

Student Guide to Attendance Monitoring

QMU is happy to announce its new attendance monitoring software provider SEAtS.

This document will go through all of the information you need to know as student.

Downloading the app:

The SEAtS app is available to download from the Apple App Store and Google Play Store.

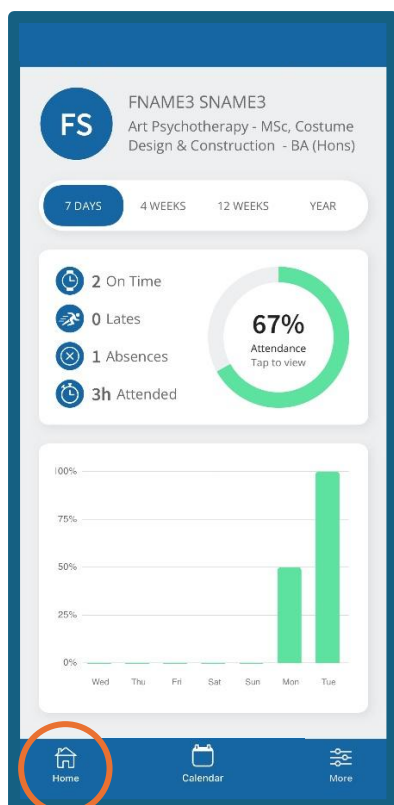


Once you have downloaded the app, you will be prompted to log in using your QMU details.

This will be your QMU email address (e.g. ____@qmu.ac.uk) and your QMU-wide password.

If you have any issues accessing the application, please contact Helpdesk@qmu.ac.uk.

Viewing your information (Home Page):



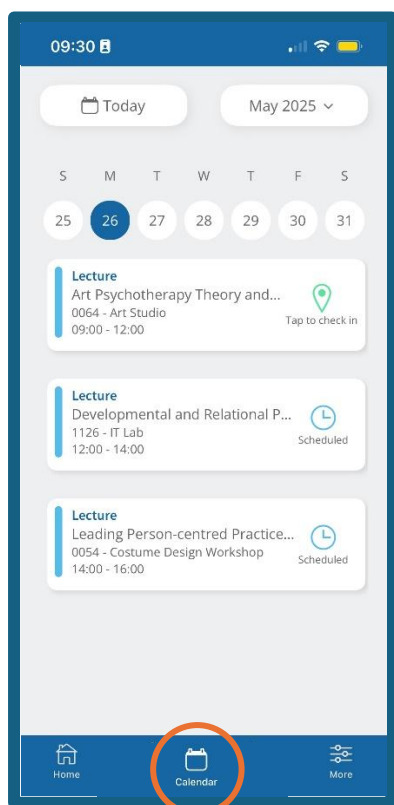
Once logged into the app, on the 'Home' page you'll find information about your attendance so far.

This includes the option to view your data in:

- The past 7 days
- The past 4 weeks
- The past 12 weeks
- The past academic year





If you have any issues with the data displayed, please contact Attendance@qmu.ac.uk.

Viewing your classes (Calendar Page):



On the 'Calendar' tab, you will find information about all of your previous/current/upcoming classes in your calendar.

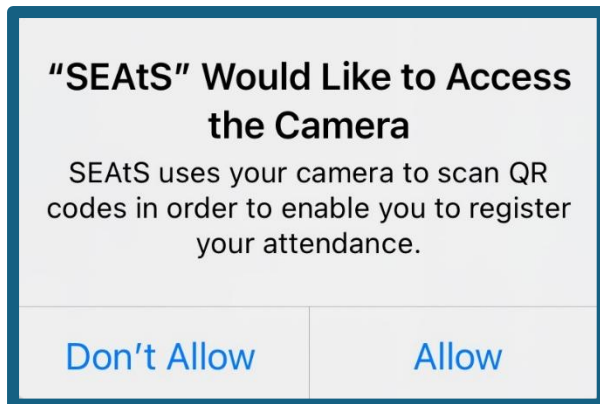
Each event in your calendar will have one of the following statuses:

 Scheduled	Event has not yet taken place, and 'check in' is not currently available (usually 15 minutes before the start of the event).
 Tap to check in	You can now check in to this event (see following pages).
 Late	You checked into your class after the latest start time (usually 15 minutes after the start) so are classed as attended but late.
 Absent	You did not attend your class (up until 1 minute before the end), so have been marked as absent.

