STUDENT GUIDE TO COURSEKEY

CourseKey

Updated: July 2022

WELCOME 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.

Your school 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
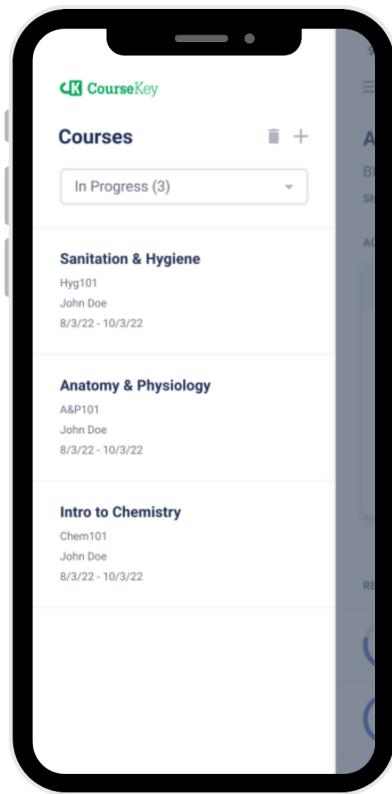

Always keep your CourseKey app and mobile device operating system updated to ensure optimal performance. If you experience issues with CourseKey, make sure that you have the most updated version of the app.

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.
d. *For Biometric technology*, either use your fingerprint or face to check in.

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.
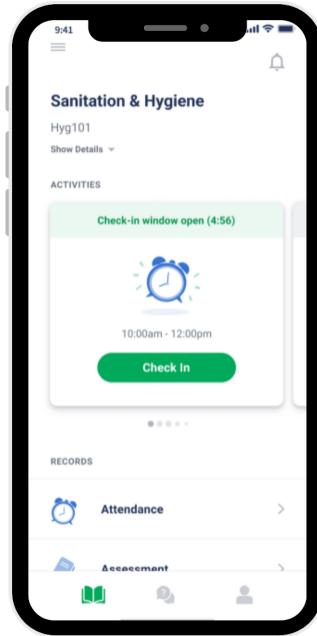
Success!

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 or biometrics, 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?

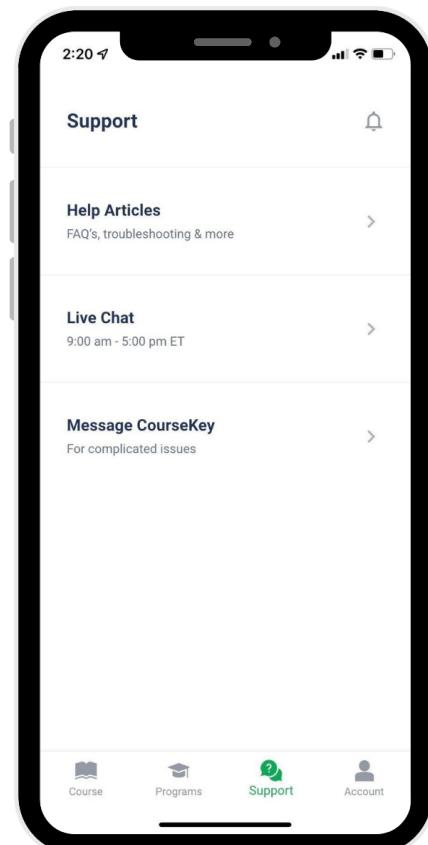Check with your instructor for their make-up policy.

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.
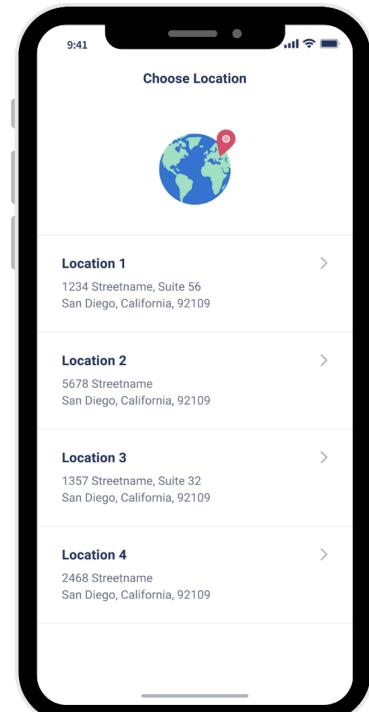3. Turn on precise location.

