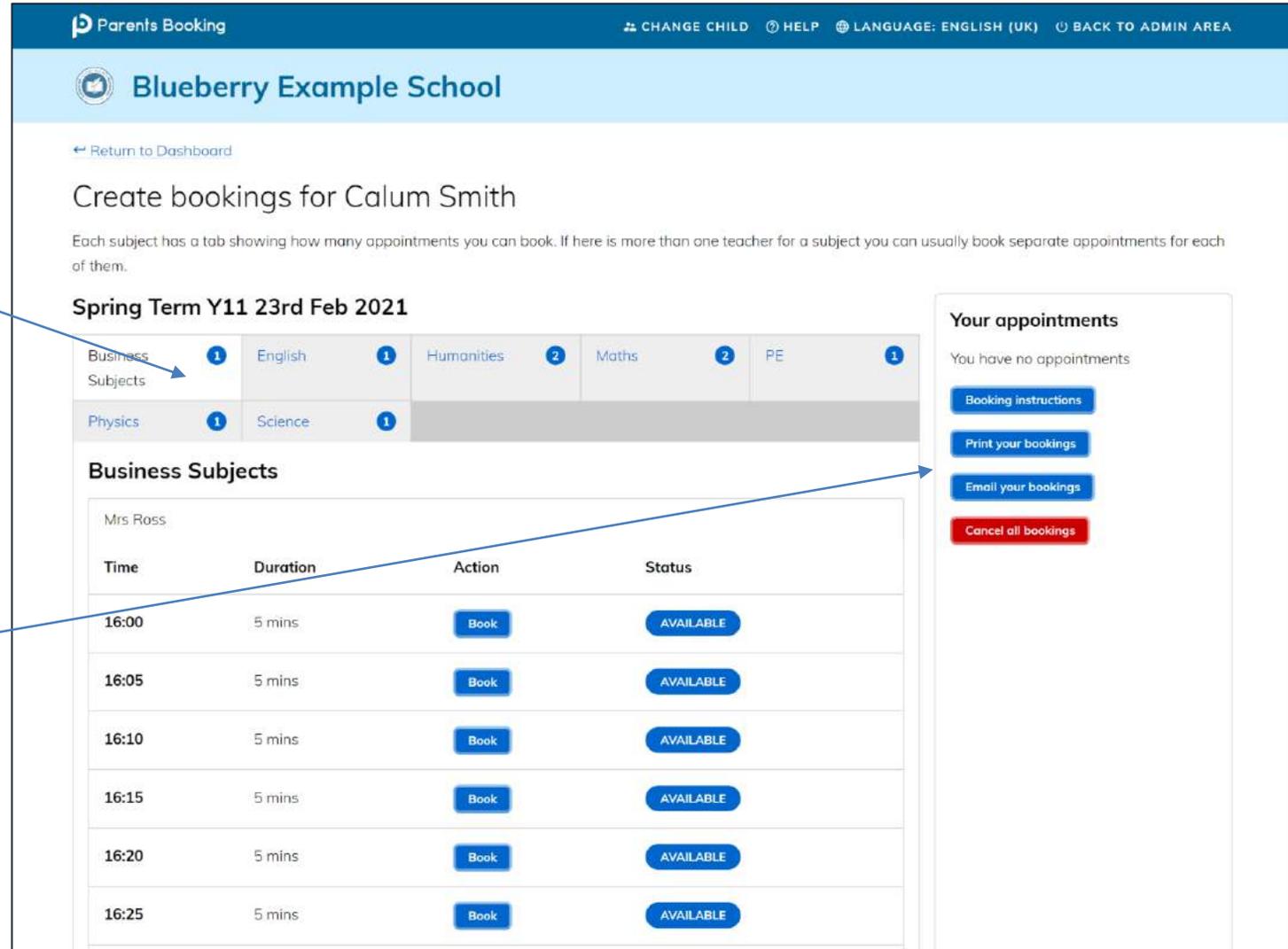
# Make Bookings for Myself

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.



Parents Booking

CHANGE CHILD HELP LANGUAGE: ENGLISH (UK) BACK TO ADMIN AREA

Blueberry Example School

Return to Dashboard

### Create bookings for Calum Smith

Each subject has a tab showing how many appointments you can book. If there is more than one teacher for a subject you can usually book separate appointments for each of them.

