



# Parents' Evening System

## Frequently Asked Questions

### What if...

#### **...my child has more than one teacher for a subject?**

There will be one of the shared teachers allocated to do the appointments.

#### **...I am unable to log in?**

If you are unable to log in, please firstly check your child's legal names stored on our system by logging in to MyChildAtSchool. If there is still an issue, please contact our I.T. Support team by e-mailing [itsupport@imberhorne.co.uk](mailto:itsupport@imberhorne.co.uk) or calling 01342 310989.

#### **...my child has the same teacher for different subjects?**

You will need to book an appointment for each subject you wish to discuss with this teacher, as a single appointment will not provide enough time to discuss both. The system will allow you to book two appointments back to back in this instance.

### Why...

#### **...does the system say "Evening Locked" when I log in?**

A "go live" date and time will have been published in the letter or e-mail you received to inform you of the Parents' Evening. Bookings can only be made once this time has passed. The "go live" date has been chosen to give the largest number of parents a fair chance of getting the most desirable appointment times.

Similarly, there is a closing date – also published in the letter – after which time you will also be unable to make or amend bookings. This allows us time to complete relative administration ahead of the evening and notify teachers of their appointments. Please contact us if you need to make any changes outside of these published times.

#### **...won't the system allow me to book appointments back to back?**

The booking system is set up to force a small gap between appointments. This gives parents and teachers an opportunity to catch their breath between appointments.

### How...

#### **...do I access my appointments?**

Step by step instructions for how to book and 'attend' virtual appointments, as well as how to invite another parent to a shared appointment can all be found on the Online Services page of our website: <http://www.imberhorne.co.uk/online-services-parents>