

## Instructions and Rules for using Video calling at West Heath School



Dear Parent/Carer

To support your child's learning / social and emotional wellbeing particularly in instances of national lockdown, it may be appropriate for school staff to use video calling, using Microsoft Teams, to support your child virtually by providing face-to-face opportunities. Please note, sessions offered are optional and you do not have to take up the offer.

Microsoft Teams is a chat-based workspace which securely connects people via video calling. We have opted to use Teams as we currently use it within school amongst staff and it has greater security, privacy and data encryption features in comparison to other software such as Zoom. You can access Microsoft Teams through the web or through the Microsoft Teams App. There are many useful functions within Microsoft Teams; we will be using online video calling and the screen sharing function as these tools are the most appropriate for the age of your child. It is free to use for parents but does require an internet connection. The government have announced support for families who may find it challenging to "get connected" during the current lockdown and more information on support available can be found [here](#).

It is vital that Microsoft Teams is used appropriately and we ask parents to read the following points carefully and to discuss these with your child before their first session:

- Video calling will only take place with the permission of a parent who will be asked to be in the same room and be available to support their child when the sessions take place.
- Where possible, an additional staff member will observe the session for safeguarding reasons. If this is not possible we will record the video call and these recordings will be kept for 20 days before being deleted. Therapists' calls will not be recorded.
- Video calling will only take place in school hours unless for exceptional reasons.
- Children and adults should dress appropriately for video calling. Children and adults should not wear sleepwear or revealing clothes.
- Video calling should not take place in a child or young person's bedroom.
- Parents should not take photos, screenshots, record any video, or audio, from these sessions or attempt to live stream it from their mobile phones. All usual safeguarding procedures which are in place in school will take place remotely too in order to safeguard and protect our children, young people and communities.
- The same rules of conduct and behaviour will apply as apply in the classroom. We expect students to be polite and respectful at all times. Staff may terminate the session if students behave inappropriately.
- Parents will be given a time for the video call to take place; students should be ready at that time.

Before the first meeting, please spend a little time exploring Microsoft Teams so you are familiar with the virtual workspace. Please see the web links below for support in setting up Microsoft Teams and joining a meeting. Microsoft Teams can be used on desktop and mobile devices including Window, Mac, iOS and Android. If you do not have a device, please contact the school.

We have also included some screenshots and instructions on the following pages which will hopefully help.

<https://www.youtube.com/watch?v=2FQRickxWs>

Yours Sincerely

Mr R.Walton  
**Vice Principal Curriculum**

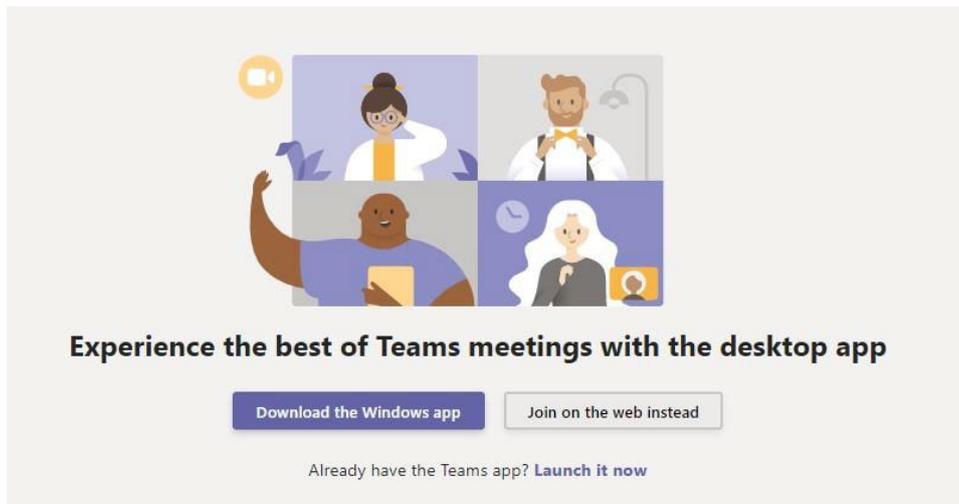
## Microsoft Teams: How to join a meeting

1. You will receive an email from the “meeting organiser” containing a link to ‘Join Microsoft Teams Meeting’. 5 minutes or so prior to the start of the meeting, click on the link. This will ensure you are able to access the meeting for a prompt start. The link will look like this:

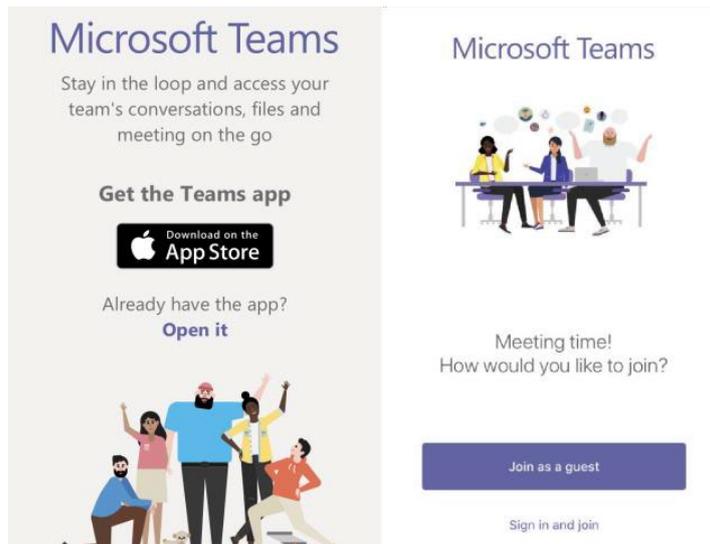
[Join Microsoft Teams Meeting](#)

