



User Guide

Attendance@HKU Mobile App



INFORMATION TECHNOLOGY SERVICES
The University of Hong Kong



Table of Contents

1. Overview
 - Installation
 - iOS
 - Android
2. Login
 - Staff and Students
 - Guests
3. Check in classes and events
4. Checkout classes and events
5. View recent check-in history
6. Troubleshooting
7. FAQs

Overview



Attendance@HKU

Attendance@HKU mobile app is for students, University staff and guests to record attendance in classes and events held in the supported venues in HKU.



Easy to use

Simply open the app in supported venues, your attendance will be recorded automatically.



Track your attendance

View your attendance history recorded in the past 120 days at your fingertips.



No GPS needed

We use Bluetooth instead of GPS. Your location outside HKU premises will not be tracked.

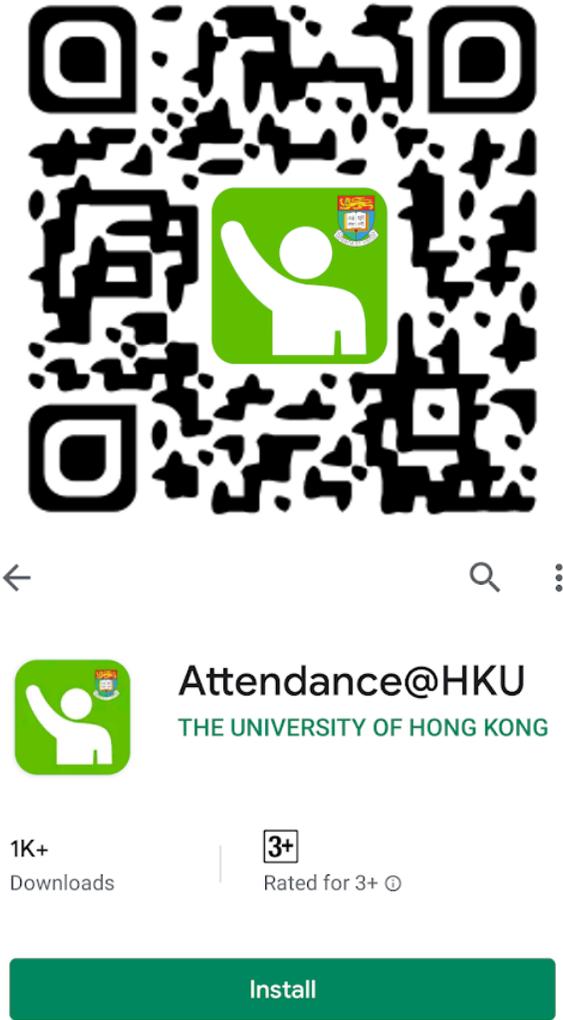
Installation – iOS

- System requirements
 - iOS 10.0 or above
 - Equipped with Bluetooth 4.0
- Installation
 1. In App Store, search for **Attendance@HKU**
 2. Tap the “Get” button

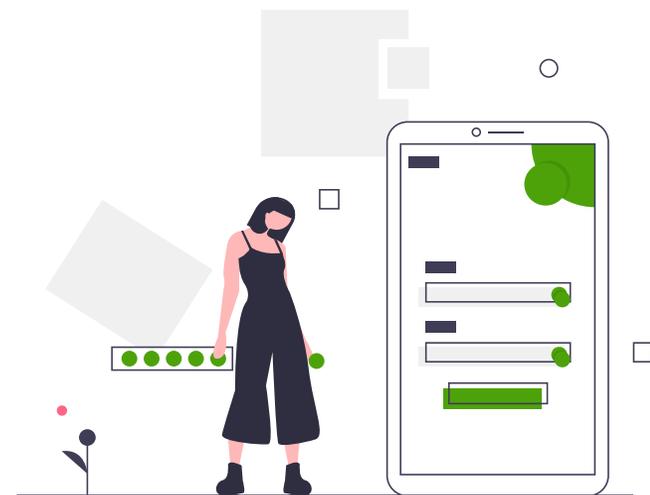


Installation – Android

- System requirements
 - Android 5.0 (Lollipop) or above
 - Equipped with Bluetooth 4.0
- Installation
 1. In Google Play, search for **Attendance@HKU**
 2. Tap the “Install” button