Spring Term Y11 23rd Feb 2021

Business Subjects	1	English	1	Humanities	2	Maths	2	PE	1
Physics	1	Science	1						

#### Business Subjects

Mrs Ross

Time	Duration	Action	Status
16:00	5 mins	Book	AVAILABLE
16:05	5 mins	Book	AVAILABLE
16:10	5 mins	Book	AVAILABLE
16:15	5 mins	Book	AVAILABLE
16:20	5 mins	Book	AVAILABLE
16:25	5 mins	Book	AVAILABLE

#### Your appointments

You have no appointments

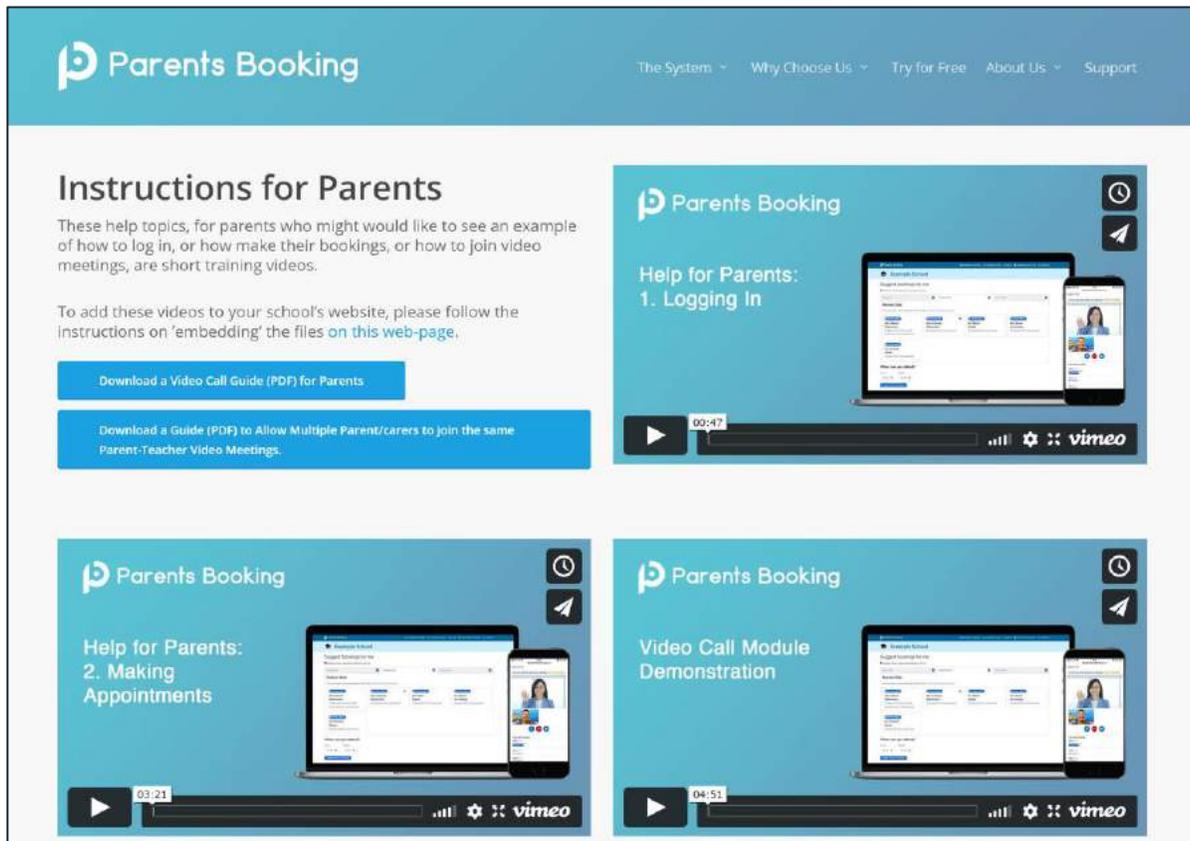
Booking instructions

Print your bookings

Email your bookings

Cancel all bookings

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



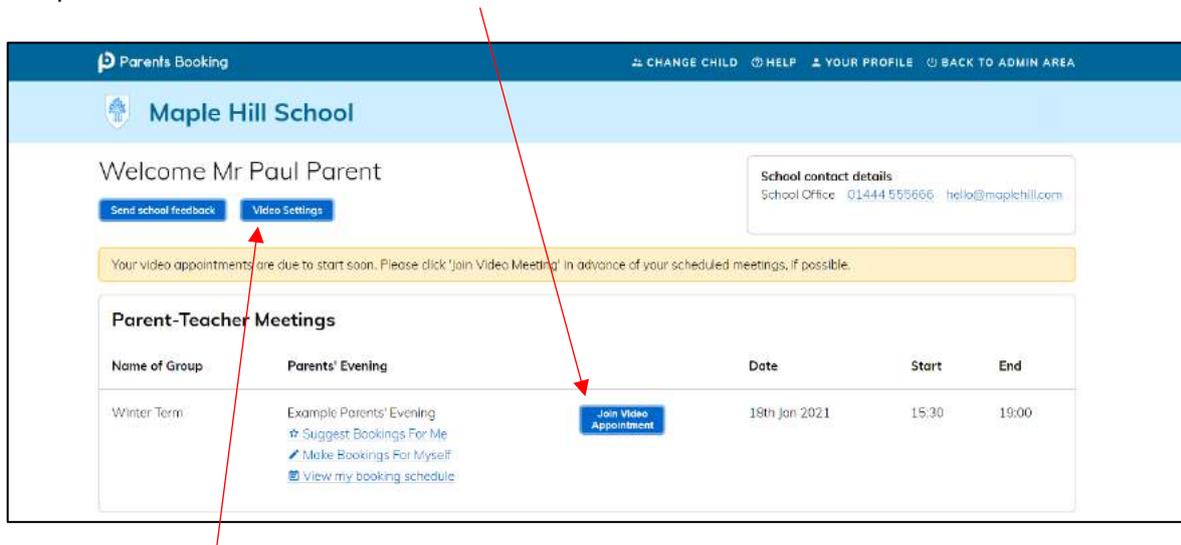
The screenshot shows the 'Instructions for Parents' page on the Parents Booking website. The page has a blue header with the logo and navigation links: 'The System', 'Why Choose Us', 'Try for Free', 'About Us', and 'Support'. The main content area is white and features the following elements:

- Section Header:** 'Instructions for Parents'
- Text:** 'These help topics, for parents who might would like to see an example of how to log in, or how make their bookings, or how to join video meetings, are short training videos.'
- Text:** 'To add these videos to your school's website, please follow the instructions on 'embedding' the files on this web-page.'
- Buttons:** Two blue buttons with white text: 'Download a Video Call Guide (PDF) for Parents' and 'Download a Guide (PDF) to Allow Multiple Parent/carers to join the same Parent-Teacher Video Meetings.'
- Video Grid:** Three video thumbnails arranged in a 2x2 grid (with the bottom-right cell empty). Each video has a blue header with the logo and title, a preview image of a laptop and smartphone displaying the software interface, and a black video player at the bottom with a play button and a 'vimeo' logo. The video titles and durations are:
  - Top-right: 'Help for Parents: 1. Logging In' (00:47)
  - Bottom-left: 'Help for Parents: 2. Making Appointments' (03:21)
  - Bottom-right: 'Video Call Module Demonstration' (04:51)

## Video Meeting Information for Parents

(There's also a video training video here: <https://www.youtube.com/watch?v=iEODC30BOZO>)

1. Login and make your appointments as normal
2. On the day of the parents' evening, login to Parents Booking just like before. This time there will be a "join Video Meetings" button **if you are within 15mins of your first appointment**, which you need to click, to join your video meetings. These appointments will exactly match what has been pre-booked.



Participants must have a web cam and microphone, and can test these at any time in advance of the video meeting. We suggest also using Chrome on a PC/laptop/Android smartphone/tablets. We recommend using Safari on an iPhone/iPad. Below is the official browser and device compatibility:

