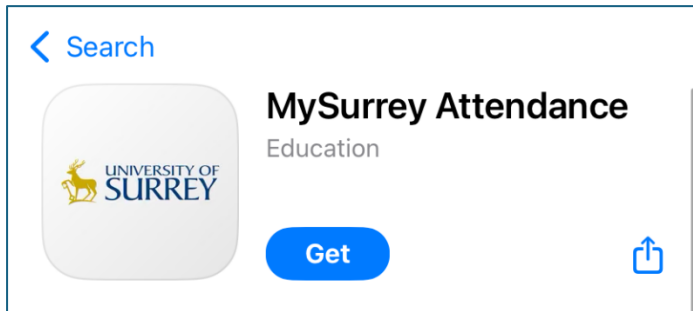


MySurrey Attendance

Using app

- 1) You can access MySurrey Attendance via the free app on the [Apple App Store](#) or [Google Play app](#) stores

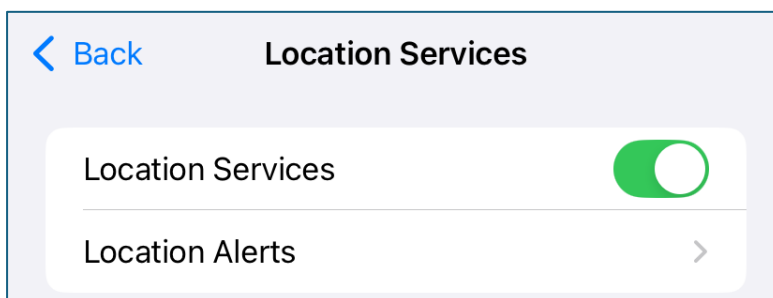


- 2) Sign in using your surrey.ac.uk username e.g rb0034@surrey.ac.uk and your usual network password. Do **not** try to sign in with your email address e.g j.bloggs@surrey.ac.uk

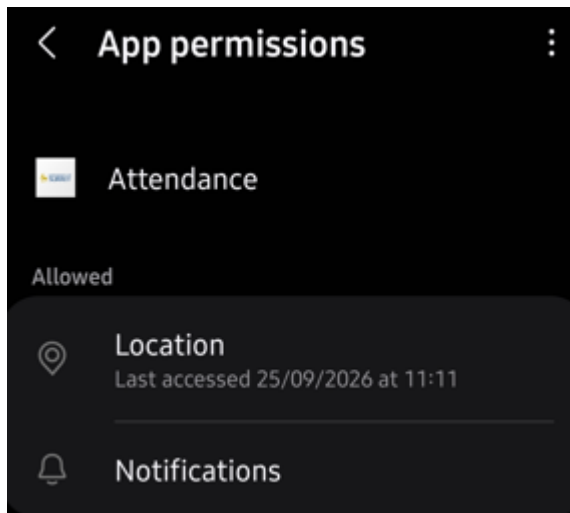
A screenshot of the sign-in screen within the MySurrey Attendance app. At the top left is the University of Surrey logo. The heading 'Sign in' is followed by a text input field containing 'username@surrey.ac.uk'. Below the field is a link that says 'Can't access your account?'. A blue 'Next' button is located to the right of the input field. At the bottom, there is a grey box containing the text: 'You are signing into a service authenticated by the University of Surrey.', 'Sign in with: username@surrey.ac.uk', 'By signing into this service you are agreeing to the terms and policies at: https://www.surrey.ac.uk/about/policies', and 'Policies | University of Surrey'.

Please Note: You must ensure that you enable location services for the app to work correctly

iPhone:



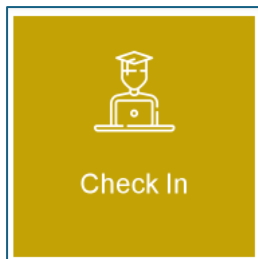
Android:



3) Once logged in you will be able to see the full app



4) To check-in into your scheduled session, click the 'check in' box



5) Your timetabled sessions will show. Select the session you are in

A screenshot of a mobile app interface. At the top, it says "Check in Now". Below that is a yellow card with a green location pin icon, the text "X-MANOR", and the session details "Wed 30th Sep 9:00am - Wed 30th Sep 11:00am". Below the card, it says "04 PG 03 Royal Surrey" and "Doonan SA (Mrs)". At the bottom of the card are two buttons: a green "Check in" button and a red "Absent" button.

Please note: The electronic timetable automatically feeds into the MySurrey Attendance. Therefore, if you are scheduled to be at the session, the session will appear for you. If, however, you aren't scheduled to be there, for example, you've temporarily switched modules/days you won't be able to check in.