Login



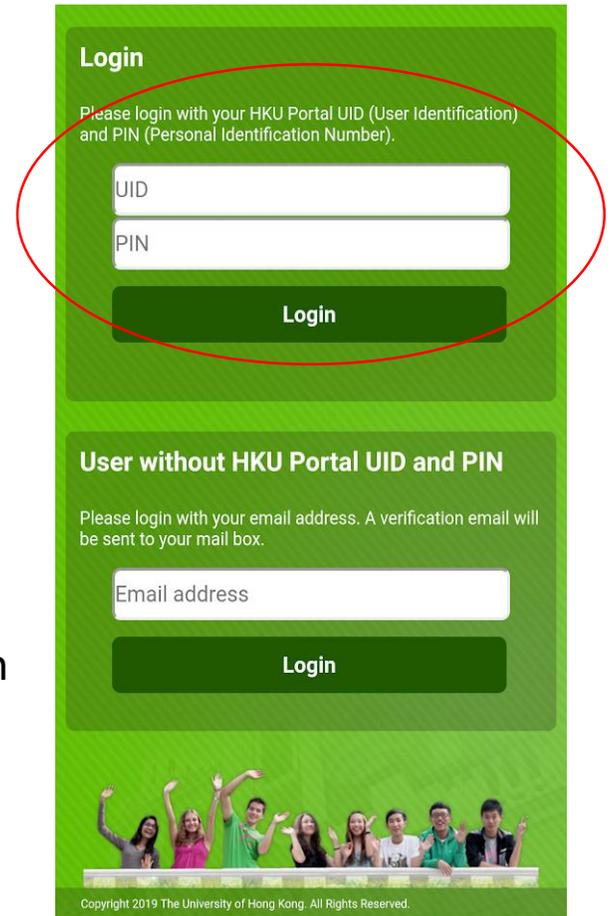
Login – HKU Staff and Students

You will be prompted to login with your HKU Portal UID/PIN the first time you use the app

1. Enter your **Portal UID** and **PIN**
2. Tap the “Login” button

The session will be expired upon 100 days of inactivity, you can also end the session by logging out the app.

If you forgot your HKU Portal PIN, please [reset your PIN](#).



The screenshot displays the HKU Portal login interface. It features two main sections. The top section, titled "Login", prompts users to login with their HKU Portal UID (User Identification) and PIN (Personal Identification Number). It includes input fields for "UID" and "PIN", and a "Login" button. The bottom section, titled "User without HKU Portal UID and PIN", prompts users to login with their email address, noting that a verification email will be sent to their mailbox. It includes an "Email address" input field and a "Login" button. A red circle highlights the "Login" button in the top section. At the bottom of the interface, there is a photo of a group of people and a copyright notice: "Copyright 2019 The University of Hong Kong. All Rights Reserved."

Login – Guests

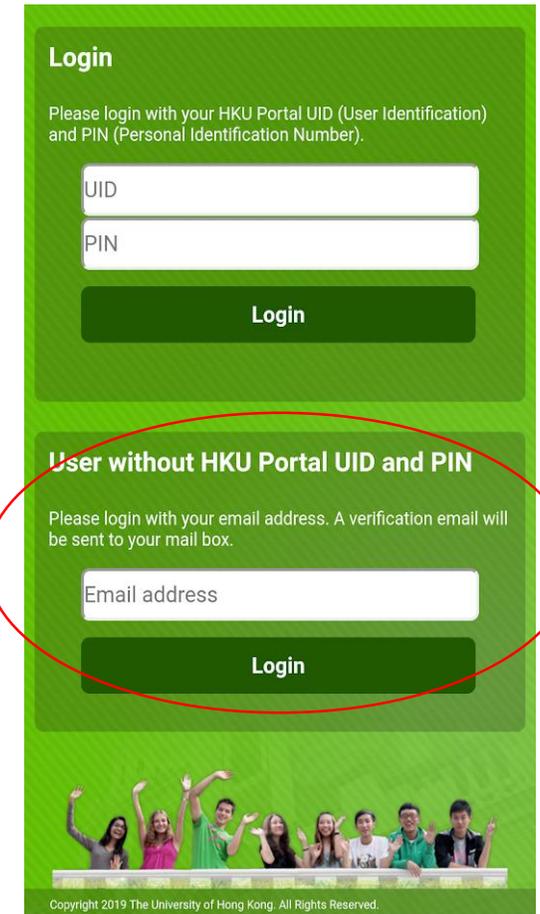
You can login with your email address under “User without HKU Portal UID and PIN”

