SEAtS Student User Guide

Understanding SEAtS Software



Student Attendance

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About SEAtS

Make the most of your academic journey by downloading the SEAtS Student Attendance App to your smartphone! By checking into class regularly, you'll stay on top of your attendance and stay aligned with your study goals.

Rest assured, the SEAtS app prioritises your privacy - it doesn't use GPS and therefore does not track your location and only connects via Bluetooth to a beacon within Ulster University's teaching locations.

Downloading SEAtS

Apple Users

Students can download for iOS 9 or later from the App Store by clicking here, or alternatively search for SEAtS Mobile in the App Store on your device.
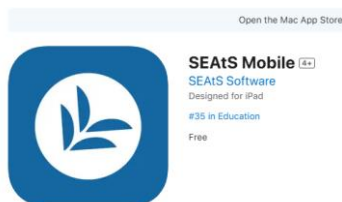
Android Users

Download for Android 4.1 or later from the Google Play Store by clicking here, or alternatively search for SEAtS Mobile in the Google Play Store.

Register Using Ulster University E-mail Address

Please ensure that you are fully enrolled in your course, have your Ulster University e-mail address and have set up Multi-Factor Authentication (MFA) before configuring SEAtS. SEAtS relies on your Banner and Publish records, so if your enrolment isn't accurate, your modules won't be available for check-in.
For Multi-Factor Authentication guidance, please click here.

To register for SEAtS, click into the SEAtS app as shown in step 1. This will automatically take you to the SEAtS App login page, shown in step 2. Here you will **enter your Ulster University e-mail address** and accept any notifications, shown in step 3. You will then be taken to an authorisation page, in which you input your Ulster University credentials.
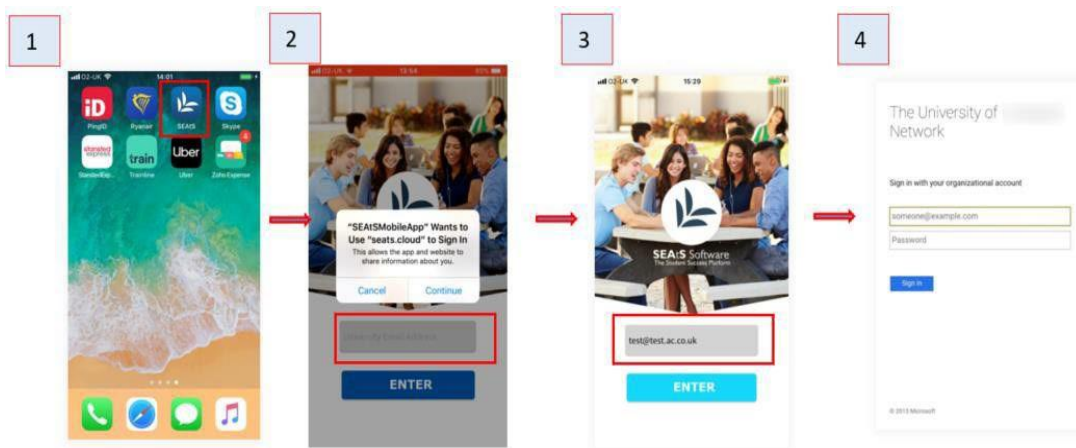
Initial App Login Permissions

There are a number of automated permissions required on initial installation of the SEAtS Mobile app. These permissions ensure the effective usage of the app and should be enabled on logging into the app for the first time. Disabling permissions within the phone settings afterwards could result in being unable to check in to scheduled teaching activities.

Note: Images are taken from IOS.

