

## RGU Attendr Student Guide

Attendr is compatible with smartphones, tablets and iPads with Android version 5 (Lollipop) and above, and Apple iOS 11 and later. Your device must have both internet and Bluetooth capabilities.

---

### Installing Attendr

---

- 1 Attendr can be downloaded from [Google Play Store](#) or [Apple App Store](#) by searching for "RGU Attend Student" or selecting the store image below. **You must allow any permissions requested by Attendr.**



- 2 Log in with your RGU Account via Microsoft log-in. Your username and password will be the same as for Outlook and Office 365. If you are not connected to the internet, you will see the following message and will not be able to log in:



Student Login

Login is temporarily disabled

You are offline! Please check your internet connection and try again

Attendr - V3.3

- 3 You will now see your home screen with two tabs: *Profile* and *Timetable*. *Profile* contains the "Mark Attendance" button required to confirm your attendance in class, and your recent activity. Recent activity is a list the classes Attendr has confirmed attendance for whilst you are currently logged in. Attendr does not store data from previous log-ins. *Timetable* shows your classes for the day. If your device does not have a data/Wi-Fi connection, Attendr will show that you are in *offline mode*.



---

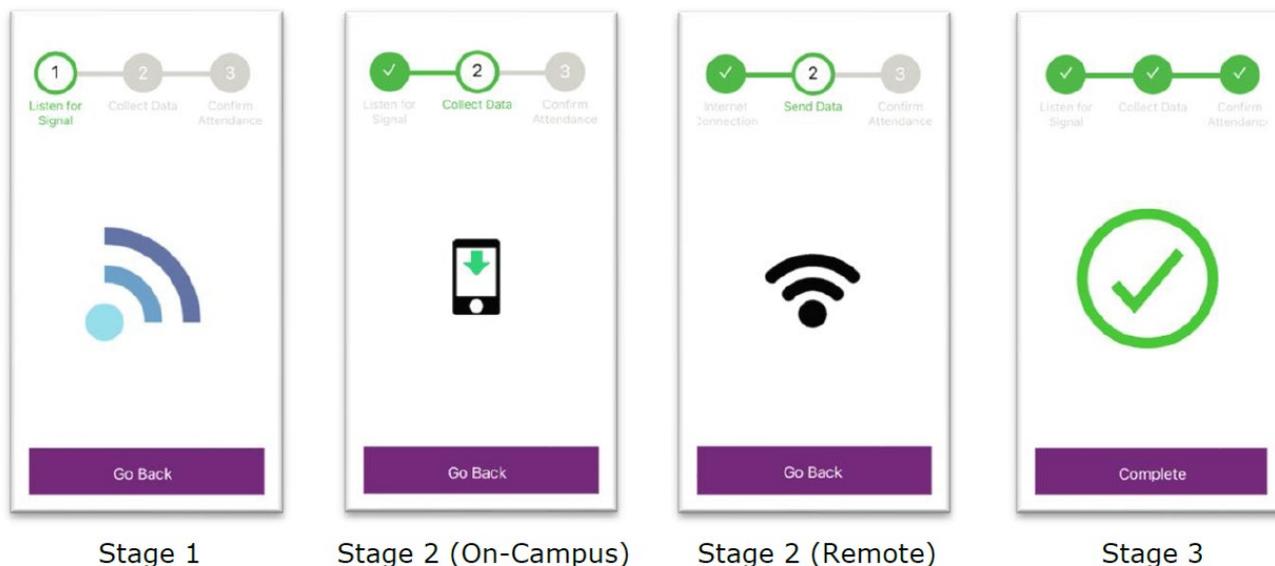
### Recording Attendance

---

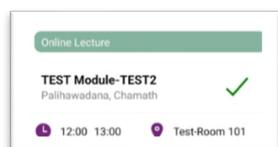
Attendance can be taken anytime during a class. The lecturer will announce when they are taking attendance. You must configure the correct settings on your devices and record your attendance. If your settings are not correct, an error message will appear.

- 1 **On campus, connect your device to the Eduroam network.** For instructions to connect to Eduroam, see the end of this guide.
- 2 On your device, ensure your settings are correct for the type of class:
  - a. On-Campus: Bluetooth and Location settings are on. There is, preferably, a stable internet connection.
  - b. Remote: There is a stable internet connection. Bluetooth and location settings are not required for remote attendance marking.

- 3 When instructed by your lecturer, go to the *Profile* tab in the Attendr app and press “*Mark Attendance*”. If you try to mark your attendance before the lecturer is ready, you will have to wait 30 seconds before you can try again.
- 4 Attendr will now go through 3 stages to confirm your attendance.
  - Stage 1: Search for the signal being emitted by the lecturer’s app
  - Stage 2: Confirm the signal has been identified
  - Stage 3: Confirm your attendance has been recorded.



If you are offline when attendance is being taken, Attendr will complete stage 3 when you connect to the internet and reopen the app.



You can check if your attendance has been marked in the *Timetable* tab. If attendance was successfully marked, a green tick will appear in the class details.