1. Enter your **email address**
2. Tap the “Login” button

The session will be expired upon 100 days of inactivity, you can also end the session by logging out the app.

If you have specified your email address during registration of an event, please use the same email address.

For HKU SPACE students without HKU Portal account, please login using your HKU SPACE email address.



Login

Please login with your HKU Portal UID (User Identification) and PIN (Personal Identification Number).

UID

PIN

Login

User without HKU Portal UID and PIN

Please login with your email address. A verification email will be sent to your mail box.

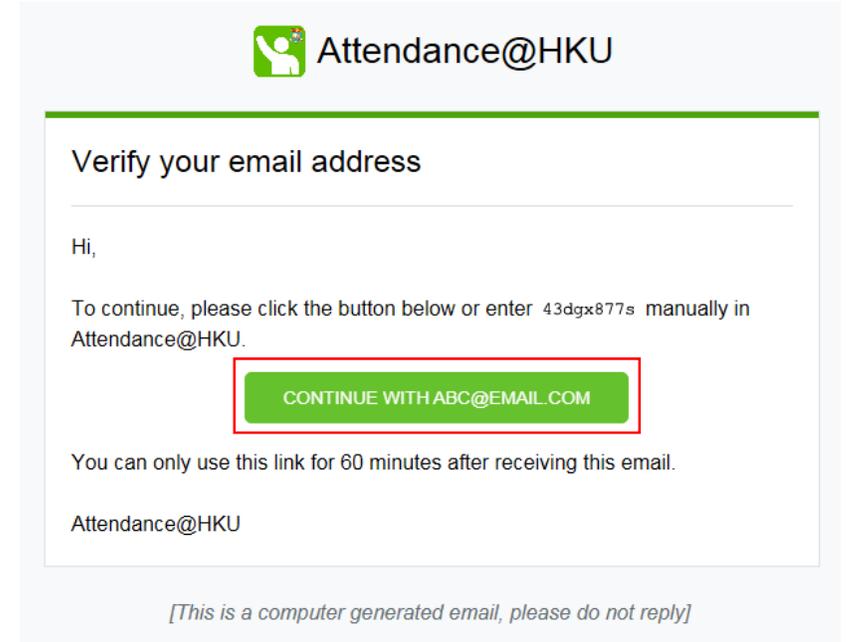
Email address

Login

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Login – Guests (cont.)

3. A verification email will be sent to your mailbox. Tap the “CONTINUE WITH <your email address>” button in the email, or enter the provided verification code into the app