Bluetooth - Select 'OK'
Location Access - Select 'OK'
Your Location - 'Allow while using the app' Precise Location - 'On' (*Please note: SEAtS does not use GPS, so students can be assured that their location is not being tracked. The app uses Bluetooth to connect to a beacon within a teaching location at Ulster University only*).
Access to camera - 'OK'
Notifications - 'Allow'
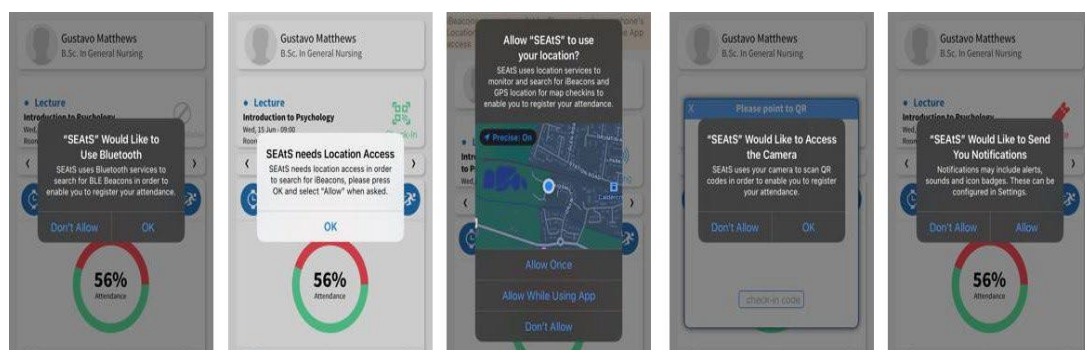
Lock Screen Notifications

If notifications are configured and enabled on your device (in the notification settings for the SEAtS Mobile App), you may receive alerts on your home screen for scheduled teaching activities. Tapping the notification will take you to the SEAtS app home screen, where you will have the option to check in.
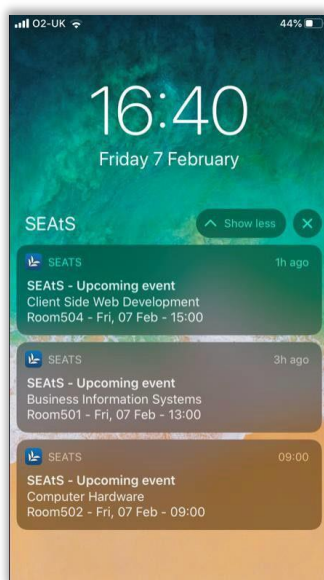
App Navigation

After logging into the application, you will be directed to your home page. SEAtS will automatically synchronise with your timetable through the Publish app. Students are encouraged to continue viewing their timetable via Publish. More information about your timetable and instructions on downloading Publish can be found here.

Details that can be found on your home page include;

1. Your name
2. Your course
3. Your overall attendance % score. This is calculated out of the total percentage attendance for each module added together and divided by the numbers of modules that you are scheduled on for the selected period.
4. Attendance by time period – here you can view your attendance by academic year, 90 days, 30 days, 14 days or 7 days.
5. Attendance graphs – by clicking on your overall percentage, you will navigate to graphs which will demonstrate your attendance.

Navigation Menu

The default navigation options are:

1. Home screen: Where to view your profile and attendance metrics
2. Calendar: View what classes you are scheduled to attend and where to check-in.
3. Requests: For UKVI students to request an absence for class *(please note this is for UKVI students only due to visa requirements)*
4. Options: View your settings or log out of the app.

