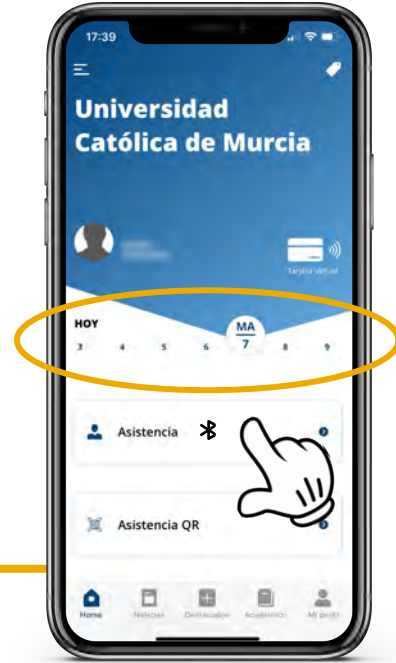


1. Download UCAM App.

Access using your ucam email and password.



go.ucam.edu/descarga-app



2. Open the app and click on 'Asistencia'

In case of error contact with Atención Usuario at Soporte.ucam.edu



3. Click on 'comenzar' and allow Bluetooth and location.

You must have Bluetooth enabled.



4. It will show you nearby classes, select yours, and click on 'confirmar' and 'asistir'.



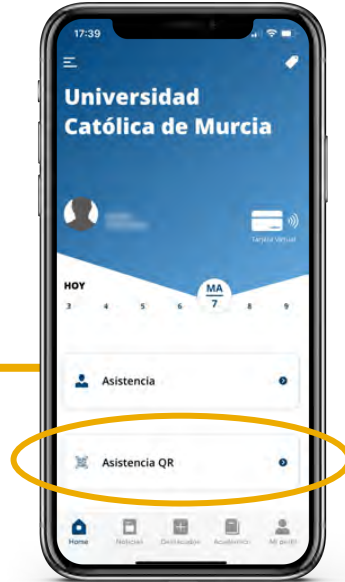
You can also register manually your assistance by a code.

5. You have already confirmed your attendance.



Attendance QR (UCAM App) Student guide

1. Select the QR option



2. Read the QR code on the classroom screen



3. Click on "Enviar QR"



4. You have already confirmed your attendance.



Problems and solutions

I try to register my attendance, but the application indicates “The activity has already been closed”.

Attendance can only take place within a period controlled by the teacher. In other words, we can only do it while the registration is “open”. If the teacher has closed the attendance and you need to register, you must contact him/her.

The application displays an error stating that it is “Unable to connect the service”.

For the application to work you, need to have an Internet connection. You can use the Wifi networks provided by the university. If you see this error, you can repeat the operation. Sometimes it happens because of a specific network problem. However, if the problem persists, contact your teacher. Sometimes there are network or service crashes.



I get an error when searching for current activities / classes.

For the search to work the bluetooth must be enabled on your smartphone. You have a shortcut to the bluetooth settings by clicking on the icon itself.



I still get an error when searching for current activities / classes, although the message is different.

You probably have not enabled the location or bluetooth permissions. Please, check them in the permissions settings for the application. You can find a shortcut to the settings by clicking on the icon itself.

I try to register my attendance, but the application indicates “The activity code is not valid”.

Check the code because it is probably not correctly typed, or maybe your code is no longer in use. If you need to register attendance and you still have problems, contact the teacher in charge of the class.

If you have further any incident, inquiries or suggestion, please contact us at soporte.ucam.edu