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.
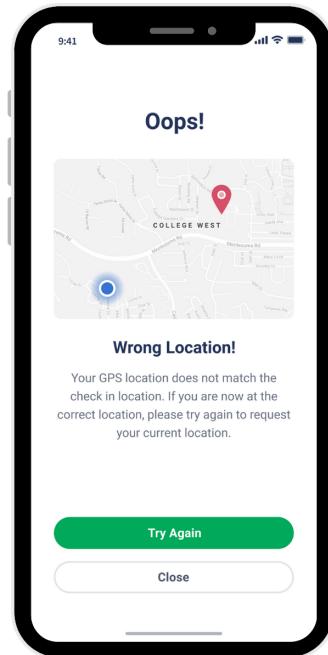
FAQ CONT...

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.
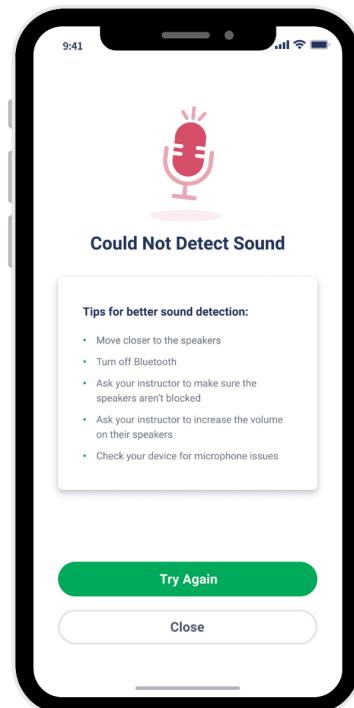2. Select CourseKey Student > turn Microphone on.

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.

9:41

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

BIOMETRIC TECHNOLOGY (FACE/PRINT SCAN)

You will check in to class by either touching the fingerprint scanner or looking at the front-facing camera. Before you check in to class for the first time, you will be asked to allow CourseKey to access your Face ID.

If you are having issues, make sure that Face ID/Touch ID is enabled on your device and for CourseKey.

For iOS

1. Ensure you have facial and/or fingerprint data enabled on your device.
2. Open your device's settings app.
3. Select CourseKey Student > Turn on Face ID/Touch ID.

For Android

4. Ensure you have facial and/or fingerprint data enabled on your device.
5. Open your device's settings app.
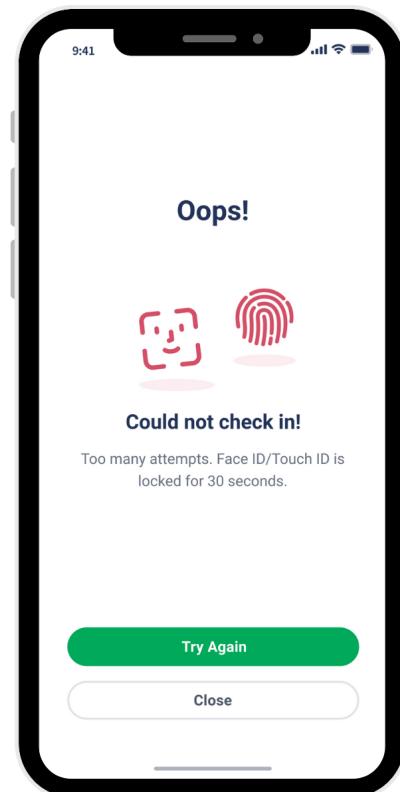6. Select CourseKey Student > Permissions > Turn camera on.

FAQ

What if my Face ID/Touch ID doesn't validate?

Based on your device, you'll have a limited number of attempts to validate your Face ID or Touch ID. If you reached the maximum number of attempts you'll receive an attendance error .

If you are using an Android device and you've reached the maximum number of attempts you'll need to wait 30 seconds and then click the option to 'Retry'.

If you are using an iOS device and you've reached the maximum number of attempts, you'll need to lock and unlock your phone and return to the CourseKey app to try again.

9:41

Oops!

Could not check in!

Too many attempts. Face ID/Touch ID is locked for 30 seconds.

Try Again

Close

FAQ CONT...

What do I do if I'm struggling to check in with Touch ID?

Follow the tips recommended by your device manufacturer, such as:

- Fully cover the sensor with your fingertip.
- Make sure your hands are dry.
- If you continue to encounter an issue, you can return to your device settings and reset your Touch ID.