How to Check In To Class – Smartphone & Bluetooth

1. If you have notifications enabled, you will receive an alert before your class begins. When you arrive in the teaching room, tap on the notification, or open the app and select the "Calendar" button.
2. Tap the "Bluetooth Check-In" button.
3. Your device will begin scanning for available Bluetooth beacons.
   If Bluetooth is disabled, you'll see a warning prompting you to enable it in your device settings. Cancel, enable Bluetooth, and then repeat steps 1 and 2.
4. The app will display a "Searching" screen. Please allow enough time for the Bluetooth to search for the beacon.
5. Once the beacon is detected, you'll receive a "Checked In" confirmation along with a notification.
6. The teaching event will now show as "Attended."
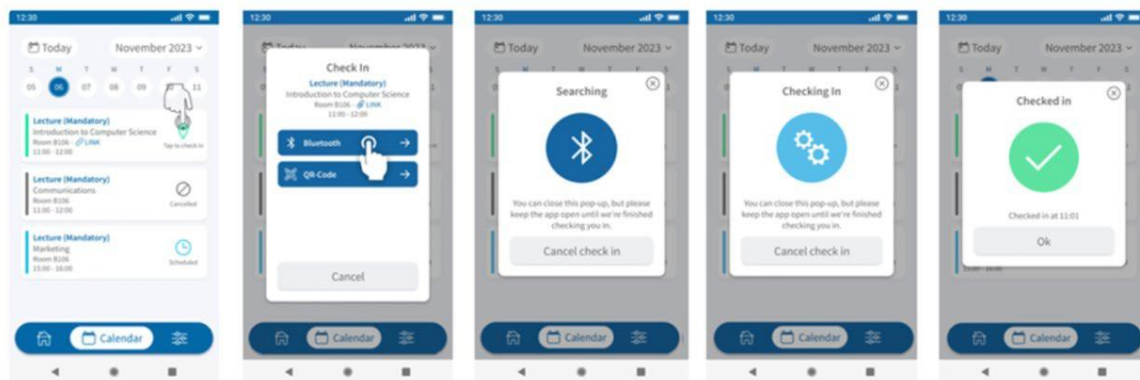
How to Check In To Class – Smartphone without Bluetooth

We recommend that students check in using their smartphone and Bluetooth, as it is the easiest method. However, we understand that there may be times when Bluetooth check-in isn't possible, such as if your phone's Bluetooth isn't working, a beacon in the room is malfunctioning, or your class is held outside the classroom.

To check in using a QR code, please follow these steps:

1. If you have notifications enabled, you'll receive an alert before your class starts. When you arrive in the teaching room, tap the notification, or open the app and select the "Calendar" button.

2. Approach the academic responsible for the class and request a QR check-in code.

3. In the app, select the "QR Code Check-In" button.

4. Your smartphone's camera will open, allowing you to scan the QR code provided by the academic. Once scanned, you'll receive a "Checked In" confirmation.

5. The teaching event will now be marked as "Attended."
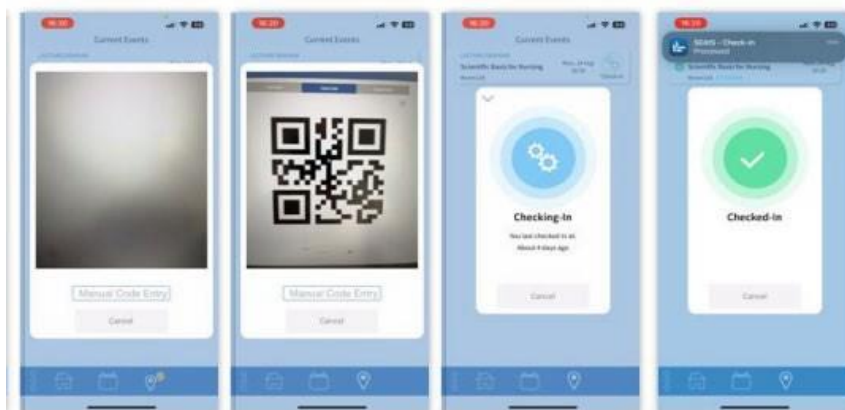
How to Check In To Class – Laptop/Tablet

We encourage students to check in using their smartphones and Bluetooth, as this is the simplest method. However, we understand that there may be situations where this isn't possible, and you may prefer to check in using a laptop or tablet.