2. Depending on whether you are using your phone, laptop or tablet, you will be directed to one of two screens:

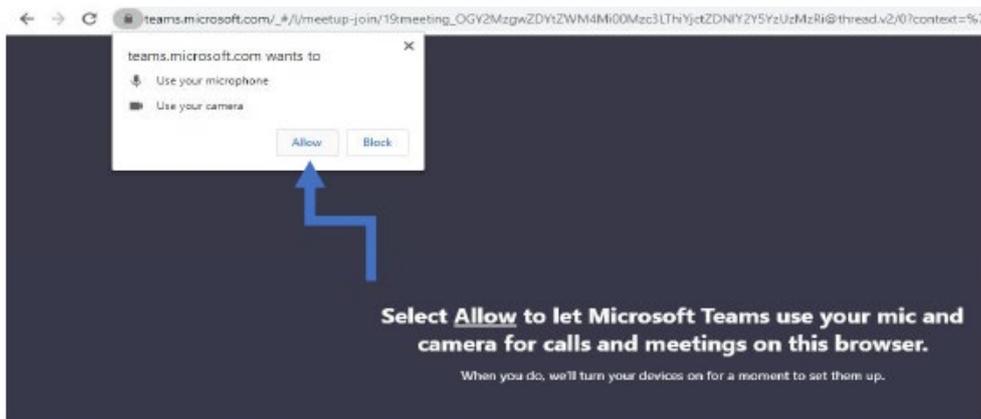
Some devices will take you to a Microsoft Teams webpage, where you will select ‘Join on the web instead’.



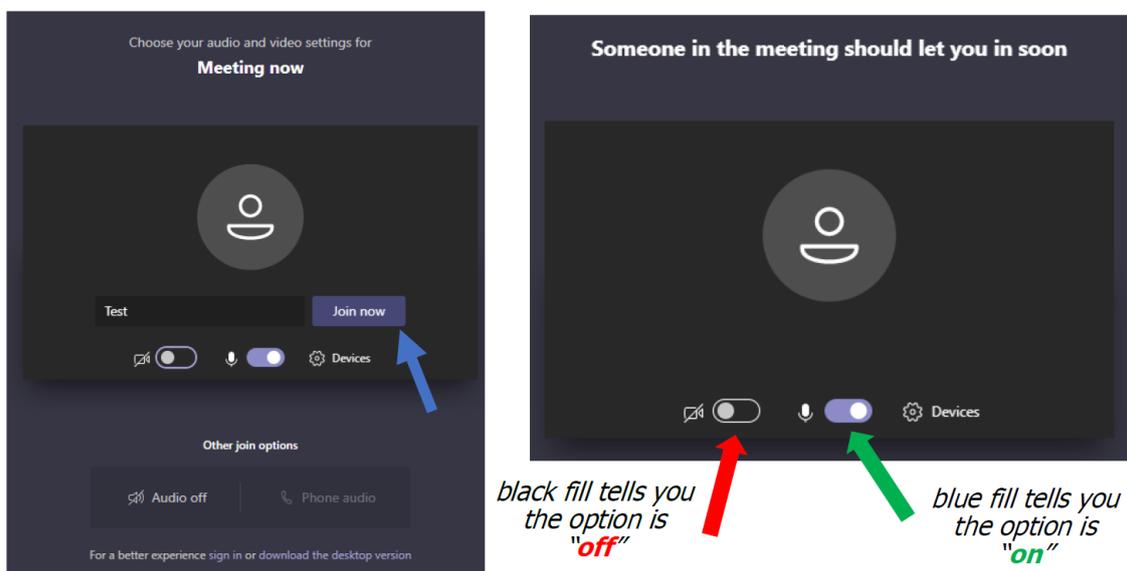
3. Other devices will take you to a screen that prompts you to download the app. We recommend selecting the option to download the app. Once the app has downloaded, re-click the link in your email and you will now have the option to join as a guest. You will not need to create an account.



4. You will now be taken to the meeting page where you will receive a pop up asking you to allow Teams to access your Microphone and Camera. Please select 'Allow'.



5. Enter your child's first name for the meeting, ensure your camera and microphone are both turned on (neither should be struck through) and click 'Join now'.



6. Your camera will now be turned on ready (you will be able to see yourself on screen) and the message 'Someone in the meeting should let you in soon' may be displayed until the meeting organiser starts the meeting. The below task bar will show up during the meeting and you can use this if you need to turn off your camera, mute your microphone or leave the meeting at any point. By clicking on the three dots, you can switch between "gallery view" and "speaker view". In a larger group, gallery view lets you see a screen full of people rather than just the speaker.