What do I do if I'm struggling to check in with Face ID?

Follow the tips recommended by your device manufacturer, such as:

- Adjust your phone's orientation (hold vertically in portrait orientation).
- Hold your device at arm's length or closer.
- Make sure nothing is blocking your face.
- If you continue to encounter an issue, return to your device settings and add an alternate appearance or reset your Face ID.

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

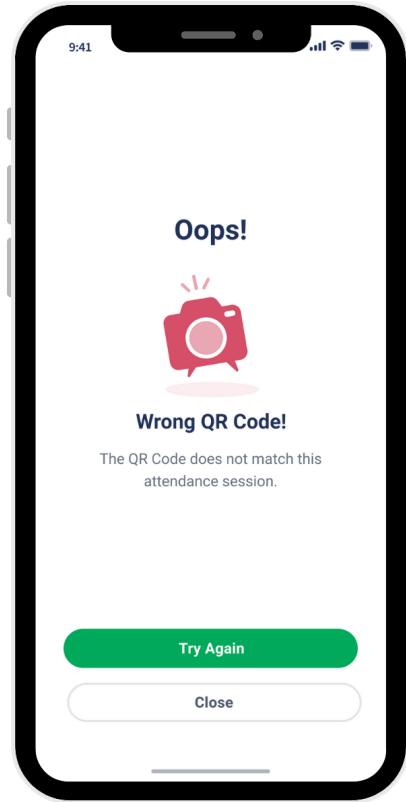**What if my camera isn't scanning the code?**

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.

EXTERNSHIP ATTENDANCE

Each time you go to your externship site, you must check in and check out, or you will not receive credit for your hours.

CourseKey uses GPS technology to verify whether you are checked in at your externship site. Check out the GPS check-in page for more information.

Checking Out Attestation

When it is time to check out from your externship site, you must complete an attestation that your time stamps are correct or you will not receive credit for your hours.

STEP 1: Make sure you're still at the correct site and within the geofence.

STEP 2: Open the CourseKey app, click the three lines in the upper left-hand corner and select the course you want to check out from.
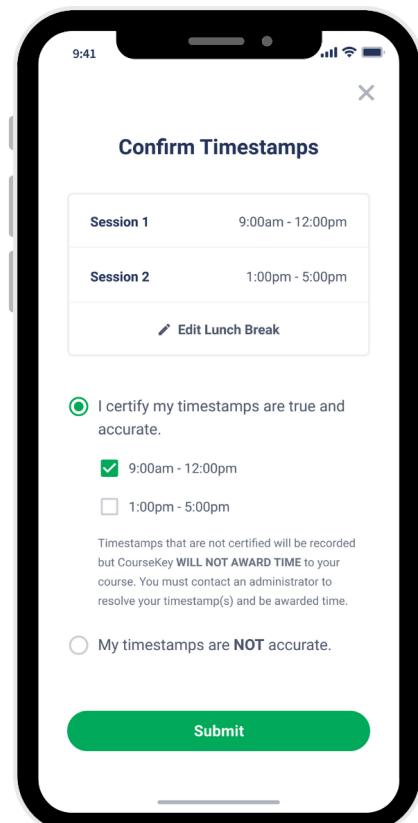
STEP 3: Click on the Check Out button.

STEP 4: Select your externship site from the list of available sites.

STEP 5: To confirm timestamps, click the check box "I certify my timestamps are true and accurate."

STEP 6: Click Submit.

STEP 7: Confirm that you have been checked out. A "Success" icon will briefly appear, and a "You're not checked in!" tag at the top of the attendance tile will indicate that you have been checked out
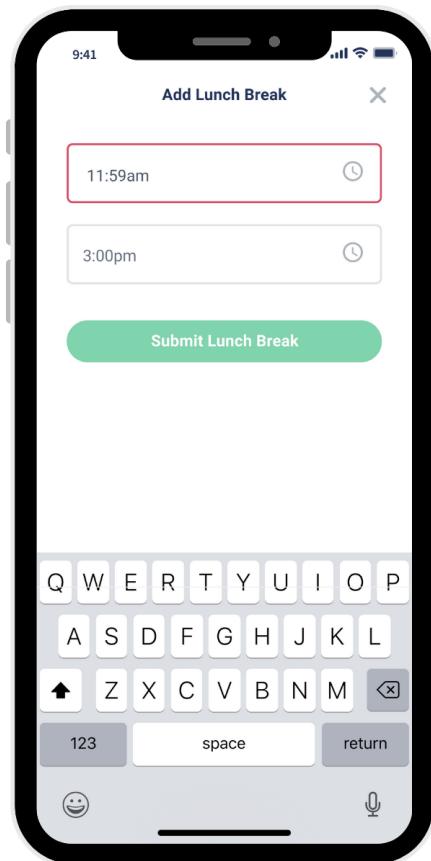
FAQ

What if I'm required to submit a break?