To check in via a laptop or tablet, please follow these steps:

1. Ask an academic for a check-in code.

2. Visit the webpage: https://ulster.seats.cloud.

3. Click on the circle icon with your initials (*next to your name in the top-right corner*) and select "My Profile"
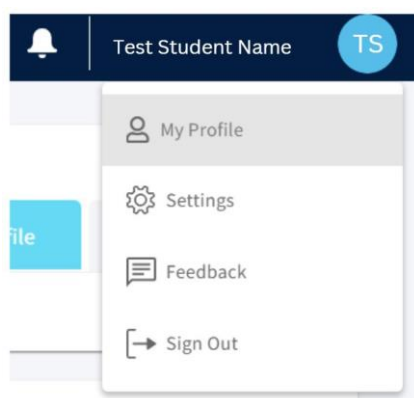
4. Click "Calendar" and select the activity you wish to check into.

5. Within the teaching activity, you will see a "Check In" icon where you can input the code provided by the academic, and you will be checked in.
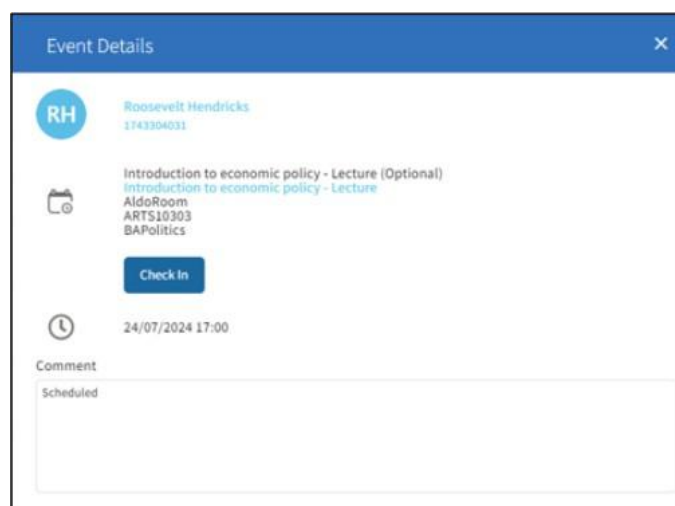
Dealing with a Forgotten/Broken Phone

All students are encouraged to use their smartphones and Bluetooth for check-in whenever possible. However, if you've forgotten your phone or your Bluetooth isn't working, you can borrow a laptop from the library and follow the instructions above for laptop check-in. Alternatively, please approach the academic responsible for your class to be manually checked in. Remember, it is your responsibility to ensure you are checked into class and to take the necessary steps to have your attendance recorded.

My Timetabled Activities Aren't Correct

Students should view their timetable via Publish. If your classes are incorrect, please e-mail timetabling@ulster.ac.uk with your student number, course, and details of the modules you should be enrolled in as well as those that are currently appearing.

Steps for Smartphone Faults/Errors

There may be times when you, as students, are unable to check in to events using your smartphone. The following list is not exhaustive but serves as a checklist to review before contacting the attendance team with a query.

- Ensure that location services are switched on for the SEAtS mobile application.
- Ensure Precise Location is enabled.
- Ensure that Bluetooth is enabled for the device
- Ensure Camera permissions are enabled (QR Check-in requirement)
- Ensure Aeroplane mode is disabled.
- Ensure automatic updates are turned on. *It is important that mobile devices have automatic updates enabled to ensure that the app is running on the most up to date version.*
- Ensure that 'Do not Disturb' device settings are not preventing SEAtS App notifications.
- Ensure that devices have the latest versions of iOS and Android especially non-Samsung androids.
- Older devices may struggle processing data due to limited disk space. Students may wish to check this before installing the SEAtS App and consider freeing space on their device.
- Devices that are jail broken may experience issues.
- If there are continued issues logging in, consider deleting the app, clear your cache and cookies and re-install.

Mobile App Updates

As stated within the fault diagnosis section, it is important that mobile devices have automatic updates enabled to ensure that the app is running on the most up to date version. Notification of an update will be received through our mobile app release process. For IOS users, may include ensuring that devices are not set on low power mode (disables automatic updates).

Contact Us

If you are having issues, please contact us on our e-mail address:
attendance@ulster.ac.uk