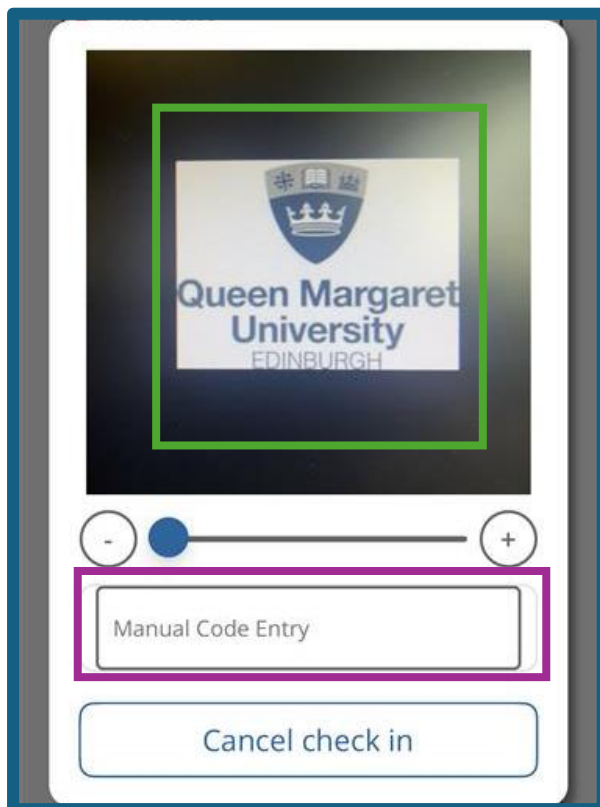
If your class isn't showing on the app, or if you have a clash, please contact Timetable@qmu.ac.uk.

Checking in:

The first time you are using the app; you may receive the following pop-up. This access will be required in order to scan the QR codes for attendance.




To check-in, you must register your attendance via one of the following routes:



Green – scan the QR code provided by your lecturer

Purple – enter the class code (must be unhidden by your lecturer)

Check In ?




Code
Class Code

Code

538668

Once you have checked in, you will receive the following pop-up. When you go back to the 'Calendar' tab, your status will have changed from 'Tap to check in'.

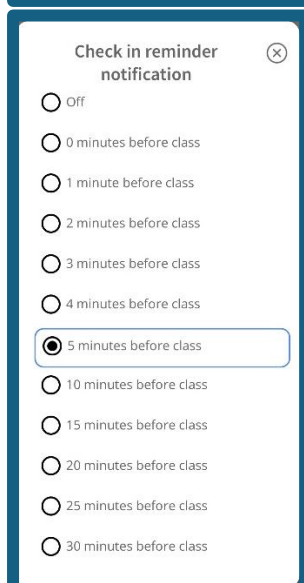
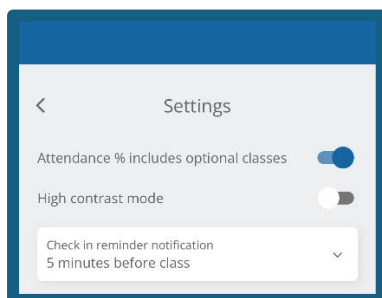
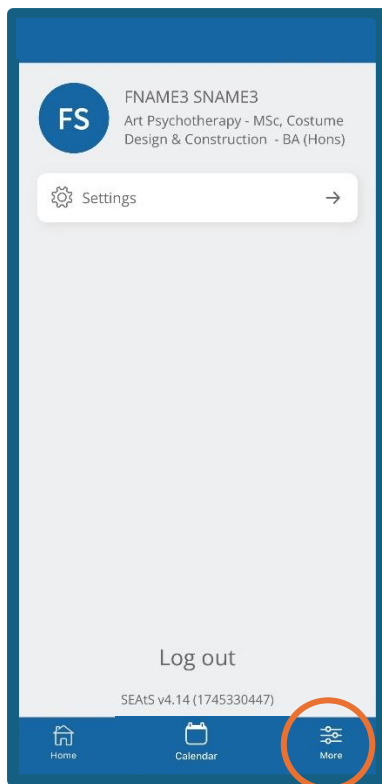
Checked in



Checked in at 10:31

Ok

Other settings:



This includes the option to turn on 'High contrast mode', and to turn on notifications to let you know when a class is about to begin.

Frequently asked questions:

I checked in to class, but my attendance records say I was absent?
If you believe your attendance was not recorded in the app, or if an issue occurred after a mobile check-in, please contact Attendance@qmu.ac.uk .
What if I forget to check in?
If the QR code is no longer on display, your lecturer may be able to manually mark you as attended. Make sure you speak to them at any break in the event or directly after the event to do this.
Why is my app not working?
The most common reason for issues with the app is poor internet connection. Please ensure that you are connected to QMU Wi-Fi (EDUROAM). For any other issues with the app, please contact Helpdesk@qmu.ac.uk .
My class is cancelled – will this affect my attendance record?
If the lecturer updates the system to reflect the cancellation, it won't affect your attendance record. However, if the session isn't cancelled on the system, you will be incorrectly marked as absent from that session, which will impact your attendance percentage. If you have been marked absent from a session that did not take place, please contact your module coordinator or email Attendance@qmu.ac.uk .
If lecturers are back-to-back in the same room, do I need to check-in again?
Yes. The attendance monitoring system needs to log your attendance at each scheduled event, even if they take place in the same room. This ensure your attendance is recorded for every class.

Key contacts:

Technical issues with the app	Helpdesk@qmu.ac.uk
Issues with your timetable (events not showing, or a clash in your timetable)	Timetable@qmu.ac.uk
Anything else	Attendance@qmu.ac.uk