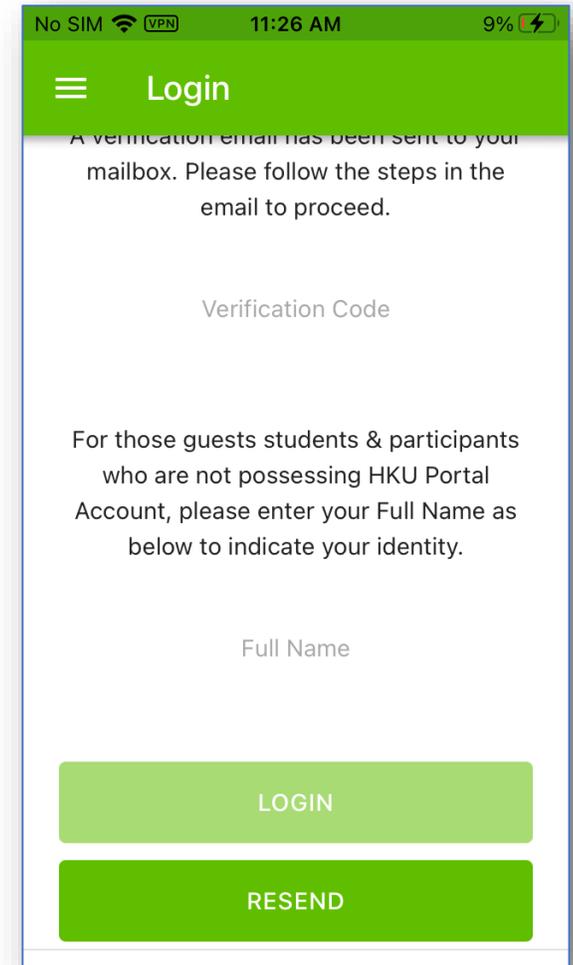


The link and the verification code are only valid for 60 minutes.

Login – Guests (cont.)

4. Enter your full name in input field “Full name” if possible
5. Tap the “Login” button
6. If you cannot receive the verification email, you can retry by tapping the “Resend” button

For security reason, if you entered incorrect email address or verification code for **5 times consecutively**, your account will be locked, and you will not be able to access the app for the time being. Please contact [ITS Service Desk](#) to unlock your account. At the same time, you can contact the event organizer to check in for you manually.



Check in classes and events



Check in classes and events

1. Open the app at the venue where the class or event is held

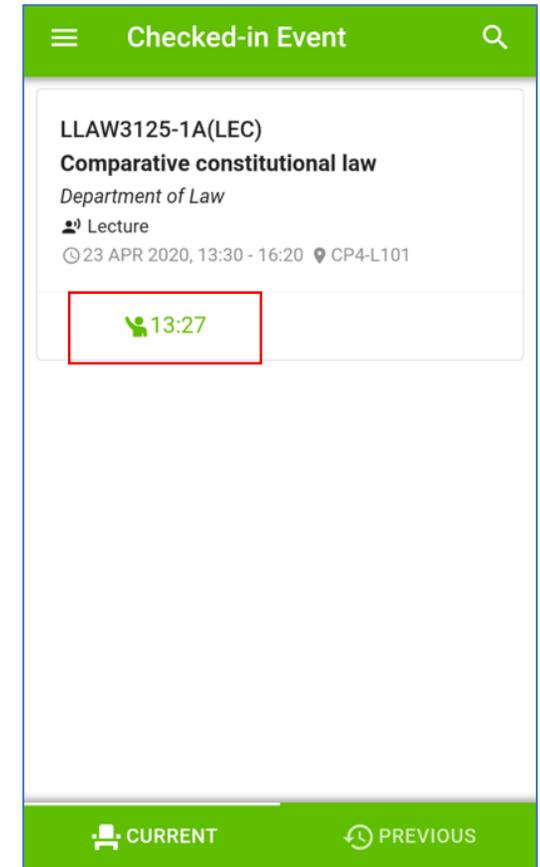
Some classes or events may allow you to check in earlier, please verify with the lecturer, teaching assistant or event organizer if needed.

2. The app will search for your location and check in the class or event for you

If you are using the app for the first time, it may ask you for granting permission to access Location and Bluetooth functions.

3. Your attendance record with the check-in time will be displayed in the “Current” tab after successful check-in

You will also receive a notification on your mobile device after the check-in is done.

