

STUDENT GUIDE TO COURSEKEY

CREATED FOR



PACIFIC COLLEGE
of HEALTH AND SCIENCE



WELCOME TO 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."

LOGGING INTO COURSEKEY

**See snapshots on the next page to walk through each step!*

STEP 2: Log in to the CourseKey app.

Select: "Single Sign on"

STEP 3: Add your student issued School email address

Select: "Single Sign on"

STEP 4: Accept the Terms of Service

Step 5: Log in using your School email and Password

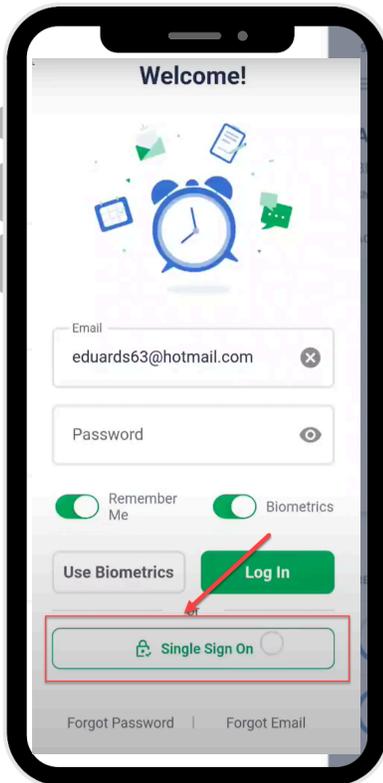
STEP 6: Complete Dual Authentication

Congratulations! You should now be logged into your CourseKey Account.

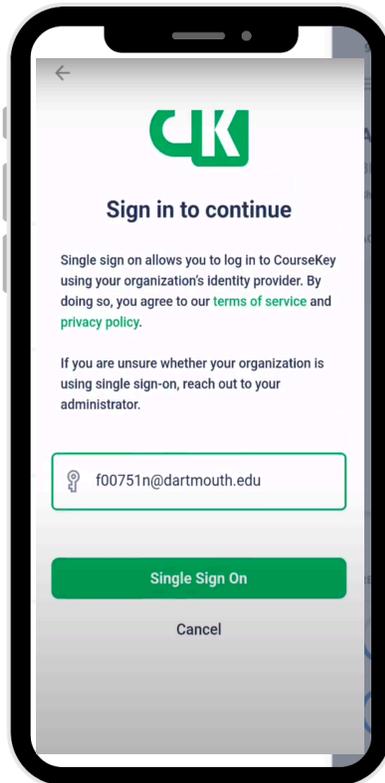
When checking in for the first time, you'll be asked to allow either Face ID, Camera, Microphone, or Location or a combination depending on which attendance technology your instructor chooses. Make sure these are all enabled, you will not be able to check into class otherwise

NOTE: If you selected "Don't Allow" you can go to the settings on your device and find the CourseKey app and update what CourseKey is allowed to access

