STUDENT GUIDE TO COURSEKEY

CREATED FOR

NUC UNIVERSITY

FLORIDA TECHNICAL COLLEGE

WELCOME TO THE COURSEKEY STUDENT APPLICATION

In order to help you prepare for a career in the workforce, your school wants to ensure that you maintain a good training schedule. Tardiness, absences and any other interruptions in training will have a significant impact on your achievement and success.

FTC has implemented CourseKey attendance to allow you to check in/out of instruction using the latest in attendance tracking technology. To get started, please complete the following steps:

STEP 1: Download the CourseKey Student app

For iPhone: Search "CourseKey Student" in the App Store. Click "Install"

For Android: Search for "CourseKey Student" in the Google Play Store. Click "Get."

STEP 2: Log in to the CourseKey app. Below is your temporary password that can be changed once you log in

Your Username: Enter the email used when you enrolled
Your Password: Welcome123

Once you login you will be prompted to set a new password and security questions.

STEP 3: Select "Allow" to receive notifications from CourseKey about checking out and new classes

STEP 4: When checking in for the first time, you'll be asked to allow either Face ID, Camera, Microphone, or Location or a combination depending on which attendance technology your instructor chooses. Make sure these are all enabled, you will not be able to check into class otherwise

NOTE: If you selected "Don't Allow" you can go to the settings on your device and find the CourseKey app and update what CouseKey is allowed to access

CONFIRMING YOUR SCHEDULE

When you enter the app, select the three lines in the upper left hand corner to view your class schedule.

Your campus leadership has loaded your course information into your account. Confirm that your courses are all correct.

If you do not see your course information, check to make sure that you are using the same email address that you used when you signed up with your school. If you are, then you can proceed to add your courses manually.
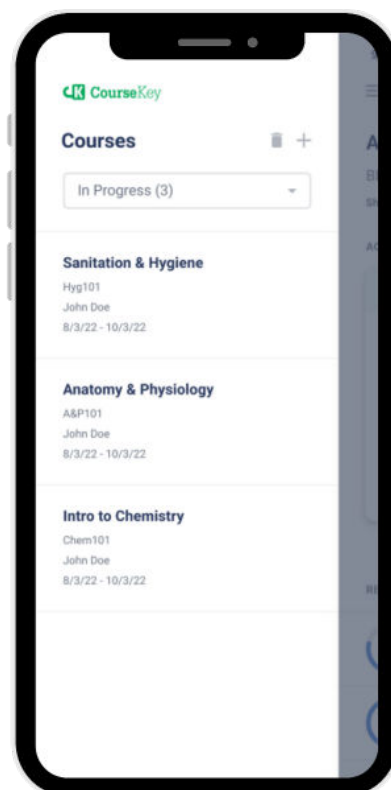
KEEP COURSEKEY APP AND MOBILE DEVICE OS UPDATED!

Keeping your CourseKey App and the operating system (OS) on your mobile device current can solve problems you may be experiencing and allow your mobile device and all your apps to run more smoothly. Updates often include bug fixes or additional features that affect the performance of your device, so stay updated!

If you don't like the hassle of manually updating your CourseKey app, you can change the settings in your phone to allow automatic downloads of app updates.

HOW TO CHECK IN AND OUT OF A SESSION

STEP 1: Each time you meet with your instructor, you must check in and check out or you will not receive credit for your hours.

STEP 2: Click on the three lines in the upper left-hand corner and select the course that you want to check in to.

STEP 3: Click on the Check In button on the attendance tile.

