

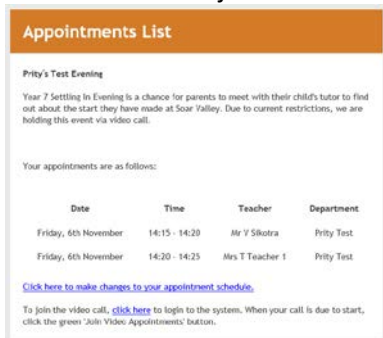
Technical Support Guide to Connecting to your School Cloud Appointment

The preferred methods of connection to your appointments are listed below:

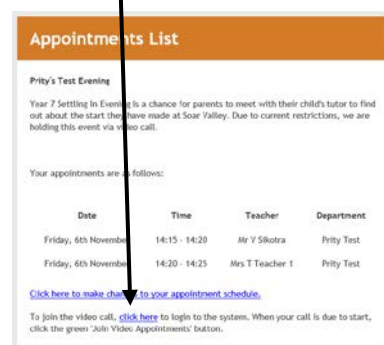
1. Using your Apple Mobile Phone or Ipad
2. A Laptop with a Camera and Microphone
3. Any other Mobile Phone

If you are using an Apple iPhone please follow the instructions below –

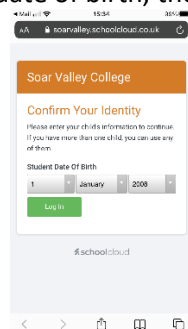
1. Open the email you have received from School Cloud with the Link to join the video call.



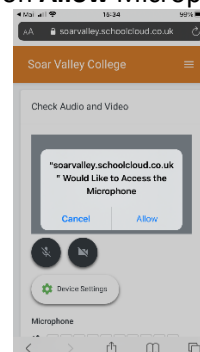
2. Click on the [Click Here](#) link at the bottom of the email.



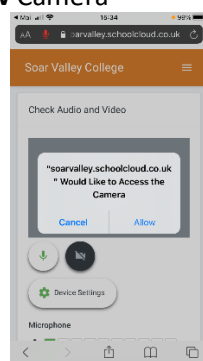
3. Enter your child's date of birth, then click Log In.



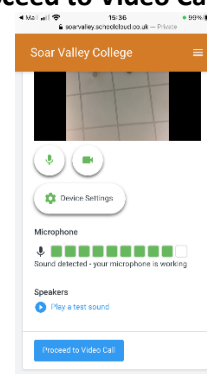
4. Click on **Allow Microphone**



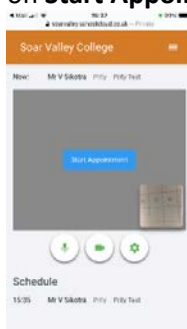
5. Click on **Allow Camera**



6. Click on **Proceed to Video Call**

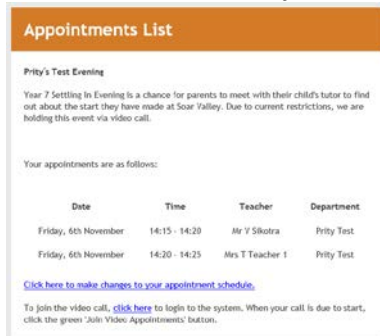


7. Then Click on **Start Appointment**

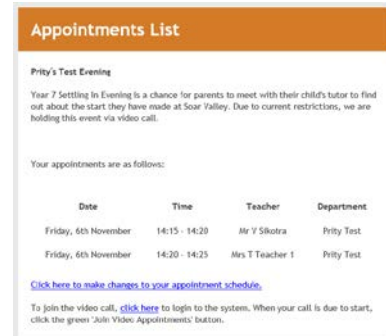


If you are using an Android Phone please follow the instructions below –

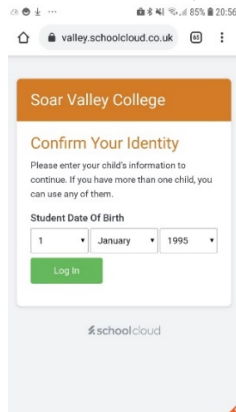
1. Open the email you have received from School Cloud with the Link to join video call.



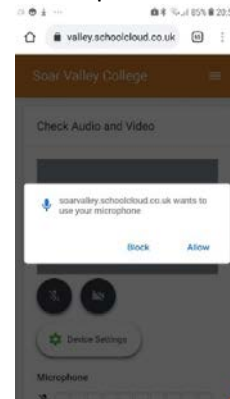
2. Click on the [Click Here](#) link at the bottom of the email



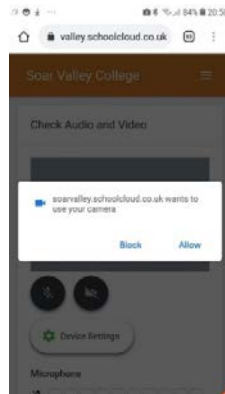
3. Enter your child's date of birth, then click Log In.



