



## FAQs for Parents

### **How do I log in? / The system will not accept my login details.**

Please ensure that you are using this link to log in as a parent - <https://www.parents-booking.co.uk/ponteland>

If you receive the following error message: *The login details you have entered do not match those held by the school. Please try again or contact the school*, please try variations of your surname. Occasionally, the system will not accept a hyphen in a surname - in this case please try replacing the hyphen with a space.

If you are still unable to log in please email [bookings@ponthigh.org.uk](mailto:bookings@ponthigh.org.uk) and we will send you the exact details you need.

### **I have logged in but the appointments I booked are not showing.**

Please ensure that on the evening you log in using the same details used to make the appointments. Appointments made by one parent/carer will not appear when logged in as another parent/carer - i.e. if appointments were booked by Mrs Smith, they will not show if Mr Smith's details are used to log in.

### **The meeting has started but I cannot see the teacher.**

Once you have reached the video call screen you should be prompted to enable your microphone and camera when your first appointment starts. When an appointment is in progress you should be able to see yourself on the video screen at all times.

If the appointment has started and the video screen is still greyed out, press the VIDEO SETTINGS button above the countdown timer. This will take you to another screen that will prompt you to enable your camera/microphone. After you have done this, return to the dashboard and enter the video call in the usual manner.

If the problem persists, please try using another browser. Note the system requirements at the end of this document.

If the appointment has started and you can see yourself but not the teacher, the teacher may be experiencing technical difficulties. If a teacher is no longer able to attend your appointment, you will receive an email informing you of this change.

### **System requirements**

Participants must use a computer/device which has a webcam and microphone. We suggest also using Chrome on a PC/laptop and Android smartphone/tablets, and using Safari on an iPhone/iPad, however below is the official compatibility:

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

- Apple iPhone/iPad (must be 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 (but only the new Edge Chromium, not the old Edge)

**NB: IF USING AN APPLE DEVICE (IPHONE/IPAD) YOU NEED TO USE SAFARI AND NOT CHROME**