

SEAtS App Quick Fixes

Quick Solutions Guide for the SEAtS Smartphone App



Quick Fixes Checklist

Please make sure to complete all the steps below, as they are crucial for the app to function correctly.



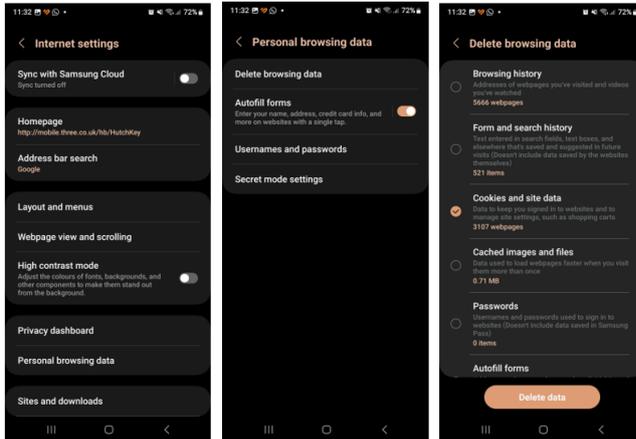
1. **Enrollment:** Ensure you have completed your [online course enrolment](#) - this applies to both new and returning students.
2. **WiFi & MFA:** Confirm you're connected to the [university Wi-Fi and Multi-Factor Authentication \(MFA\)](#) set up on your phone. Please allow 24-48 hours after completing your enrolment to gain access to the SEAtS system.
3. **Bluetooth:** Make sure Bluetooth is enabled in the app settings.
4. **Automatic Updates:** Make sure "Automatic Updates" is enabled on your phone.
5. **Phone Region:** Check that your phone region is set to "United Kingdom."
6. **Camera Permissions:** Ensure the app has permission to use your camera in your phone's settings. This is important for QR code check in for online classes.
7. **Airplane Mode:** Make sure airplane mode is turned off when checking in.
8. **Do Not Disturb:** Confirm "Do Not Disturb" is disabled when checking in.
9. **Latest OS Version:** Verify you're using the latest version of iOS or Android (*especially important for Samsung devices*).
10. **App Version:** Check the app store to ensure you're using the latest version of SEAtS.
11. **Location Access:** In the app settings, ensure "Location Access" is enabled, and "Precise Location" is turned on.
12. **Notifications:** If you want class check-in notifications, ensure this is enabled in your app settings.
13. **Device Type:** Huawei and Oppo phones have limitations with the Google Play Store, preventing access to the SEAtS app and others. Students facing this issue can check in manually with their lecturer or use a laptop or tablet to receive a check-in code from an academic.

If issues persist: Try deleting the app, clearing the cache and cookies on your phone, and then reinstalling the app (*instructions for this are below*).

Clear Cookies and Website Data

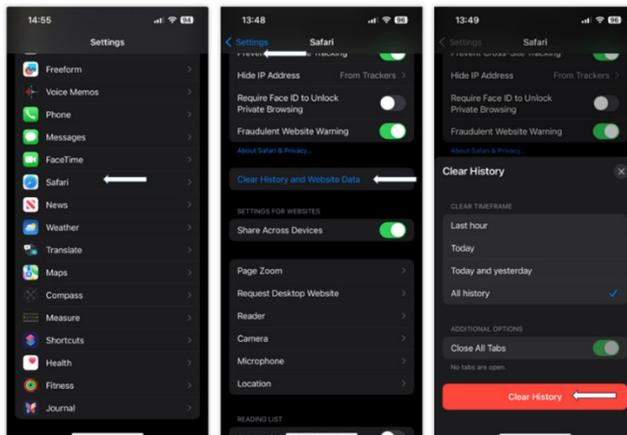
Android Instructions:

- Go to **Internet Settings**.
- Navigate to **Personal Browsing Data**.
- Scroll down until you find **Delete browsing data** and tap on it
- Check the option for cookies and site data and tap **Delete data**.



iOS (Apple):

- Open **Settings**.
- Scroll down and select **Safari**.
- Tap **Clear History and Website Data**.
- Confirm by tapping **Clear History and Data** (usually in red).



Contact Us

If you are having issues, please contact us on our e-mail address with your student B number and a screenshot of the issue you are having: attendance@ulster.ac.uk