STEP 4: Depending on the technology your instructor has chosen, follow the instructions below:

    a. **For QR code technology**, hold your device over the QR code your instructor has displayed so that it's clearly visible within your smartphone's screen.

    b. **For GPS technology**, make sure you are on the campus and within the geofence.

    c. **For Sound technology**, make sure you are in class when your instructor plays the sound and that your microphone is picking up the sound.
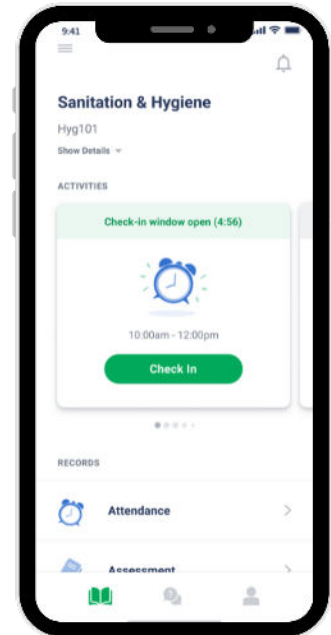
STEP 5: Confirm that you have been checked in. A "Success" message will briefly appear, and a "You're checked in!" tag at the top of the attendance tile will indicate you have been checked in.

Success!

For troubleshooting tips, please click on the Support icon at the bottom of the CourseKey app and select Help Articles to find more detailed information about checking in and checking out using different technologies.

STEP 6: To check out - simply repeat the process. Make sure that the status is indicating your status as "Class Ended - You're Checked Out" if you have a scheduled class or "Check In Available" if you have a flex or open schedule before you leave.

NOTE: if you forget to check out, you will not receive time. Please contact your instructor immediately.

POLICY QUESTIONS

What do I do if I need to leave early?

If the technology is GPS, you will be able to check out on your own. If the technology is QR or Sound, inform the instructor so they can display the QR code or play the sound for you to check out.

What if my phone is dead?

Each student will be required to make sure their phones or devices are fully charged. If you need assistance with checking in or out, please alert your instructor.

What if I forgot to check out?

Inform your instructor immediately, otherwise you will not receive any time for the session.

What do I do if I need to make up for a session that I missed?

Check with your instructor for their make-up policy.

# I NEED HELP! WHERE DO I GO?

If you ever have any issues or need help, the CourseKey team offers the following resources:

Chat with a live agent by selecting "Support" in the bottom right corner of the app and clicking "Live Chat".

For FAQs, troubleshooting, and more visit our help center by clicking "Help Articles".

For more complicated issues, message us by clicking "Message CourseKey" or email us at support@coursekey.com.
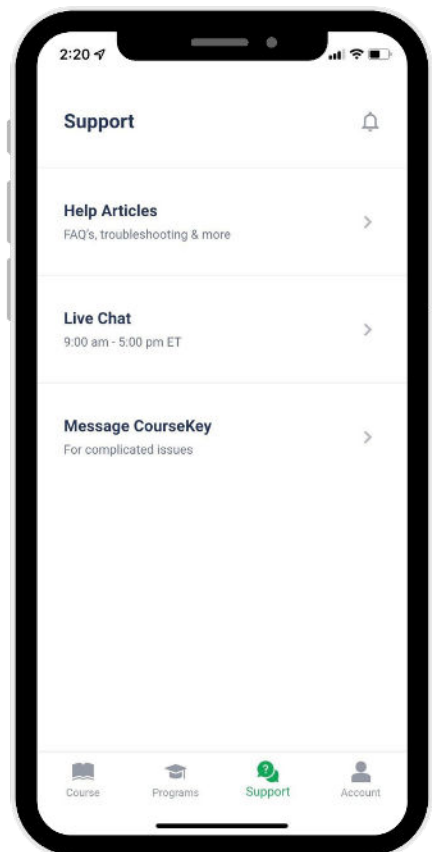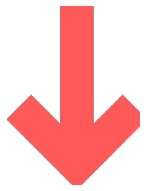
CHECK IN TECHNOLOGY

GPS TECHNOLOGY

There will be a geofence placed around the campus and once you are within the geofence and inside the classroom your mobile device's location services will pick up the GPS and allow you to check in for class. Before you check in to class for the first time, you will be asked to allow CourseKey to access location tracking.

If you are having issues, ensure you have turned on your location services to check in with GPS technology.