You will have the ability to add any missing lunch breaks during the attestation check out process. If you did not include your lunch break, please contact your instructor immediately.

What if my time is incorrect?

If your time is incorrect you'll be able to certify that your time is not accurate and your school administration will be able to fix your attendance record for you.
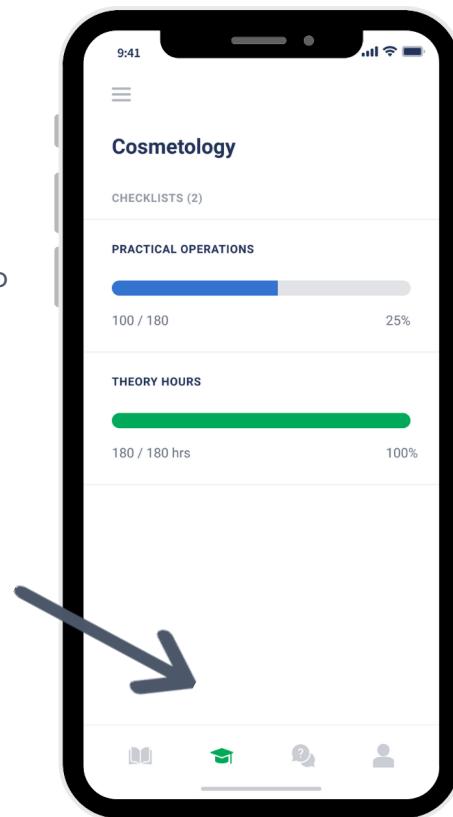
Add Lunch Break

11:59am

3:00pm

Submit Lunch Break

OTHER PRODUCTS AND TOOLS

SKILLS TRACKER

Skills Tracker allows you to submit items for review and approval as you progress through your program. You will be able to track these items on your smart devices and see approvals in real time. These tips will help ensure that you are able to use the tool successfully! To get started, please complete the following steps:

CONFIRMING YOUR SCHEDULE

Your campus leadership should have enrolled you into the Skills Tracker program. Once you are enrolled into the Skills Tracker program, you will see the "Program" icon at the bottom of your student app

If you do not see the "Program" icon, 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 please contact your campus leadership.

HOW TO SUBMIT CHECKLIST ACTIVITIES

STEP 1: Open the CourseKey app and click the programs tab at the bottom of the app.