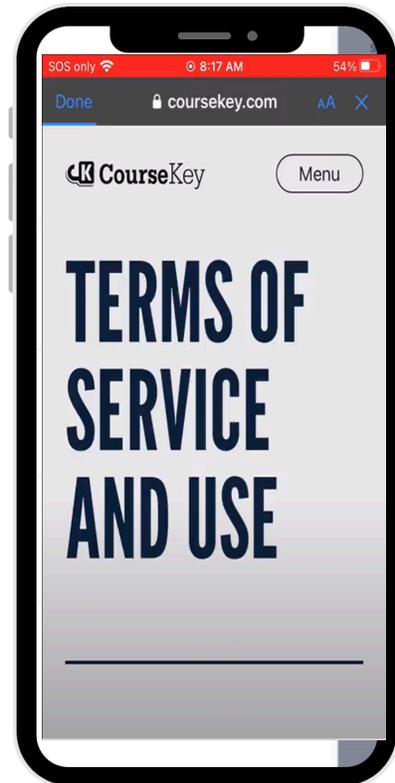
Step 2



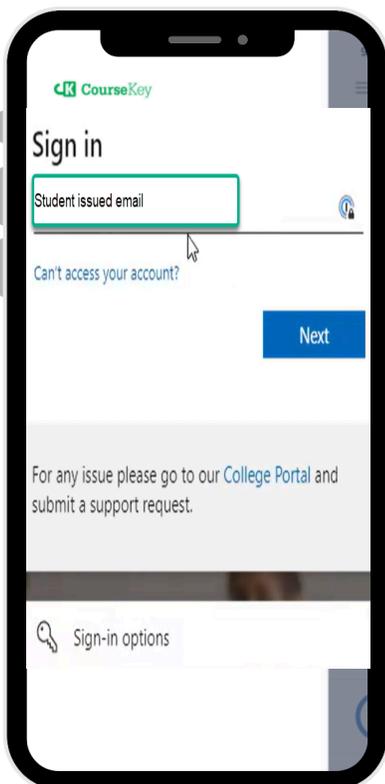
Step 3



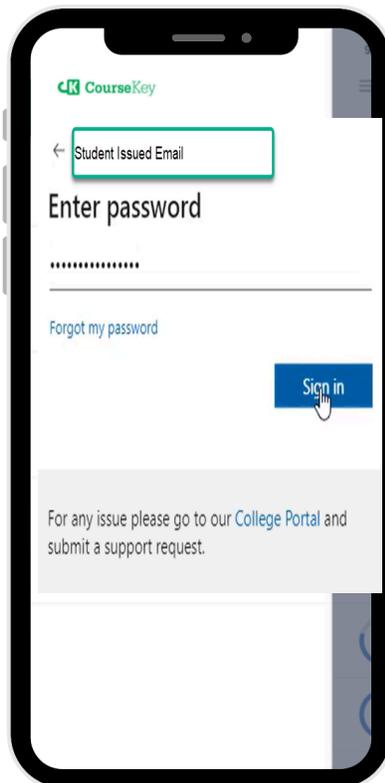
Step 4



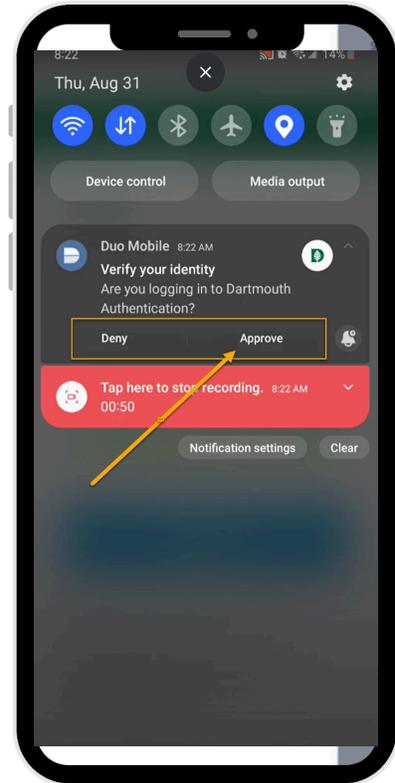
Step 5



Step 6



Step 6 - Continued



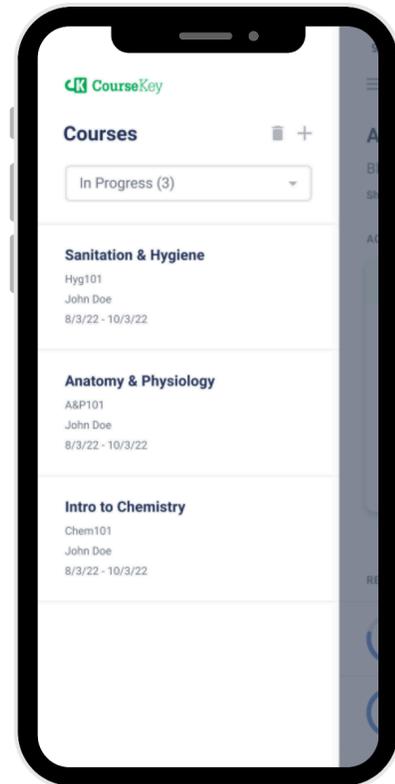
CONFIRMING YOUR SCHEDULE

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.

