

IMPORTANT/USEFUL INFORMATION REGARDING PARENTS' CONSULTATION EVENTS:

- **Virtual Consultation Events - [How to book appointments](#)**
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How to book appointments

In order to book appointments, you will need to use your parental login to access the EduLink One system. You should then click on the 'parent event' button. You may book any one available slot with subject staff. Should you have any difficulties in logging onto the EduLink system, please contact Mrs Hale in our Registry Office. Her email is j.hale@cps.hants.sch.uk.

Please note, where students are taught by multiple teachers for one subject, you will only be able to make an appointment with the lead teacher for the group. Please feel free to make appointments across both days if this is more convenient for you. It is helpful if appointments can be made as quickly as possible so that any clashes or timing difficulties can be resolved before the Parents' Consultation afternoon/evening takes place. It is also essential that five minutes are left between appointments so that you can join the relevant e-session with the next member of staff in good time and the online system will only allow you to make bookings on this basis.

In response to parental feedback, we will be operating a strict but reasonable five-minute appointment time. This will allow for a succinct and focused conversation, however, if extra time is required this can be requested from the member of staff at another mutually convenient time. Please note that this system is fully automated. If a parent or guardian misses their time slot due to lateness there will not be another opportunity on the evening unless staff have a space in their schedule, although parents will be able to email staff to request a subsequent email or phone call.

How to add a guest (parent or person with parental responsibility) to Parents' Consultation bookings

If you would like to, you are now able to add another parent or person with parental responsibility (and an Edulink One account) to Parents' Consultation bookings. Please click [here](#) for detailed instructions on how another person can be added.

Accessing Your Virtual Consultations

1. Log into EduLink One using your parental login - do not use your child's account. If you cannot access EduLink One, please contact Mrs J Hale and she will be able to assist you

- but please make contact at the earliest available opportunity (j.hale@cps.hants.sch.uk)
2. Click on the 'Parents Evening' button displayed on the homepage
 3. This will then take you to your booking summary page
 4. Then click on the 'start appointments' button
 5. You will then be waiting for the appointment to start and a clock will be displayed running a countdown until your appointment time
 6. Please note icons including microphone and camera controls are displayed at the bottom of the screen. During the appointment, a clock will be displayed showing how long is remaining.

Please be advised that your call will automatically be terminated at the end of the appointment. Staff have no control over this.

Troubleshooting

We will be unable to solve all technical difficulties during the consultation events but if you experience a problem, please notify Mrs Hale by email and we will endeavour to ensure that you are able to speak to staff at another time.

1. Reboot your PC before logging on to EduLink One or ensure that it has been rebooted recently. Make sure there are no Windows Updates downloading or waiting for installation
2. Log in and start appointments 5-10 minutes early, this will identify most of the issues you might get on the device you are using.
3. Where possible use Chrome Browser. Internet Explorer is no longer supported
4. If on a Mobile device do not connect to the Parent Evening using a Mobile Data plan, try to use a Wi-Fi connection and make sure you have good connectivity (other users on the network are not streaming films or games)
5. If no video or voice, make sure you have given access for the browser to access microphone and camera. You can also try refreshing the screen (Ctrl-F5) if you lose video or voice during a meeting.

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