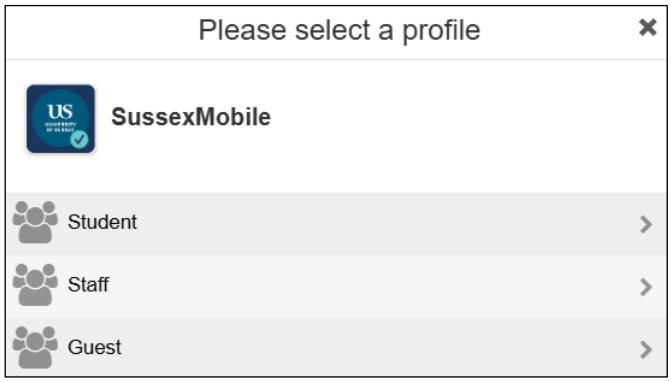
Recording attendance in Sussex Mobile – Students

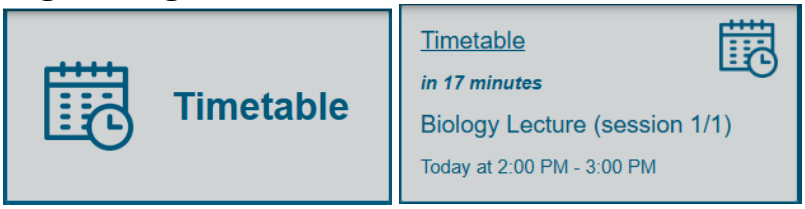
Many of your modules will ask you to record your attendance through the Sussex Mobile app.
Sussex Mobile is available for download from the Apple Store or Android/Google Play Store.
It is also accessible via a web browser by visiting - https://www.sussex.ac.uk/mobile

How to record attendance or absence

1. Open the Sussex Mobile app and if asked, select the **Student** profile



2. Your upcoming teaching sessions will show in both the
   - Timetable:



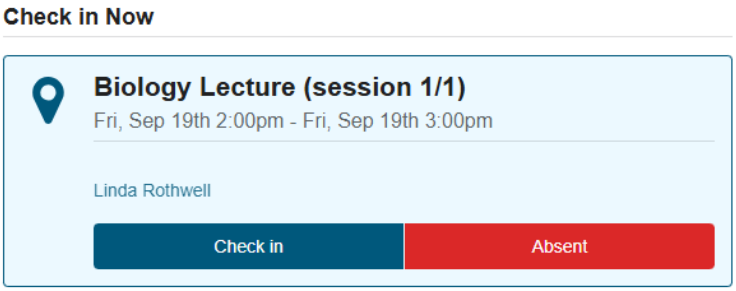
   - and Student Check In tiles:

   At the beginning of your teaching session you will be able to check-in to the session, or mark yourself as absent.

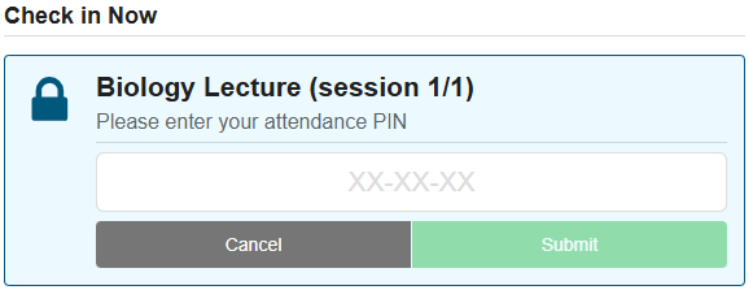
   If you know that you will have to miss a teaching session due to illness or other valid reasons, you can also inform your tutor or faculty office via email before or after the teaching session.