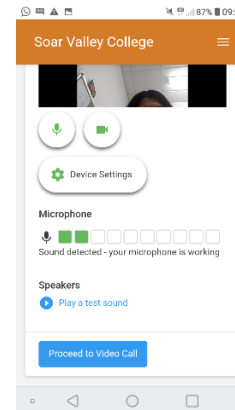
4. Click on **Allow Microphone**



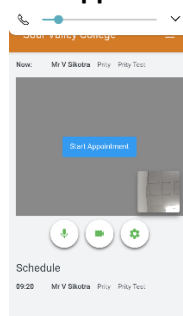
5. Click on **Allow Camera**



6. Click on **Proceed to Video Call**

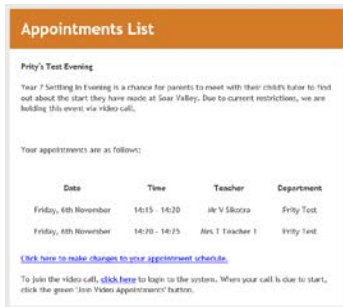


7. Then Click on **Start Appointment**



If you get an error saying the browser is incompatible then please follow the instructions below.

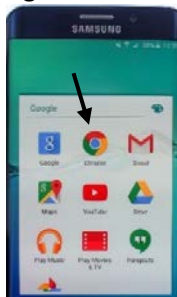
1. Open the email you have received from School Cloud with the Link to join video call.



2. Keep your finger on the [Click Here](#) link at the bottom of the email until you get the option to copy the link.

To join the video call, [click here](#) to login to the system. When your call is due to start, click the green 'Join Video Appointments' button.

3. Then open the google chrome App



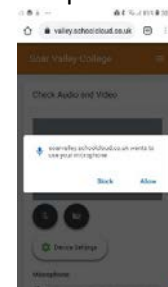
4. Paste the link into the search bar at the top and then click go.



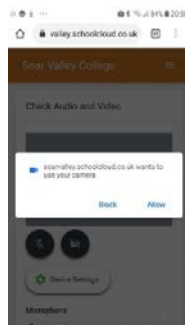
5. Enter your child's date of birth, then click Log In.



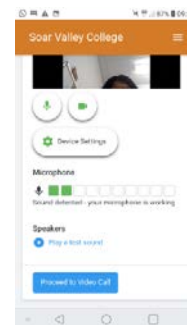
6. Click on **Allow** Microphone



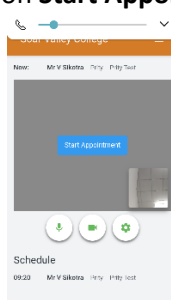
7. Click on **Allow** Camera



8. Click on **Proceed to Video Call**

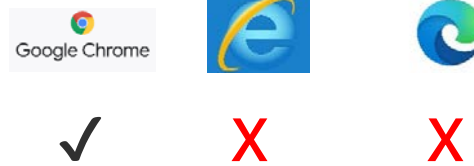


9. Then Click on **Start Appointment**

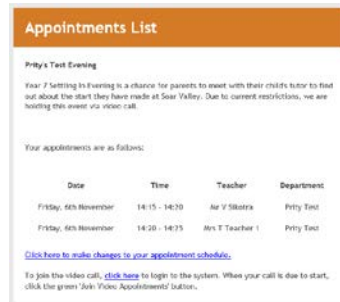


If you are using a laptop please follow the instructions below –

1. Open the Chrome browser do not use Edge or Internet Explorer as they will not work



2. Open the email you have received from School Cloud with the Link to join video call..



3. Click on the [Click Here](#) link at the bottom of the email.

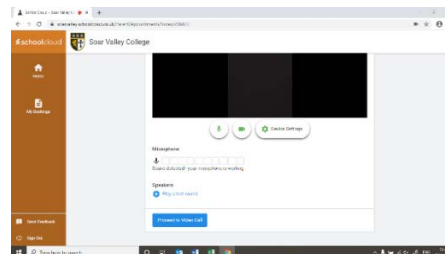
To join the video call, [click here](#) to login to the system. When your call is due to start, click the green 'Join Video Appointments' button.

4. Enter your child's date of birth and then click on Log In.



5. If prompted then click allow camera and allow microphone.

6. Then Click on **Proceed to Video Call**



7. Then Click on **Start Appointment** and your video call will begin.

