

## **FAQ's for online parents evening booking**

If you are having difficulty logging on to the Marvell College parents evening system, please consider the following responses to frequently asked questions.

1. Pupil's name must match the one provided on the letter. This will be their full legal first and second name.
2. Parents names must match those on the school system, on occasion this will include middle names, which should be written in the first name section. (e.g. David James)
3. If a teacher's appointments are full, you will be placed on a waiting list. You can ask your child to speak to the teacher in person and they will do their best to suggest a time for an appointment. Alternatively, on the evening you can try and visit this teacher without an appointment.
4. We advise that you bring a phone so that you can access your appointments easily, taking screen shots of these may help if you do not want to be online all evening.
5. You do not need to attend appoints from 4pm to 7pm, you can select your own time scale on the system.
6. You do not need to see all teachers however; we advise that you do to ensure that you get a full picture of your child's education.
7. If you are still having trouble login in, please contact the reception or your year team for help.