When checking into CourseKey for your clinic attendance, please ensure that you **select the appropriate clinic level corresponding to the course code** (e.g., CL651 for Senior Internship 1, CL652 for Senior Internship 2, etc.). Entering an incorrect course code may result in an inaccurate attendance record, potentially marking an absence on your record. Be attentive to selecting the right clinic level to avoid any discrepancies in your attendance history.

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

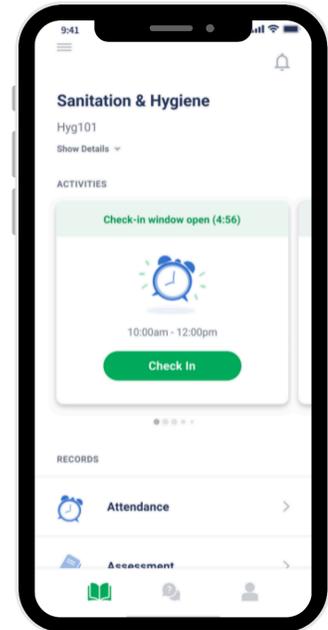
STEP 1: Each time you meet with your instructor, you must check in and check out or you will not receive credit for your hours.

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 GPS technology**, make sure you are on the campus and within the geofence.



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.

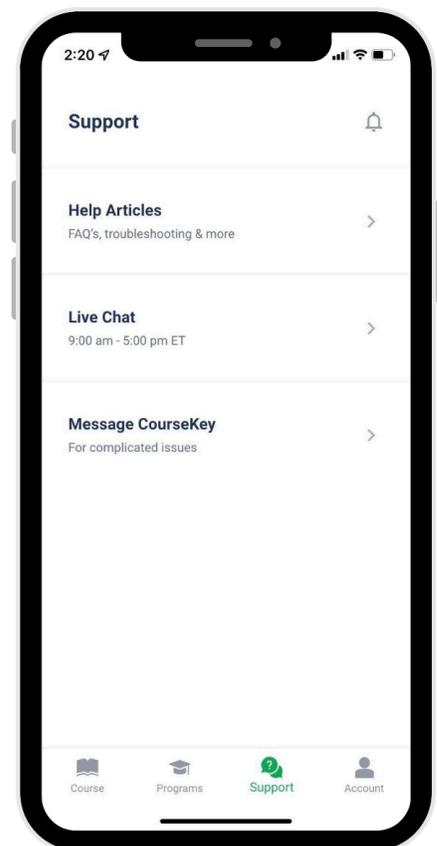
I NEED HELP! WHERE DO I GO?

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

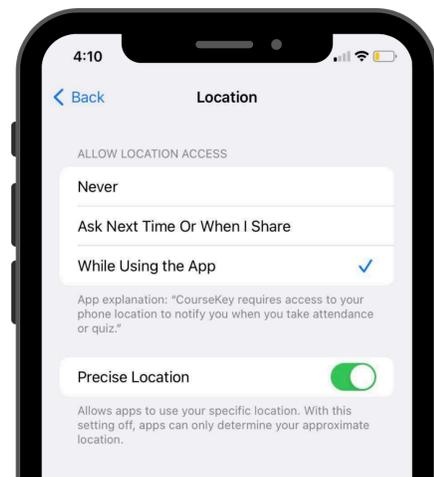
GPS TECHNOLOGY

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.

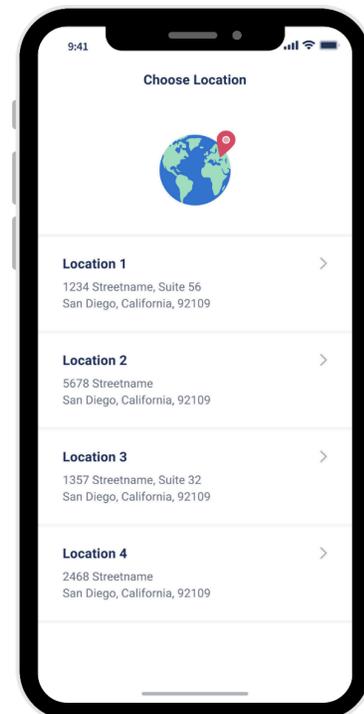
FAQ

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 Clinical Courses, 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...

