COURSEKEY SOUND ATTENDANCE

Sound attendance uses ultra-high frequency tones to check students in for class. The sound is undetectable to the human ear, but these tips will help ensure that the tone is being broadcast so your students can check in successfully!

When starting an Attendance Session it's important to:

1. Always use the Chrome browser to access CourseKey.
2. Make sure your speaker volume is turned up.
3. Keep the Attendance page open when students are checking in or out.

TROUBLESHOOTING SUGGESTIONS

Is your entire class unable to check-in? Try this:

1. Test your speakers! Use the CourseKey Speaker Test or play some music to make sure your speakers are working properly.
2. Check to make sure you have a strong internet connection.
3. Refresh the webpage.
4. You should see a countdown timer and black speaker icon in the top left corner of the attendance page. If the speaker icon is red (muted), click to turn it black.

5. Check your Chrome settings to allow sites to play sound at chrome://settings/content/sound

Are some students unable to check-in? Recommend this:

1. Check your phone settings to make sure that you've allowed the CourseKey app access to the microphone.
2. Make sure you are not connected to Bluetooth speakers.
3. Try switching from Wifi to Mobile Data to see if you can get a stronger connection.
4. Try moving closer to the speakers that are emitting the check in tone.