If you are on-campus but do not have an internet connection, you will see the following screen at stage 3. This means the signal from the lecturer’s app has been saved on your device but stage 3 could not be completed. You will need to reopen the app when you connect to the internet to complete recording your attendance.




---

### Recording Attendance Manually

---

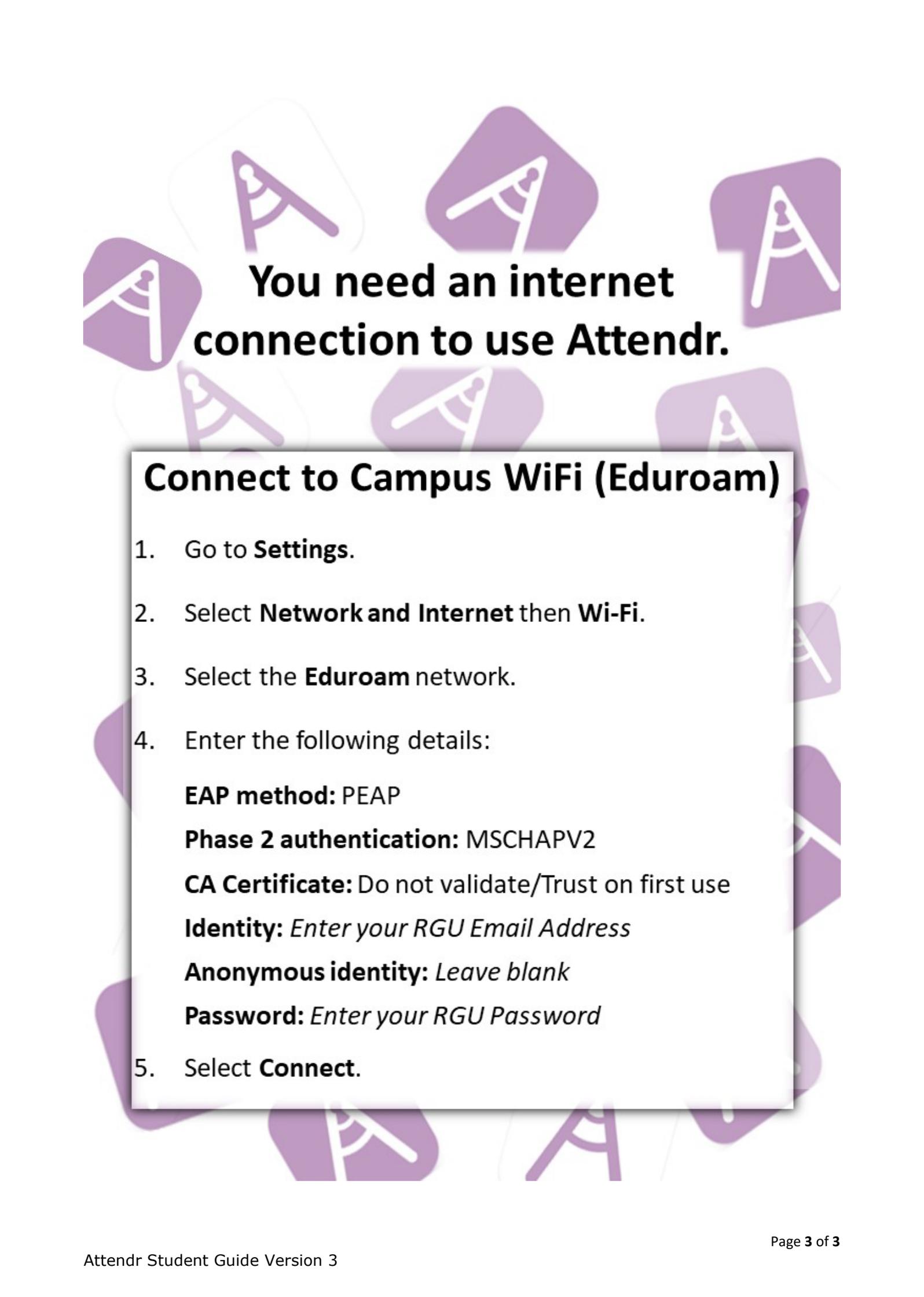
There may be occasions when you are unable to use Attendr; forgotten phone, device is not compatible. In these instances, you must inform your lecturer and ask them to record your attendance manually via their Attendr app.

---

### Help and Support

---

For Frequently Asked Questions, further help and support, please visit the Help Centre by selecting the  icon on the app home page or by going to <https://rgu-help.attendr.app/student/v3/>



**You need an internet connection to use Attendr.**

### **Connect to Campus WiFi (Eduroam)**

1. Go to **Settings**.
2. Select **Network and Internet** then **Wi-Fi**.
3. Select the **Eduroam** network.
4. Enter the following details:
  - EAP method:** PEAP
  - Phase 2 authentication:** MSCHAPV2
  - CA Certificate:** Do not validate/Trust on first use
  - Identity:** *Enter your RGU Email Address*
  - Anonymous identity:** *Leave blank*
  - Password:** *Enter your RGU Password*
5. Select **Connect**.