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

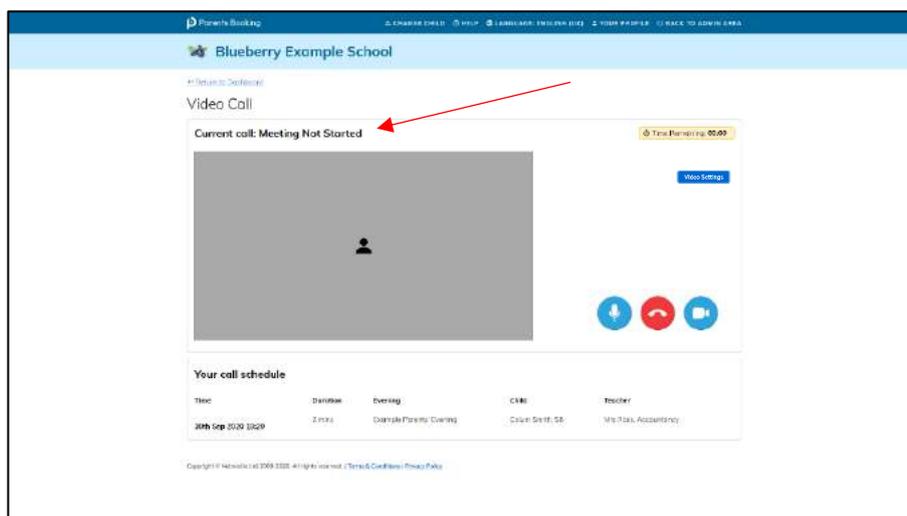
- **Apple iPhone/iPad (must be iOS 11+):** Safari (New: Chrome looks to be supported with iOS 14.3)
- **Android phone/tablet:** Chrome or Firefox
- **Linux computer:** Chrome or Firefox
- **Microsoft Surface:** Chrome or Firefox
- **Mac computer:** Safari (version 11+), Chrome or Firefox
- **Windows computer:** Chrome, Firefox or Edge (but only the new Edge Chromium, not the old Edge)

To prevent errors connecting to the video meetings, we also recommend:

- Updating your internet browser to the latest version.
- Updating your Android / iOS software to the latest version.
  - *N.B. Apple iOS 14.3 had a bug that caused some audio distortion in video meetings.*
- Make sure to close Teams, Zoom or any other software/apps which might have some measure of 'control' over your webcam/microphone before joining video meetings in Parents Booking.
- If you see a grey screen, where there should be a video of the other participant, during the time when your meeting should be taking place, this means your device/computer cannot 'connect' to the video meeting server. We recommend trying on a different internet connection (e.g.

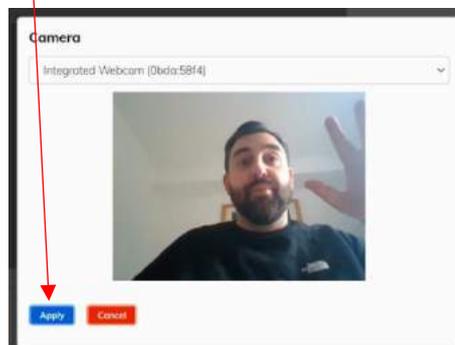
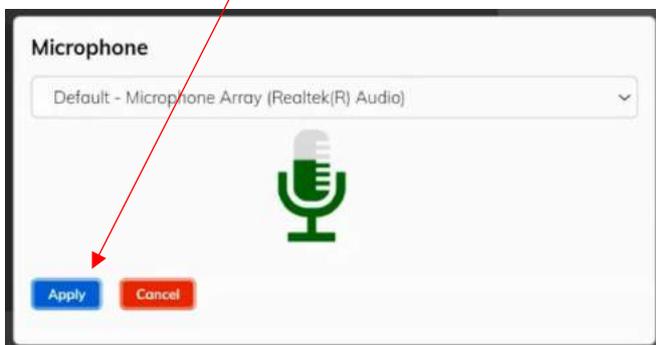
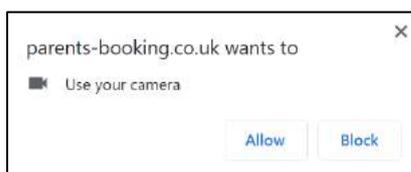
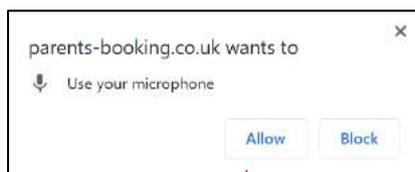
3G/4G instead of Wi-Fi) to see if this makes a difference, and also trying a different internet browser or even a different device if required.

3. 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.