For iOS

1. Open your device's settings app.
2. Select CourseKey Student > Location > While Using the app.
3. Turn precise location on.
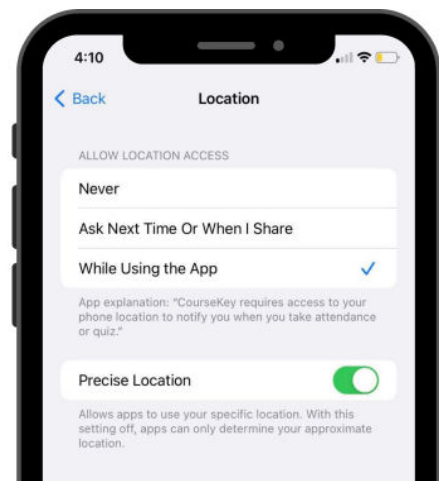
For Android

1. Open your device's settings app.
2. Select CourseKey Student > Permissions > Location Allow only while using the app.
3. Turn on precise location.

FAQ

What if I get an error telling me to "Enable Settings" or "Turn on Location Settings"?

Follow the instructions above to ensure your location services are turned on.

What if my course has multiple locations?

In some courses, such as externships, you may be prompted to select from a list of locations. Each location will be displayed with the site name and address. Select the location you are at to continue.
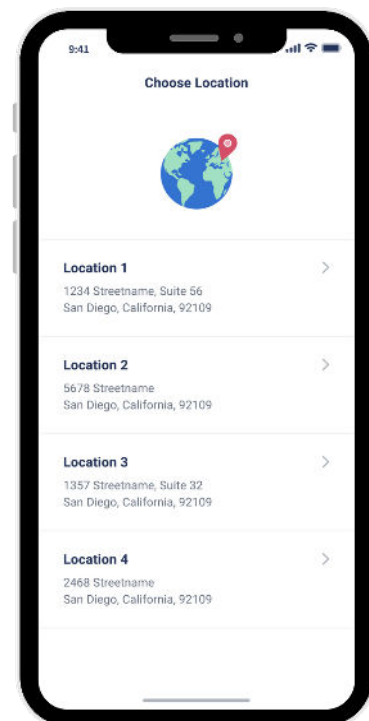
FAQ CONT...

What if I get an error that says "Wrong Location"?

If you selected the wrong location, select "try again" and select the correct location. If the GPS location of your blue pin on the map is inaccurate or the blue pin is not showing up, here are some thing you can do to fix the problem:

1. Open Google Maps and see if the GPS location matches your location in CourseKey. If not, then that's where the problem is coming from.
2. Try checking in a few more times, after a few failed attempts the system will request an updated coordinate.

What if I tried everything and I'm still not able to check in?

- Check to make sure you have a strong internet connection.
- Restart your device.
- Uninstall and reinstall the CourseKey app.
- Contact support by submitting a ticket through the mobile app, or email support@coursekey.com.
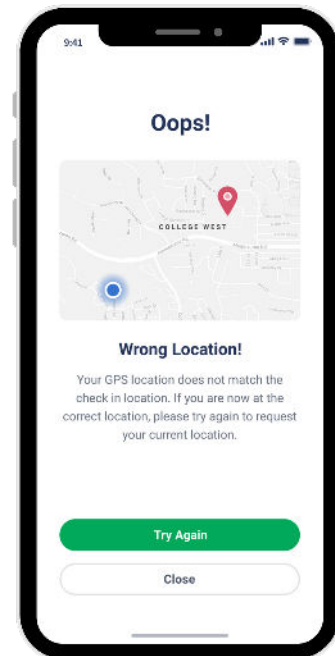
SOUND TECHNOLOGY

Your instructor will play an ultra-high frequency tone that is picked up by a mobile device's microphone to allow students to check in for class. Before you check in to class for the first time, you will be asked to allow CourseKey to access your microphone.

If you are having trouble, make sure your microphone is enabled for the CourseKey app.

For iOS

1. Open your device's settings app.
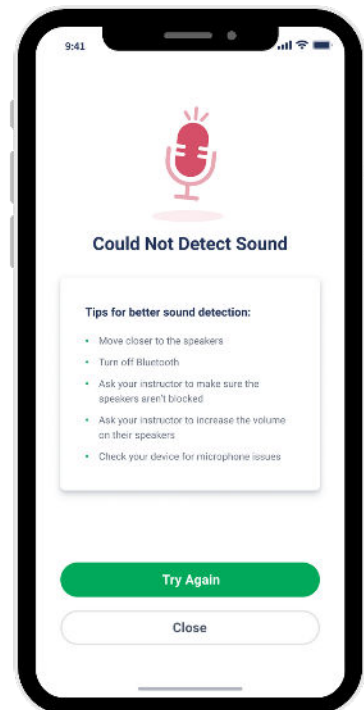2. Select CourseKey Student > turn Microphone on.