STEP 2: Click on the checklist that you want to access. The checklist shows each item in the checklist and progress toward requirements. You can scroll down to see all activities in the checklist and how many you've completed.
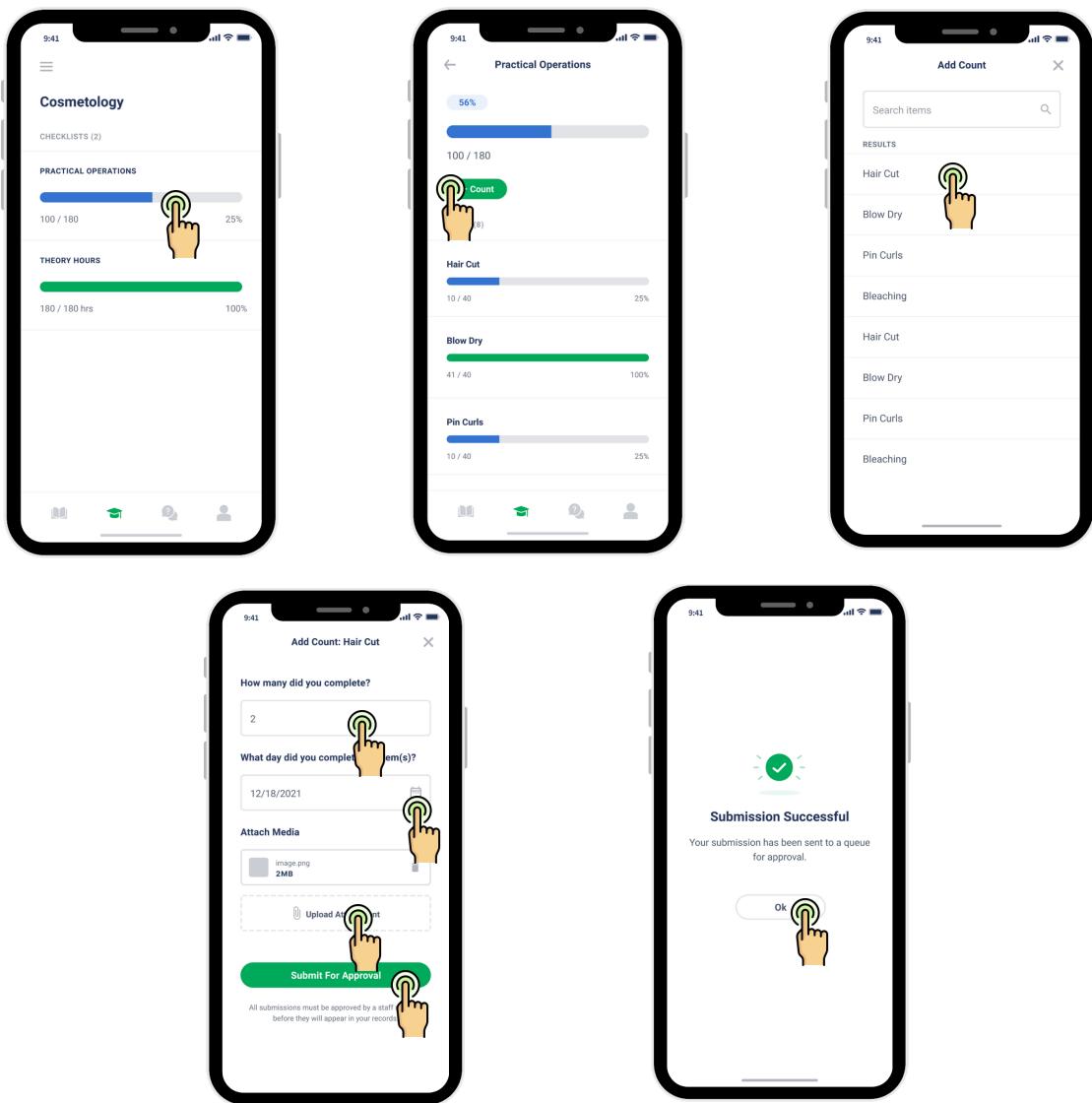
STEP 3: To add hours or a count to the checklist click "+Hours" or "+Count" depending on what measurement is needed.

STEP 4: Click on the tile that contains the activity you want to report. To quickly find a checklist item, you can also search the activity in the top search bar.

STEP 5: Enter the quantity of hours or counts of that activity you performed, the date you completed the activity, and any files required (images, videos, signed documents, etc.).

STEP 6: Select 'Submit' and you will receive a notification that it has been sent to the instructor for approval.

Check out the example below:

FAQ

How can I see if my instructor approved my activity?

STEP 1: Go to programs and click on the checklist the activity is in

STEP 2: Select the activity and view all of your submissions or filter by "Pending", "Approved", or "Rejected"

What do I do if I submit an item by mistake?

Inform the instructor so they can reject the submission.
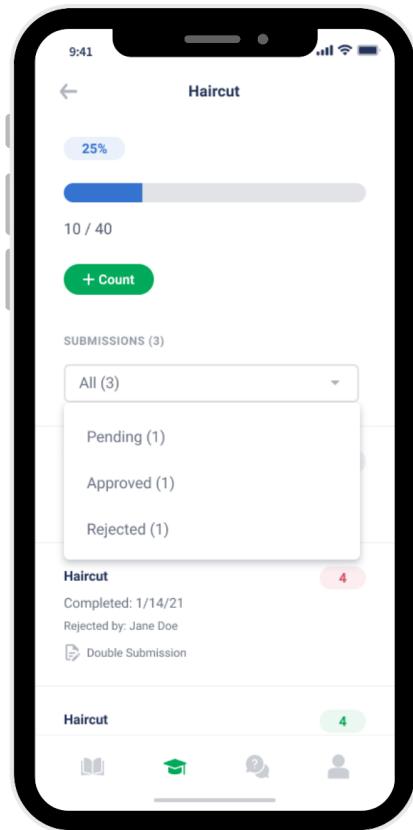
What if my phone or tablet is dead?

