

Parents' Guide for Booking Appointments

To book click here https://townfield.schoolcloud.co.uk/

Your log in details are linked to your child's school record and therefore must match exactly the records school hold in relation to guardians with parental responsibility

	Cloud he Townfield Primary S - please ensure your er		_	an be amen	ded via	a link from	the er	mail		
Your Det	ails									
Title	First Name	First Name			Surname					
leave blank v enter first name (legal first name)			enter surname (legal surname)							
Email			Confirm E	mail						
•	email address linked to u receive your school		confirm a	ddress						
Student's	s Details									
First Name		Surname		Da	ate of E	Birth				
Child's first name as per school record *If you have more than one child - yo		school record			1 🕶	January	•	2010	~	



Step 1: Login

Fill out the details on the page then click the *Log In* button.

A confirmation of your appointments will be sent to the email address you provide.



Step 2: Select Parents' Evening

Click on the date you wish to book.

Unable to make all of the dates listed? Click I'm unable to attend.



Step 3: Select Booking Mode

Choose *Automatic* if you'd like the system to suggest the shortest possible appointment schedule based on the times you're available to attend. To pick the times to book with each teacher, choose *Manual*. Then press *Next*.

We recommend choosing the automatic booking mode when browsing on a mobile device.



Step 4: Select Availability

Drag the sliders at the top of the screen to indicate the earliest and latest you can attend.



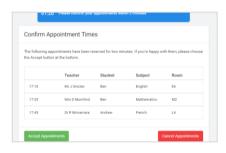
Step 5: Choose Teachers

Select the teachers you'd like to book appointments with. A green tick indicates they're selected. To de-select, click on their name.

PLEASE ENSURE YOU ONLY CHOSE ONE TEACHER

YOU WILL ONLY BE ABLE TO BOOK AN APPOINTMENT FOR A DATE THE CHOSEN TEACHER IS AVAILABLE – IF A TEACHER SHOWS AS UNAVAILABLE IT MAY BE THAT YOU HAVE SELECTED A DAY THAT TEACHER IS NOT AVAILABLE

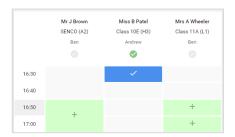
Mrs Mathieson is available on Wednesday 1st December 2021 Mrs Buckley is available on Thursday 2nd December 2021



Step 6: Book Appointments (Automatic)

If you chose the automatic booking mode, you'll see provisional appointments which are held for 2 minutes. To keep them, choose Accept at the bottom left.

If it wasn't possible to book every selected teacher during the times you are able to attend, you can either adjust the teachers you wish to meet with and try again, or switch to manual booking mode.



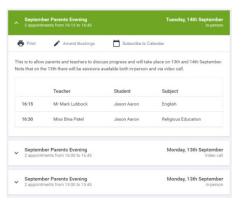
Step 7: Book Appointments

Click any of the green cells to make an appointment. Blue cells signify where you already have an appointment. Grey cells are unavailable.

To change an appointment, delete the original by hovering over the blue box and clicking *Delete*. Then choose an alternate time.

You can optionally leave a message for the teacher to say what you'd like to discuss, or raise anything beforehand.

Once you're finished booking all appointments, at the top of the page in the alert box, press *click here* to finish the booking process.



Step 8: Finished

All your bookings now appear on the My Bookings page. An email confirmation has been sent and you can also print appointments by pressing *Print*. Click *Subscribe to Calendar* to add these and any future bookings to your calendar.

To change your appointments, click on Amend Bookings.

Trouble Shooting

Video Calls - Guide to Parents Evening

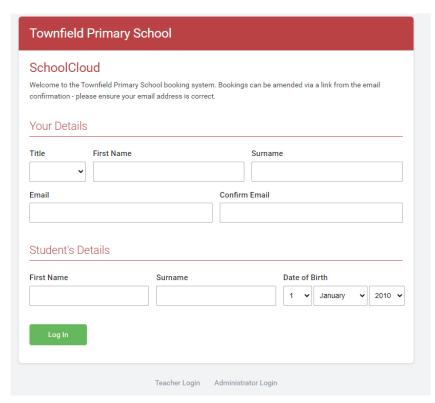
> how to attend appointments over video call

https://support.parentseveningsystem.co.uk/article/801-video-parents-how-to-attend-appointments-over-video-call

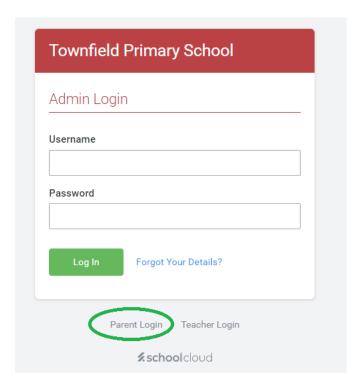
> video troubleshooting

https://support.parentseveningsystem.co.uk/article/807-video-troubleshooting-camera-and-microphone-access

Logging In - your log in screen should look like this



If you do not see the above screen, check you are in the Parent Log in section which can be identified by checking the tabs along the bottom



Log In Errors

Unable to find a student with those details – check

- you have the spelling is correct spelling
- there are no unintended spaces at the end of the word
- you are not using any shortened versions of names or alternative names
 - e.g. Michael instead of Mike or Surname is the legal surname not preferred surname

Unable to find a parent with those details – check

- you have the spelling is correct spelling
- there are no unintended spaces at the end of the word
- you are using an email address linked to your child's account

Remember you can only book an appointment if you are registered on your child's school record as a legal guardian