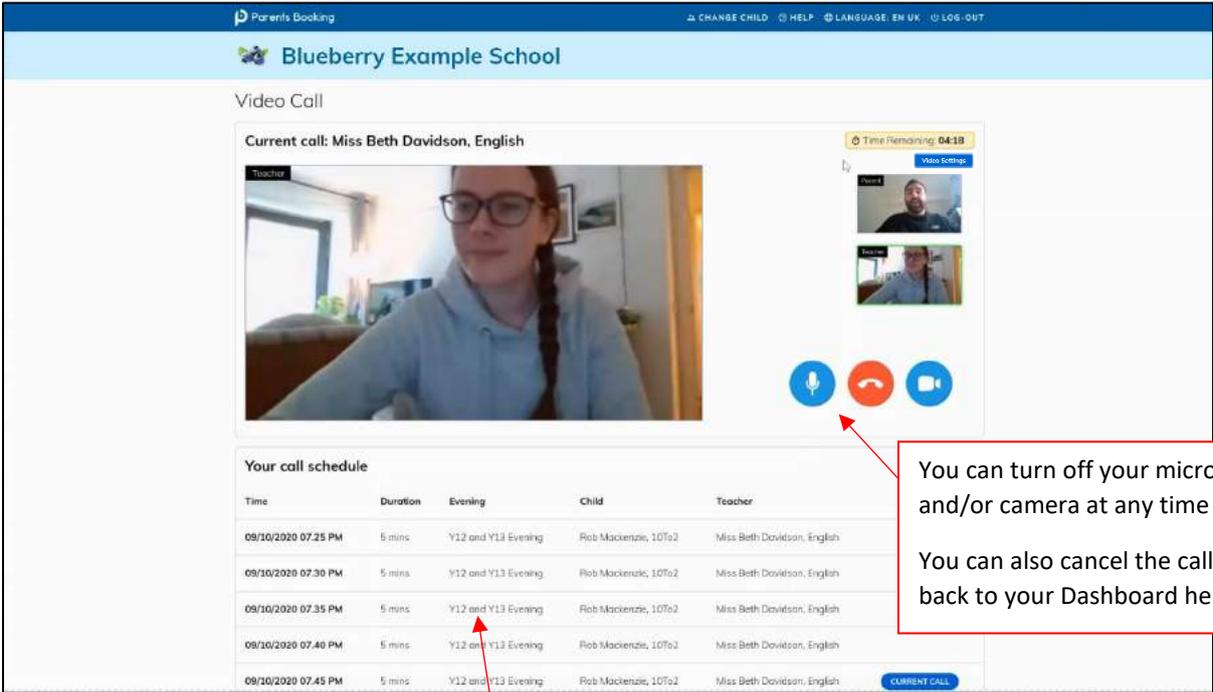


4. When the time of your first appointment starts, and provided the teacher is also ready for the meeting, your meeting will start. Before you can talk, you will need to provide permission to your internet browser to use its microphone and webcam. You will be asked for permission by your internet browser,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

*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 hardware choices, click the ‘Video Settings’ button near the countdown timer.*



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



Parents Booking CHANGE CHILD HELP LANGUAGE: EN UK LOG-OUT

Blueberry Example School

Video Call

Current call: Miss Beth Davidson, English

Time Remaining: 04:18

Video Settings

Teacher

Teacher

Teacher

Microphone

Camera

Video

Your call schedule

Time	Duration	Evening	Child	Teacher
09/10/2020 07:25 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07:30 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07:35 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07:40 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English
09/10/2020 07:45 PM	5 mins	Y12 and Y13 Evening	Rob Mackenzie, 10To2	Miss Beth Davidson, English

CURRENT CALL

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

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

6. 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.

### **Troubleshooting:**

#### **Grey box where the teacher's video should be (after the meeting has started)**

This means that your computer isn't able to connect to the video server. This is generally either because:

1. You are using an internet browser that is incompatible (or might need Updated)
2. Your internet connection or firewall is blocking the video meeting (try using a device with 3G/4G to see if there's a difference, and if so you know it's your internet connection/firewall), or
3. Your computer has some other sort of issue stopping it connecting (in which case we would recommend you try a different device, e.g. smartphone, tablet, computer).

#### **"Cannot access your device due to a hardware error"**

This means the webcam/mic are not 'available' for your internet browser to use. If you've recently had a Teams/Zoom meeting, make sure these are closed (even try a CTRL+AT+Delete to close them, or a computer restart). You may need to try a different computer/smartphone/tablet if you can't find the cause to this error.

#### **"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.