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

What if I forgot to submit an item for approval?

Inform your instructor immediately.

What do I do if I need to resubmit an item after it has been rejected?

Check with your instructor on resubmitting items to make sure you are following the correct process.
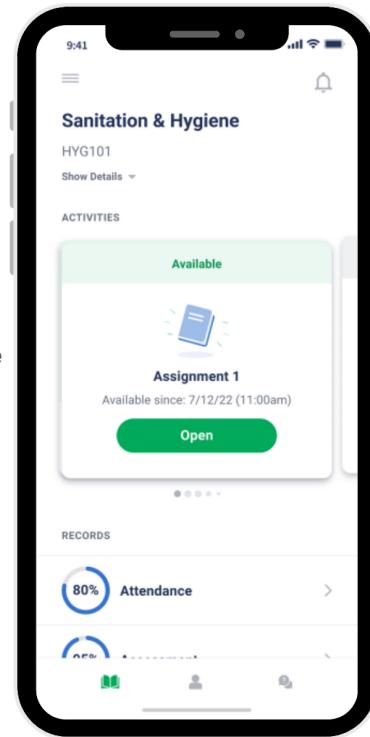
ASSESSMENTS

CourseKey allows your instructors to send homework, quizzes, and exams through an Assessment section

Follow these steps to access your assessments for your courses:

STEP 1: Open the CourseKey mobile app, select the the three lines in the upper left-hand corner, and select a course

STEP 2: Swipe right to left to find the open assessment tile. If more than one assessment is open for you to complete, you will need to swipe left to see them. If you do not see any assessments, drag the activities tile down to refresh
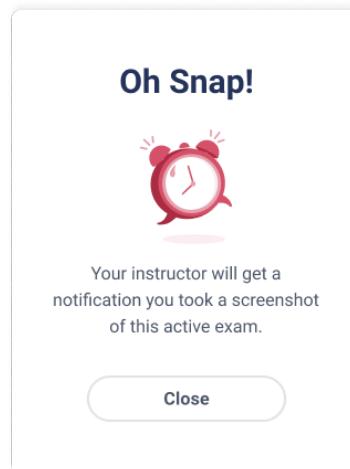
STEP 3: Select the assessment you want to complete by selecting "Open" and click "Start Assessment"

STEP 4: Questions will be displayed one at a time on the screen. Complete each question then click "Next" to move to the next question.

STEP 5: Once you are done, you will be able to review your answers before you submit your responses. Click "Submit" to finish the assessment.

NOTE: Screenshots will not be allowed during the assessment. You will receive a warning message and your instructor will be notified.

TIPS

Below are some important items to consider when taking assessments with CourseKey.
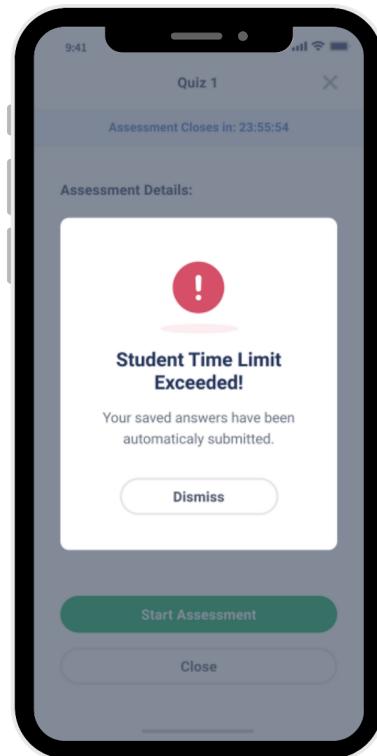
Answering Assessment Questions

Different actions are required depending on the question type. Questions may require short answers, fill in the blank, drag and drop, or simply selecting the correct answer such as true/false or multiple choice.

Student Time Limit

Some assessments will have a time limit with a countdown that begins when you first open the assessment. If a time limit applies, you'll see a blue banner at the top of the assessment with your remaining time. All answers must be submitted before your individual time limit runs out. When your time runs out whatever progress you've made will be submitted.

