How to Confirm Your Attendance – A Guide for Students

This guide gives step by step instructions on how to confirm your attendance using the Keele App. You are required to check into classes that are running on campus and online.

Every day, a list of classes you are due to attend will appear in the 'Check-in' screen. Check-in will be open 10 minutes before the class starts, throughout the class and 15 minutes after the class has finished. You should aim to check-in within these timescales.

If you are unable to check-in, please ask the Class Leader to check you in.

How to get the Keele Mobile app
It's available to download for free from the App Store and Google Play.

If your phone is not supported by the app, the desktop version (https://keele.ombiel.co.uk/campusm/home#menu) is a great alternative as it provides the same functionalities.

Contents:

1. How to confirm your attendance via the Keele Mobile App or the desktop version of the app

1.1 Open the app and log in if required. From the home screen, choose the **Check-in** tile.
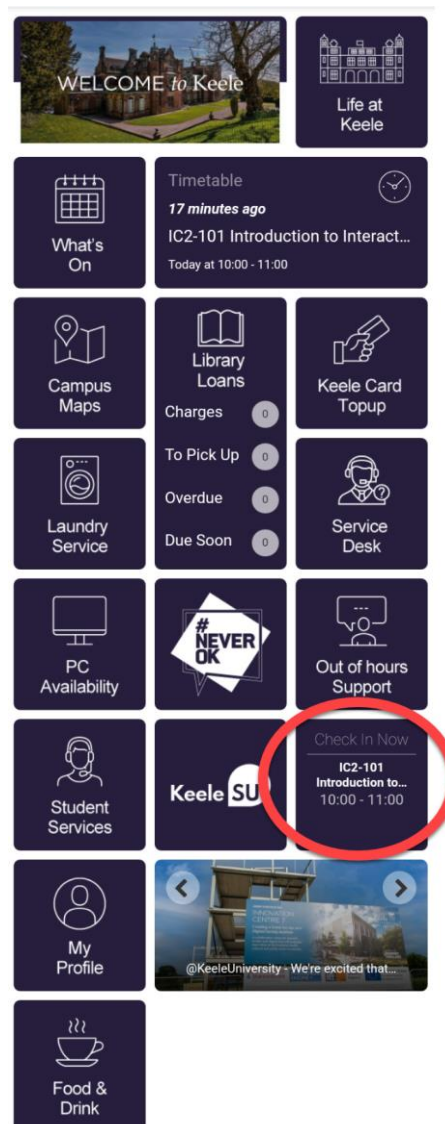
1.2 At the start of each day, you will see your scheduled classes including location, module title, module code and class type. Touch the 'Check-in' button (remember you can do this up to 10 minutes before the class starts, during the class and up to 15 minutes after the end of the class).

1.3 You will get a confirmation message. Click 'Finish' and you are now checked into your class.
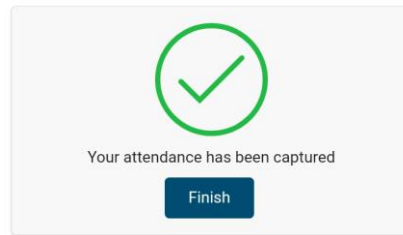
1.4 The class will now appear in your class list as checked in.

1.5 For each class you have checked in to (up to 4 weeks), you can see the status set to 'Checked in' or 'Check in Validated' in your list of classes via the History button.

2. Troubleshooting

The app/desktop version is not working.
Report this to your Lecturer at the start of the class.

I cannot see my list of upcoming classes.
Allow a few seconds for the app to open your schedule. If after 10 seconds it still doesn't appear, try logging out of the app then back in again. If your schedule is still not appearing contact the IT Service Desk*.

The details of the class have changed but they are not showing up in the app.
Try logging out of the app then back in again. If the changes are still not appearing contact the IT Service Desk*.

I checked in but my status is still showing as 'Not checked in'.
Ask your Lecturer to check your status and if possible, check you in. If this is not possible, contact the IT Service Desk*.

*IT Service Helpdesk Contacts
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Email: it.service@keele.ac.uk