3. Your tutor will share a PIN (a code with 6 letters) with you to allow you to check-in to your teaching session at some point during the session. You will have until 5 minutes after the end of the session to complete your check-in using the PIN you have been given.
   Tap on the **Student Check In** tile which should say you can Check In Now:

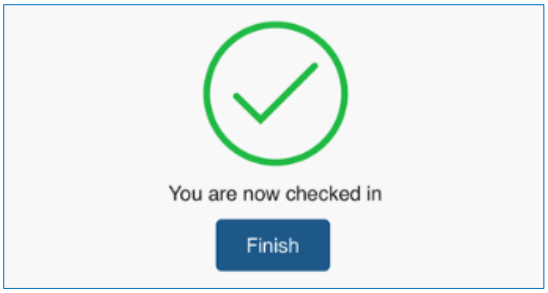
4. **To check in** - Click the **Check in** button



Input the 6 digit PIN you have been given - note all figures are **letters** (not numbers).

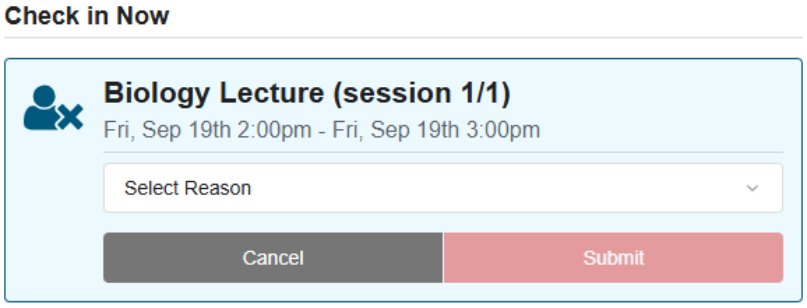


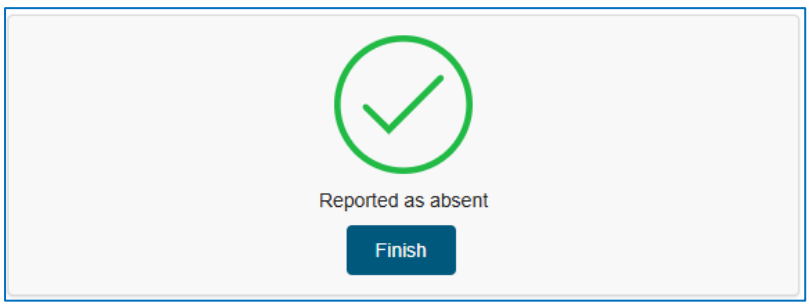
and click **Submit**



5. **To mark yourself as absent** – click the **Absent** button

Select the reason from the drop-down list and click **Submit:**

6. 



How to check your attendance record

To check your attendance history please go to Sussex Direct. Under your study tab – Module Progress and Feedback it should show your registered attendance for the teaching sessions that the University is reporting on.

The Sussex Mobile app will only show your Attendance history for the last week. Sussex Direct shows the full picture of your attendance history.

Troubleshooting

Class not showing

If your class isn't showing, please logout and login again, making sure you are using your Sussex username and password and selecting the Student profile.
If you still can't see the class, or have other technical difficulties during the teaching session and cannot record your attendance, speak to your tutor/lecturer before you leave the teaching session so they can record your attendance for you.

Error when inputting the PIN

If you are unable to input your PIN please double check what you are inputting is correct.
Please also check you are on the latest version of the app. Visit your app store to check if an update is waiting, and then install it.
Alternatively try the web version of the app www.sussex.ac.uk/mobile
Remember you have until the end of the teaching session to input your PIN so you can try several times.
If you still cannot input the PIN, or have other technical difficulties during the teaching session and cannot record your attendance, speak to your tutor/lecturer before you leave the teaching session so they can record your attendance for you.

Submit is not enabled

If your submit button cannot be clicked you are attempting to input the incorrect PIN, so please check what your tutor has shared, and type it in carefully.
Check that you are inputting the correct PIN from your tutor. The PIN is 6 letters.
Check what your fellow students are inputting if they get 'You are now checked in' and you do not.

Support

If you experience any technical difficulties issues with Sussex Mobile, you can also submit feedback or report a fault in the app via the feedback options, or contact IT Services by raising a ticket through the IT Support Portal.

If you have not been able to record your attendance, speak to your tutor/lecturer before you leave the teaching session.