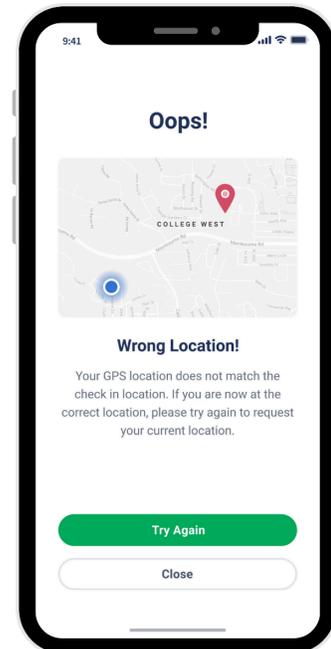
What if I get an error that says “Wrong Location”?

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 things 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.



CLINICAL ATTENDANCE

When checking into CourseKey for your clinic attendance, please ensure that you **select the appropriate clinic level corresponding to the course code** (e.g., CL651 for Senior Internship 1, CL652 for Senior Internship 2, etc.). Entering an incorrect course code may result in an inaccurate attendance record, potentially marking an absence on your record. Be attentive to selecting the right clinic level to avoid any discrepancies in your attendance history.

Each time you go to your clinical 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 clinical site. Check out the GPS check-in page for more information.

Checking Out Attestation

When it is time to check out from your clinical 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.

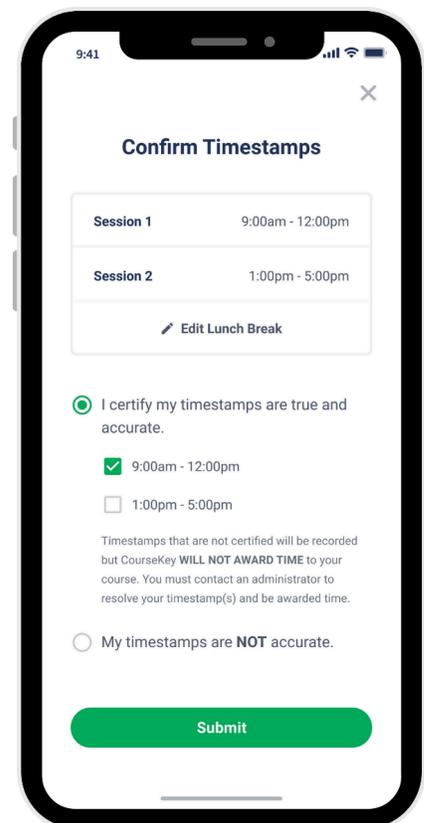
STEP 3: Click on the Check Out button.

STEP 4: Select your clinical 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



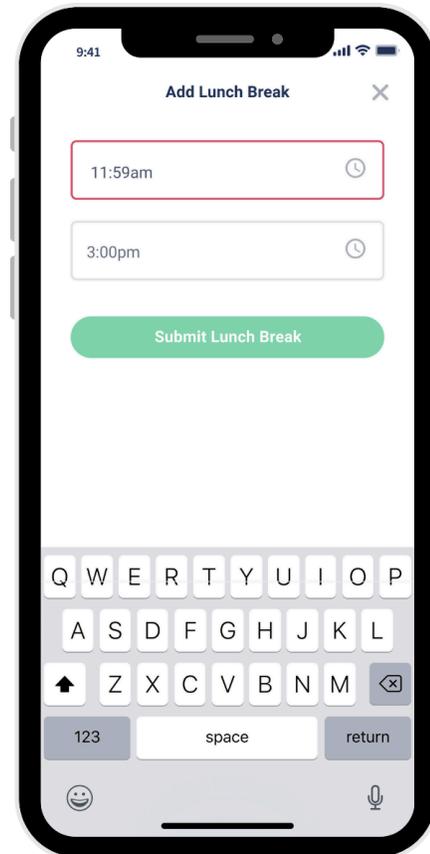
FAQ

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.