Saving Your Progress

As you work through your assessment, your answers will be auto-saved every 15 seconds. However, if your device loses connection a banner will be displayed to alert you that your answers have not been saved. You can continue to answer questions, but you must reconnect to WiFi or mobile data to save the additional responses.

IMPORTANT INFO

Attendance Check In Requirement

Some assessments may require that students check in for attendance before they can access the assessment. An error will be displayed if you attempt to open the assessment before you've checked in to class successfully. To access the assessment, return to the course page, check in for attendance, and then return to open the assessment.
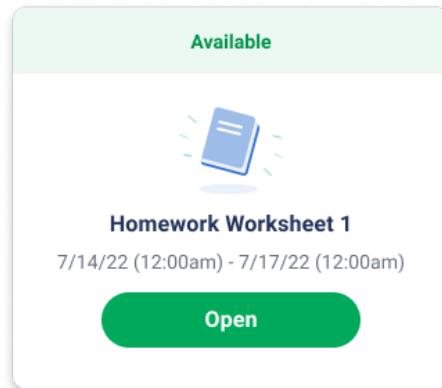
Please verify with your instructor if check in will be required for you to complete an assessment.

IMPORTANT INFO (CONT...)

Assessment Closed

Some assessments may have a scheduled end time which will be indicated in the date/time range. If the end time is not displayed the instructor will control when the assessment will end. If you are unsure, please confirm the end date and time with your instructor.

If you haven't completed the assessment by time it is closed, the auto-saved progress that you made before the assessment was closed will be submitted.
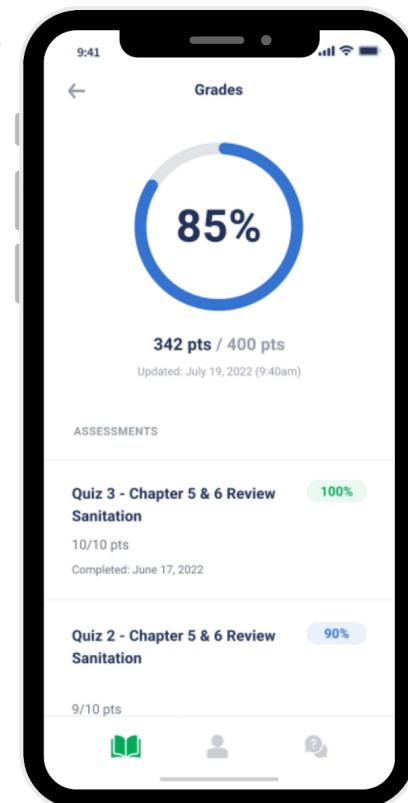
Available

Homework Worksheet 1

7/14/22 (12:00am) - 7/17/22 (12:00am)

Open

Reviewing Assessment Grades and Records

You can view your assessment grades and progress in one location.

STEP 1: Go to the CourseKey app, select the three lines in the upper left-hand corner, and click on a course.

STEP 2: Scroll down past the activities section, and under records select Assessment.

STEP 3: Your overall grade for all course assessments taken within CourseKey will be at the top of the screen. Click on a assessment to view your answers and the points awarded for each one.

Grades

85%

342 pts / 400 pts

Updated: July 19, 2022 (9:40am)

ASSESSMENTS

Quiz 3 - Chapter 5 & 6 Review Sanitation   100%

10/10 pts

Completed: June 17, 2022

Quiz 2 - Chapter 5 & 6 Review Sanitation   90%

9/10 pts

COURSEKEY TOOLS

How To Message Instructor

You can communicate directly with your instructor through the CourseKey app.

STEP 1: Open the CourseKey app and select which course would like to message the instructor in.

STEP 2: Click 'Message Instructor'.

STEP 3: Click the green + icon in the bottom right-hand corner of the screen

STEP 4: Select a subject from the drop-down menu, type your message, and upload a photo (if necessary).

