

# **EduLink One**

## **Virtual Parents' Evening**

### **Video Conferencing Guide**

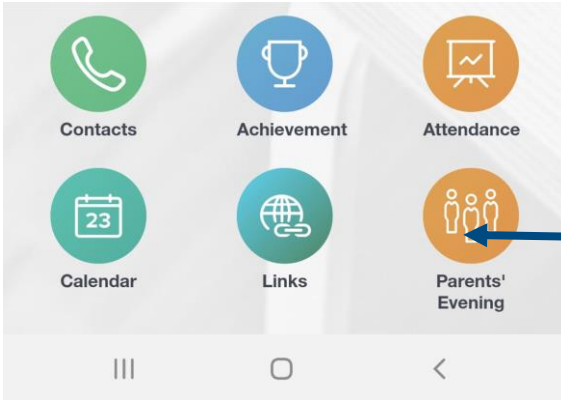
Ahead of the event, please read this guidance carefully. We recommend that you familiarise yourself with the software to avoid any potential technical issues at the start of the evening.

The EduLink One video conferencing software can be accessed using a phone/tablet/computer or laptop that has a microphone and camera enabled.

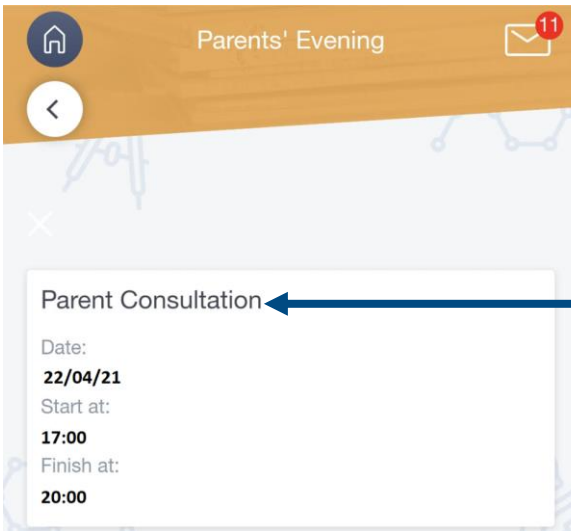
Appointments will last 5 minutes, as per our normal parents' evenings. We would advise that prior to the meetings, you have any questions ready and prepared to ask teachers.

We recommend that both parents/carers and students are present for the video calls.

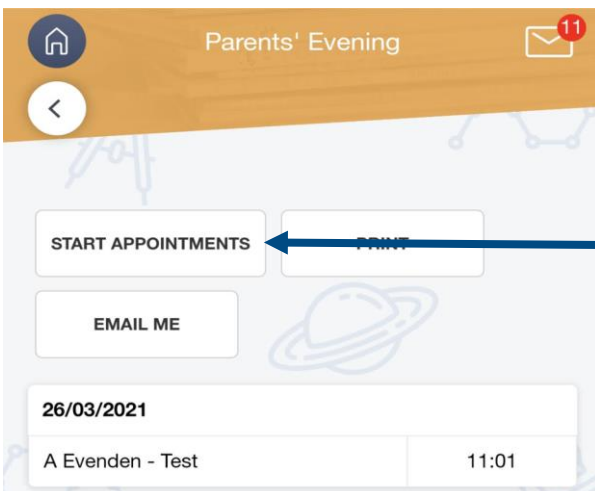
# Using the app on a phone or tablet



On the home screen, click on the Parents' Evening icon.



Click on Parent Consultation



Click on Start Appointments

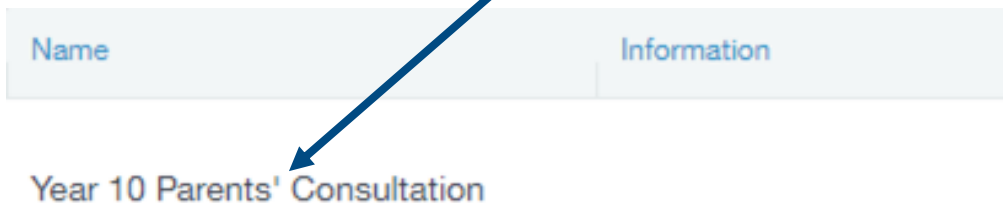
# Using the desktop version

When using EduLink One via a desktop computer, please use **Google Chrome** as your browser.

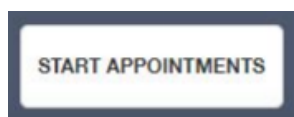


1. Log into the [EduLink One website](#), click on the Parents' Evening icon.

2. Click on Parents' Consultation.



3. Click on Start Appointments



# Starting your Appointments

Once you have clicked on the start appointment button, you will be taken to the meeting screen. A pop up message may appear asking for you to allow EduLink One to access your camera and microphone. Please make sure you accept this.

The system will automatically take you to each appointment.

When it is time for your appointment, you will be connected to the teacher and a countdown will begin immediately.

All meetings are set to a 5 minute duration. Neither the parent or member of staff can increase the time available.

In the final part of the meeting you will see a red flashing border to indicate that the meeting is coming to an end. Once the time has elapsed, the system will move on to your next appointment, without you having to navigate there yourself.

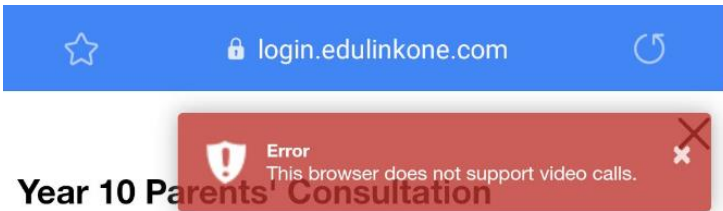
# Troubleshooting

If you experience any technical difficulties during the evening, please read through the following guide to see if your issue can be resolved.

## Browser Issues

(identified as a common problem with Samsung and Apple devices)

If you receive a browser error message, make sure your default browser is set to Google Chrome.



## To set Chrome as your default web browser using an Android device:

1. Open Settings
2. Tap Apps
3. Tap Choose default apps
4. Tap Browser App and select Chrome

## To set Chrome as your default web browser using an Apple device:

1. Install Google Chrome from [App Store](#)
2. Open the Chrome App
3. Tap More ... > Settings
4. Tap Default browser
5. Tap Open Chrome settings > Default browser app
6. Set Chrome as your Default browser

# Troubleshooting

- **I can see my appointment times but there is no start appointments button at the top.**

Check that the EduLink One app has been updated to the latest software.

Go into the [Play Store](#) (Android) or [App Store](#) (Apple), search for the EduLink One app and press the button to update.

- **I have previously made appointments, but they are no longer listed.**

Please check you have logged into the EduLink One account of the Parent who originally made the bookings.

- **Can more than one parent (on different devices) join the meeting?**

The system can only facilitate 2 participants for each meeting. If a second parent would like to join in then they will either have to have a separate appointment with the teacher or both parents will physically need to be in the same location on one device.