OTHER PRODUCTS AND TOOLS

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:

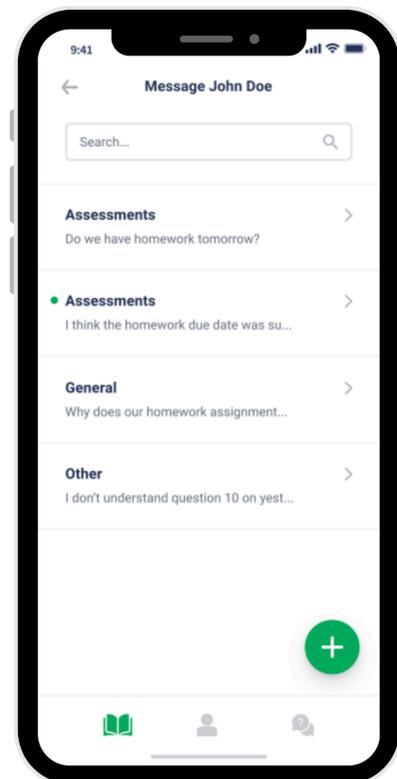
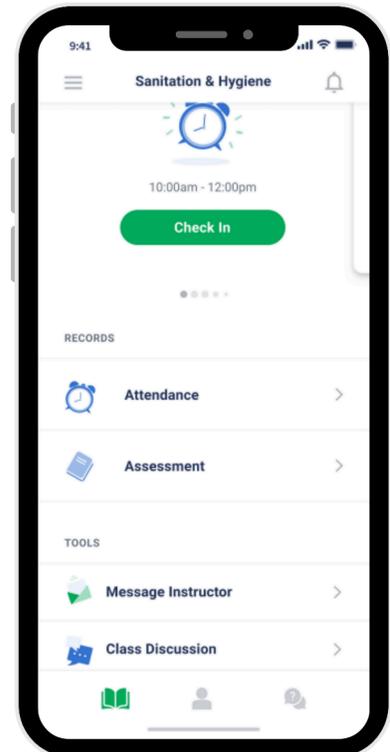
STEP 1: Tap 'Message Instructor', and next to your message there will be a green dot.

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

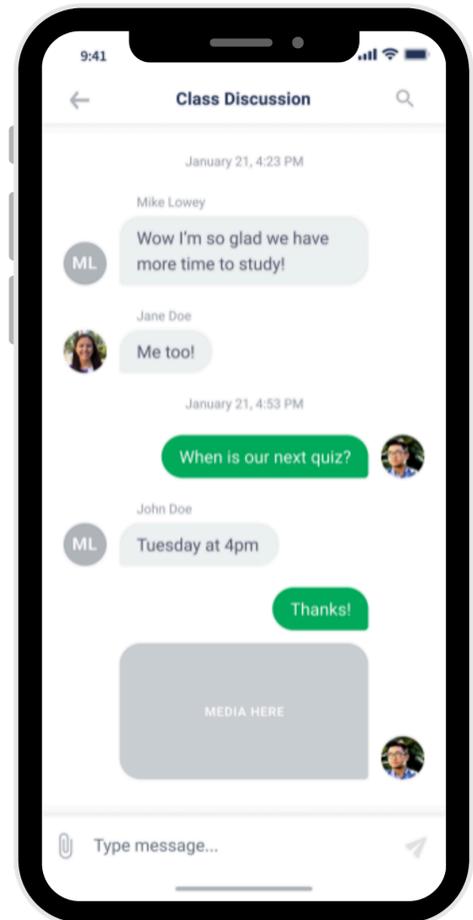
STEP 1: Open the CourseKey app, select a specific course, and scroll to the bottom

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