STEP 5: Tap the green Sent To: _ _ _ _ _ button

To View Responses and Reply

You will receive a notification when an instructor responds to your message. Follow the instructions below to view the message:
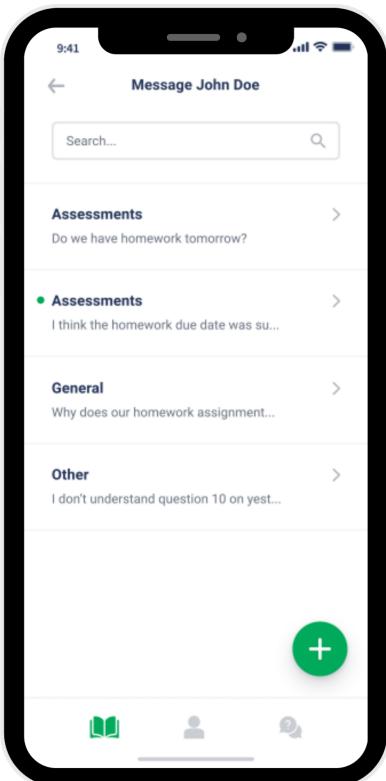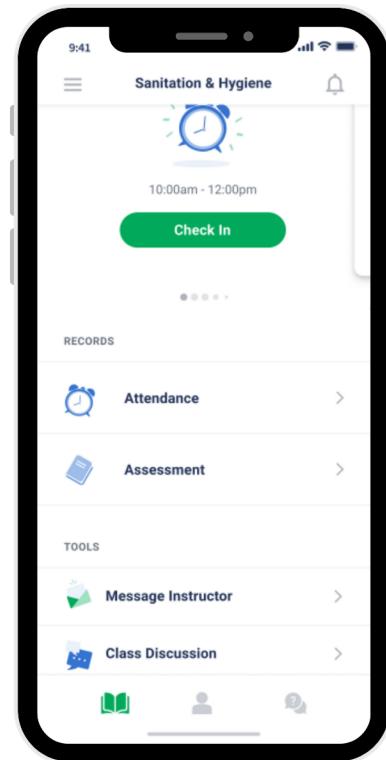
STEP 1: Tap 'Message Instructor', and next to your message there will be a green dot.

STEP 2: Tap your message to see the response.

STEP 3: Tap in the message field to Reply.

STEP 4: Enter your message or select the paperclip to attach a photo.

STEP 5: Tap the green paper airplane to send the message.

COURSEKEY TOOLS

Class Discussion

CourseKey's class discussion can be used by students and instructors to communicate with the whole class both inside and outside the classroom.

It is often used by students to ask questions to their peers or to form study groups, and by instructors to share supplemental course materials.

Some of your courses may have class discussion disabled.
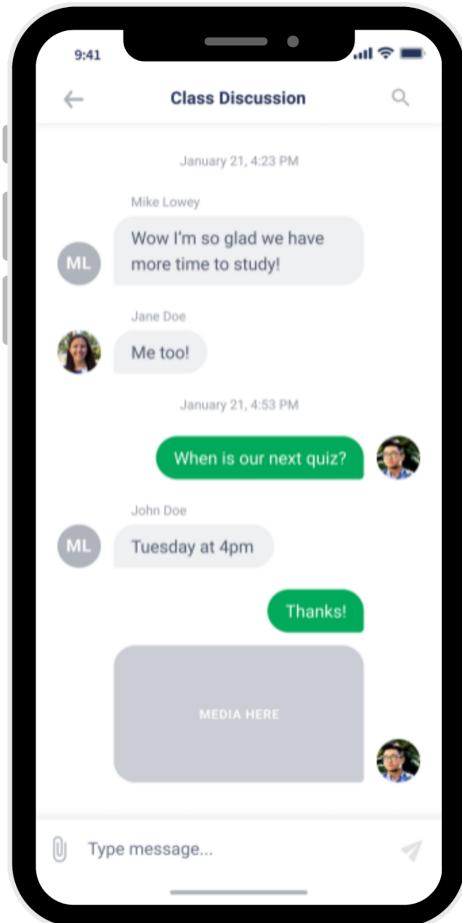
To send and receive messages

STEP 1: Open the CourseKey app, select a specific course, and scroll to the bottom
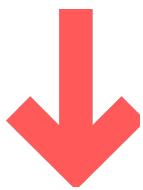
STEP 2: Tap the 'Class Discussion' tile

STEP 3: Enter a message and press 'Send'. If you want to attach a file to share in the chatroom, tap the paperclip icon and follow the prompts to select your file. When finished, select Upload.

You will receive a notification when instructors send a message in a class discussion. You will not receive a notification when another student sends a message.

NOTE: The messages in the chatroom are visible to the instructor and all students in the course. Only instructors have the ability to delete messages.

QUESTIONS?

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