

Student Portal

The Student Portal allows you to

- view your attendance record
- review your swipe activity,
- view, amend and delete any previously reported absences
- submit new absences

USER GUIDE - we recommend you read this guide before accessing the Student Portal for the first time..



The portal has been designed for use on mobile devices, PCs and Laptops. You can access the portal via URL (link below) or by downloading one of the relevant mobile apps (details below).

Please note: Supported web browsers - If using a Laptop or PC use Chrome version 38+ If using mobile device use Safari 8+.

- **If using a PC or Laptop the URL is: <https://sunderlandlive.tdscloud.ie/studentportal/static/index.html>**
- **If using a Mobile Device you can download the relevant mobile app**

For Android devices



- Native app for android devices can be installed from the Google Play Store
- <https://play.google.com/store/apps/details?id=ie.tds.student>

For Apple Devices



- <https://appsto.re/ie/YGSRjb.i>

Please note the following important information:

When using mobile apps for the first time:

at first log you will be asked to register using your university email address, the system will recognize @student.sunderland.ac.uk and @research.sunderland.ac.uk email addresses for registration. Users with any other email address or problems registering can enter the code 9908.

Apps are supported by the following operating systems only

- iOS 8+
- Android 4.4 (KitKat) +
- Windows Phone 8.1 +
- Windows 7+
- Ubuntu 12.04 +

Troubleshooting guide for student portal and mobile applications

Troubleshooting Guide.docx

Other useful information:

To ensure your attendance record and attendance % is correct in the student portal:

- You **must** use your Campus Card to record your attendance at every timetabled session. You do this by tapping your card against the fixed readers in teaching rooms.
- You **must** attend **all** of the sessions on your timetable - at the time they are scheduled and in the room they are scheduled.
- **If possible do not swap groups** - you should try wherever possible to attend the group session allocated on your timetable, if you attend a different session to the one on your timetable your swipe will be recorded but it will not be matched to your timetable and will not be counted towards your attendance %. **If you do have good reason for changing group session** (i.e. doctor's appointment, placement, interview etc) and your programme leader approves a group swap, you should submit an absence through the portal for the session you are missing - selecting the option 'Absence - attending alternative session' and completing the comments box with details of the date and time of the new session you will be attending - by doing this you will be given your attendance mark and your % attendance will not be reduced.
- **You must swipe into the room allocated on your timetable**, do not swipe into another room. if your lecturer moves rooms and he/she does not inform the timetabling team so your timetable can be updated, although your swipe will be recorded against the new room you've swiped into it will not match the room on your timetable and will not be counted towards your % attendance.
- **Do not swipe into class more than 10 minutes before the class is scheduled to start.** If you swipe any earlier your swipe will be recorded but it will not be matched to your timetable session and will not be counted towards your % attendance.
- If your academic is using a paper register this will not be input into the attendance monitoring system, you must also swipe your card at the reader.

Reported Absences

- reporting an absence **does not** mean you will receive an attendance mark, **you will still be marked absent** from your session(s) during the absence period, however an absence mark will be recorded against session(s) so academic staff will know you've been in touch and reported you will not be in class. Absences will be taken into account when staff are reviewing attendance data and before sending any communications to students about non attendance.
- It is important when logging an absence that you use the correct absence reason codes.

Lost/Stolen or Damaged Campus Cards

- If you have lost or lose your Campus Card you should apply for a replacement immediately using the link to the online store <http://onlinestore.sunderland.ac.uk/browse/product.asp?compid=1&modid=1&catid=21>
- You can access further information about your Campus Card by following the link below <https://my.sunderland.ac.uk/display/uniitsupport/My+Campus+Card>

Misusing the system.

In most cases this involves students swiping in and then leaving before the teaching session begins or 'buddy swiping' - registering attendance at sessions on behalf of friends.

This is unacceptable for number of reasons, not least because it limits our ability to identify any problems you may be having but also because it

is fraudulent in nature and will be treated as such by the University.

Throughout the year the university undertakes regular verification checks to identify fraudulent swiping. Please be aware that identified misuse of the system will be considered as misconduct and will be subject to the University's disciplinary procedures.

Attendance Monitoring Policy

You can access the University's attendance monitoring policy through the following [link](#)

Concerns about your attendance data

If you have any queries in relation to the system or your attendance record please get in touch at attendancemonitoring@sunderland.ac.uk .