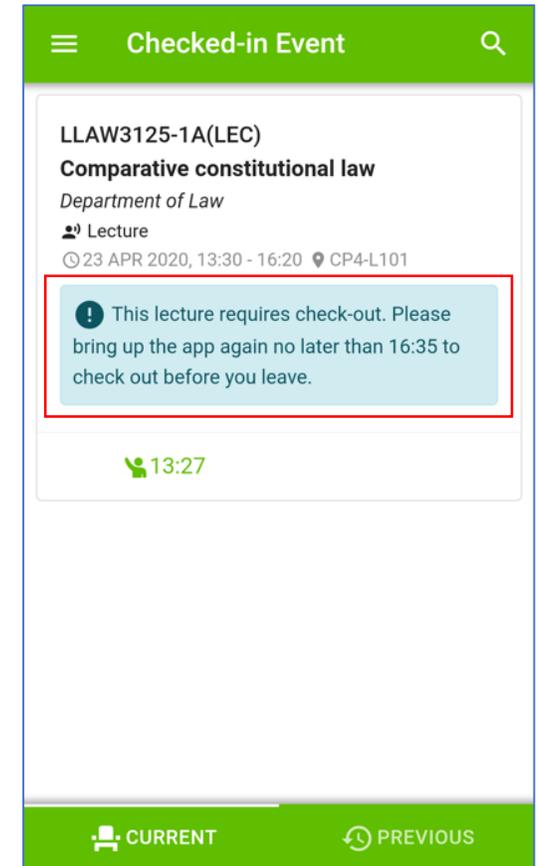


Check in classes and events (cont.)

4. If the class or event requires check-out time to be recorded, you will see

- a check-out reminder under the current attendance record
- a check-out notification message before the class or event ends

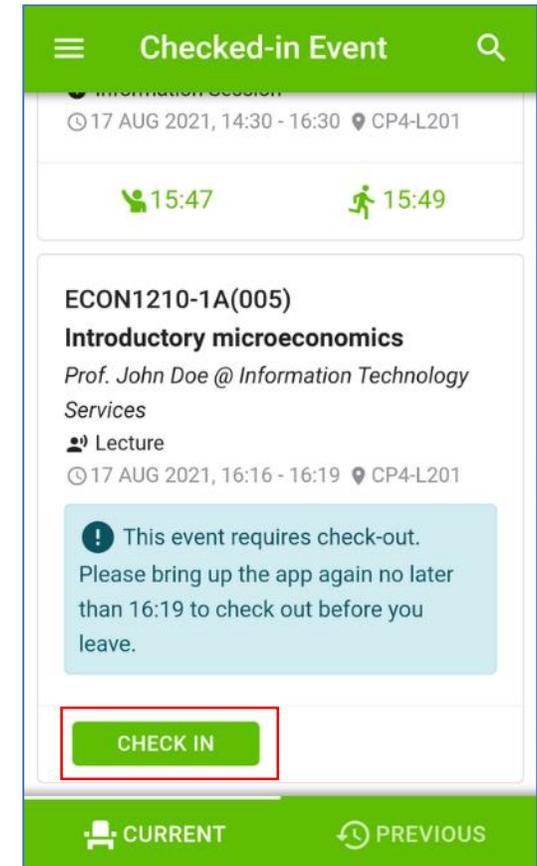
Please bring up the app again 15 minutes before the class or event ends.



Check in classes and events (cont.)

You can only check in a class or event if

- you have enrolled the course for the lecture
- you have registered for the tutorial group of the tutorial using [Tutorial Sign-up](#)
- you have registered for the event which requires prior registration
- you use the “CHECK IN” button to check in (it will be recorded as sit-in)