6) You will then have two options:

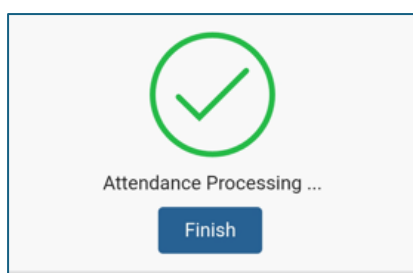
A horizontal bar with two buttons: a blue "Check in" button and a red "Absent" button.

a) Check in

- i) On selecting check-in, you will be asked for a one time code. This will be provided by your lecturer in the session you are in
- ii) Each code is unique to a timetabled session. This code will be valid 10 minutes prior to the session starting, and 30 minutes from the end of the session.

A screenshot of a mobile app interface. At the top, it says "Check in Now". Below that is a yellow card with a green padlock icon, the text "X-MANOR", and the text "Please enter your one time code". Below the card is a text input field containing the code "OD-BB-BD". At the bottom of the card are two buttons: a grey "Cancel" button and a green "Submit" button.

iii) Your attendance will then be processed



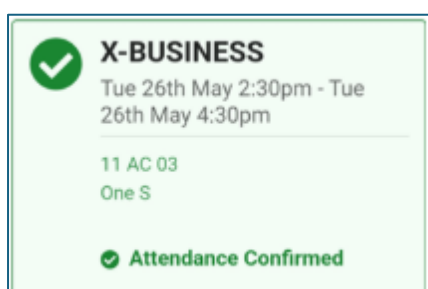
b) Absent

i) Tap the red absent button. You do not need a code to do this

Check-in status

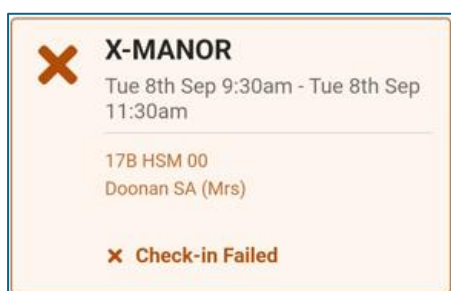
Attendance Confirmed

- Successfully submitted the check-in code within the location of the allotted teaching space held within the timetable the app will display.



Check-in Failed

- The check-in code has been confirmed, but the check-in has been marked as invalid as the mobile phone has reported that its position fell outside the teaching location. The Attendance Geolocation validation mechanism records a phone's GPS location setting only at the point of check-in

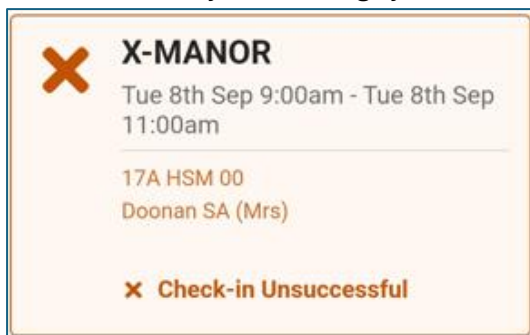


- Follow the steps below to refresh a location if experiencing frequent invalid check-ins
 - Turn on, or turn off and on Wi-Fi. Turning on Wi-Fi helps your phone refresh its location data

- Turn Location Settings Precise Location off and on, via Settings - Location Settings
- Turn on Airplane mode and switch off again which forces your phone to GPS hardware to re-obtain it's position
- A low battery, power saving modes or poor Wi-Fi/cellular signal may also cause a mobile to report an inaccurate position or fail to pick-up

Check-in Unsuccessful

- The check-in code has been confirmed, but the attendance app could not confirm if user was in the location of the teaching space building location, held within our university timetabling system



- This usually occurs if access to a mobile's Location Services has not been shared with the app or permissions haven't been granted to use Precise Location. Check-ins will only be validated with this service turned on.
- Follow the Location Services guidance here - <https://my.surrey.ac.uk/study/digital-study-tools/mysurrey-attendance>

Offline Check-in

- Data signal / Wifi connection temporarily lost during check-in.



- Attendance should automatically try and process the check-in the next time mobile phone is connected but it is not guaranteed

Please note: We understand that occasionally there may be technical issues with logging your attendance on My Surrey Attendance or isolated cases of attendance being missed. Provided your

overall engagement profile is strong, this would not normally cause us concern. However, if you believe your attendance is not being accurately captured by the MSA app, or if you are feeling anxious about your attendance we advise letting your Personal Tutor or Student Success Coach know. They work with our central support teams and can liaise with them on your behalf and provide further help or support if needed.