For Android

1. Open your device's settings app.
2. Select CourseKey Student > Permissions > turn microphone on.

FAQ

What if I get an error that says "Could Not Detect Sound"?

If the check-in tone is not being received, here are some things you can do to help fix the problem

- Make sure you're inside the classroom—the tone does not travel through walls.
- Move closer to the speakers.
- Make sure nothing is blocking the path between the mic on your device and the speaker your instructor is using to project the check-in tone.
- Point your microphone directly towards the speaker
- Ask your instructor to turn up the volume.
- Bluetooth speakers will block you device from picking up the check-in tone, so be sure to disconnect from any headphones before attempting to check in.

Could Not Detect Sound

Tips for better sound detection:

- Move closer to the speakers
- Turn off Bluetooth
- Ask your instructor to make sure the speakers aren't blocked
- Ask your instructor to increase the volume on their speakers
- Check your device for microphone issues

Try Again

Close

QR CODE TECHNOLOGY

Your instructor will display a QR code, and you will use your mobile device to check in and out. The QR code is picked up by a mobile device's camera to allow students to check in for class. Before you check in to class for the first time, you will be asked to allow CourseKey to access your camera.

If you are having issues, make sure CourseKey is enabled access to your camera.

For iOS

1. Open your device's settings app.
2. Select CourseKey Student > Turn camera on.

For Android

1. Open your device's settings app.
2. Select CourseKey Student > Permissions > Turn camera on.

FAQ

**What if my camera isn't scanning the code?**

There are a few potential causes of a camera not being able to scan the QR code:

1. **Lighting** - too much or too little light when displaying a QR code on a projector or LCD display can cause issues. If this happens try to move to a better spot or adjust the lighting over the display area.
2. **Obscured Camera** - always check to be sure your device camera is clear from any debris or smudges as this can prevent the QR scanner from getting a clear reading. Standing too far away or at too great an angle may also create issues.
3. **Pixelation** - image distortion or pixelation can prevent a successful check-in depending on the quality of the hardware used to connect to a project or LCD display. Ask the instructor to decrease the display size or use an alternative method to display the QR code.

FAQ CONT...

What if I get an error that says 'Wrong QR Code!'?

This error is shown when the system does not recognize the code scan to match the attendance session. This can happen if the instructor is in the wrong class on CourseKey or is using an older printout from a previous attendance session. Let your instructor know if you are seeing this error.
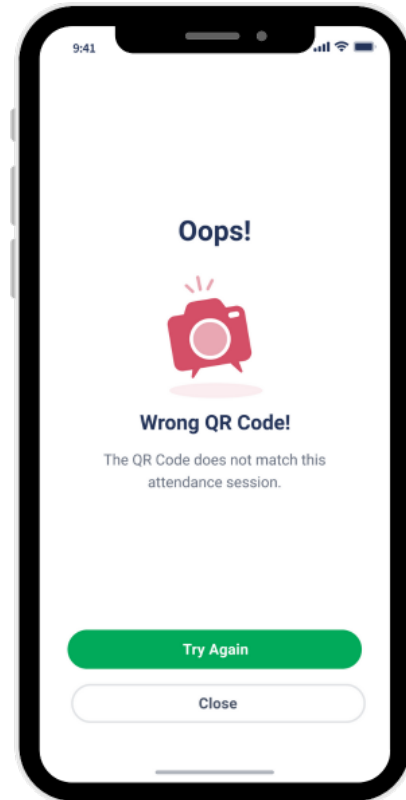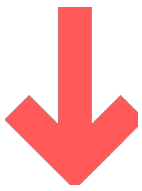
QUESTIONS?

**Visit support.coursekeyeducation.com
or email support@coursekey.com**