Check out classes and events



Check out classes and events

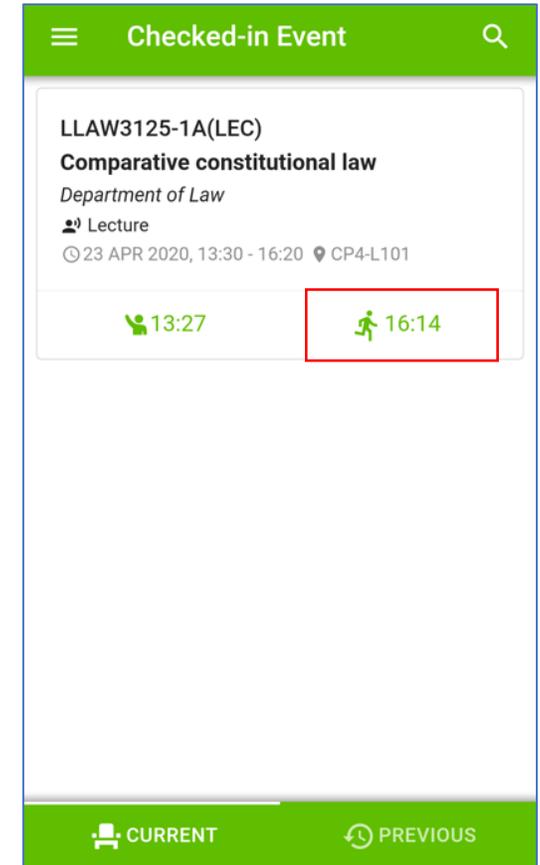
1. Open the app at the venue where the class or event is held

You can check out the class or event earliest at 15 minutes before it ends.

2. The app will search for your location and check out the class or event for you

3. Your attendance record with the check-in and check-out time will be displayed in the “Current” tab after successful check-out

You only have to check out a class or event if it requires.

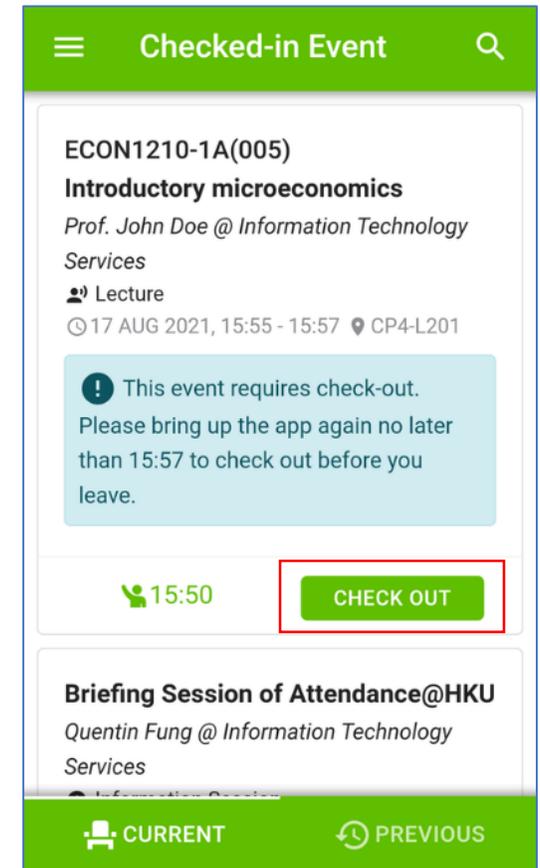


Check out classes and events (cont.)

4. You can also check out manually by tapping the “CHECK OUT” button

You can manually check out classes or events which end earlier than usual or overrun, you must stay in the venue in order to check out.

You can only perform manual check-out no later than 1 hour after the event or class ends.

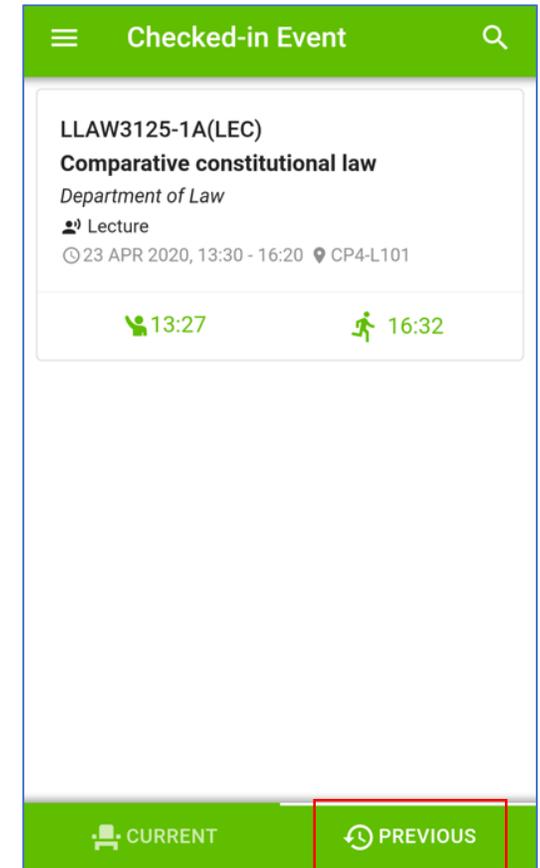


View recent check-in history

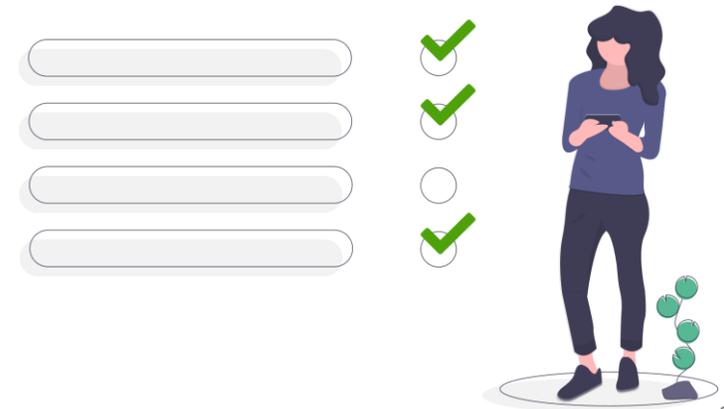


View recent check-in history

1. Tap the “Previous” tab to view your attendance records in the past 120 days
2. You can also filter your attendance records by using the search bar at the top



Troubleshooting



Troubleshooting

If you cannot record your attendance successfully, you can try to:

- Switch off and on Bluetooth
- Close and restart the app
- Pull down the "Current" tab to perform event scanning again
- Change to another seat during breaks

Please contact your lecturer/teaching assistants in case you still cannot record successfully, such that they can help to record it for you.

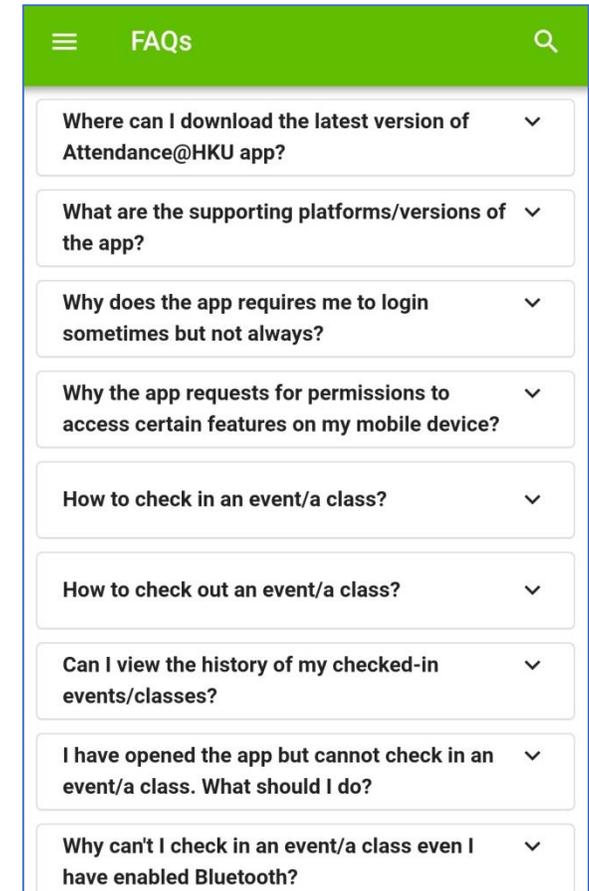


FAQs



FAQs

Tap the menu on the top left-hand corner and you can find a list of Frequently Asked Questions (FAQs) on using this app.





Thank You

