

# SmartSeat

## Student Quick Guide

Step by step: install, onboarding, check-in on iPhone and Android, how to verify your attendance, and how to get help.

### You are part of this project

SmartSeat is not a finished product handed to you: it is a tool we are building together. Every check-in, every idea and every issue you report shapes the next version.

That is the entrepreneurial and innovative DNA of IE University in practice - students as co-creators, not just users.

*Audience: Students*

*Version 2.0 – August 2026.*

## What is SmartSeat?

SmartSeat is IE University's attendance and participation app. In class you check in by tapping the NFC chip on your seat with your phone (or by scanning a QR code).

Your professor sees the live seating chart, and your attendance is automatically sent to Blackboard after the class is finished.

### What you need

- Your IE University account (the same one you use for Blackboard).
- A smartphone: iPhone (iOS 16 or later) or Android (Android 8 or later, with NFC).
- Wi-Fi or mobile data in the classroom.

### Important: SmartSeat is a web app (PWA)

There is no App Store or Google Play download. You install SmartSeat directly from the browser by adding it to your Home Screen. It then behaves exactly like a normal app icon.

App address: <https://smartseat.ie-edu.lovable.app>

## Install SmartSeat on your phone (do this once, before your first class)

Installing is not optional in practice: if you use SmartSeat inside Safari or Chrome instead of the installed icon, you may be asked to sign in again every time you tap a chip.

### iPhone / iPad (Safari)

1. Open Safari (it must be Safari, not Chrome or the browser inside Instagram / WhatsApp / Outlook) and go to <https://smartseat.ie-edu.lovable.app>
2. Tap the Share button (the square with an arrow pointing up) in the bottom bar.
3. Choose "Add to Home Screen" and confirm with "Add".

4. Close Safari completely and open SmartSeat from the new icon on your Home Screen.
5. Sign in with your IE account (see section 3). You only do this once.

### **If a chip opens a screen asking you to install**

When you tap an NFC chip from Safari, SmartSeat shows a screen with the installation steps. You can still tap "Continue in browser" to check in right now – but you will not get the benefits of the installed app (no repeated logins, faster taps). Install it as soon as you can.

### **Android (Chrome)**

1. Open Chrome and go to <https://smartseat.ie-edu.lovable.app>
2. Tap the menu (:) and choose "Install app" or "Add to Home screen" or "Install and create shortcut". If a banner appears at the bottom offering to install, just tap it.
3. Open SmartSeat from the new icon in your app drawer / Home screen.
4. Enable NFC: Settings → Connected devices → Connection preferences → NFC → On.
5. Sign in with your IE account (see section 3).

## **Sign in with your IE account**

1. Open SmartSeat from the installed icon.
2. Tap "Sign in with Microsoft" (IE University account) – or Google if that is how your IE account works.
3. Enter your IE email and password, and complete MFA (Microsoft Authenticator / SMS code) if requested.
4. Wait until the app returns to SmartSeat by itself. Do not close the app in the middle of the login.

### **If you get stuck in a login loop**

Always start from the installed SmartSeat icon, never from a link inside Safari, Instagram, WhatsApp or Outlook.

Close all other Safari tabs of SmartSeat, then open the app again.

If MFA does not progress: open Microsoft Authenticator first, approve there, and return to SmartSeat.

Still looping? Open a ticket in the app (section 7) or email IT Innovation Team at [milena.janowska@collab.ie.edu](mailto:milena.janowska@collab.ie.edu) – do not miss your check-in over it: tell your professor in class.

## **First-time onboarding (2 minutes)**

The first time you enter SmartSeat, a short 3-step wizard appears. Complete it before your first class – it will not appear again.

### **Step 1 – Your profile photo**

- If your IE photo is already there, tap "Use this photo".
- If not, tap "Take a selfie now", allow camera access, and take the picture. Your photo helps your professors recognize you in the seating chart.
- If the camera does not open: check Settings → SmartSeat → Camera (iPhone) or Chrome/SmartSeat permissions (Android). You can also finish onboarding and add the photo later from your profile.

### **Step 2 – A few questions about you**

- Nickname, country, age, gender, and what you would like to do after your program.
- All questions are optional – you can tap "Skip for now". They help us design better features for your cohort.

### **Step 3 – Done**

1. You land on your dashboard. From now on, the app opens straight into it.

## Checking in to class

Your professor opens the attendance session when class starts. You then have a window to check in. Check in from your own seat: the chip you tap is the seat you get.

### Option A – NFC chip (the normal way)

#### iPhone

1. Open SmartSeat from the Home Screen icon first.
2. Hold the top edge of your iPhone (where the camera is) flat against the chip on your desk for 1-2 seconds.
3. A notification appears – tap it. SmartSeat opens on the confirmation screen.

#### Android

1. Make sure NFC is on and the screen is unlocked.
2. Hold the middle/back of your phone against the chip for 1-2 seconds.
3. SmartSeat opens automatically on the confirmation screen.

### NFC not working?

Remove thick cases, wallets or metal card holders between the phone and the chip.

Try moving the phone slowly across the chip – the antenna position varies between models.

Keep the screen on and unlocked, and try again from the installed app.

If it still fails, ask your professor to check you in manually and report the issue in the SmartSeat app to make sure our team resolves it as soon as possible and that your attendance is logged correctly the next time.

### **Option B – Manual seat / online**

1. Manual seat: if NFC fails, ask your professor to mark you present.
2. On the NFC tag in front of your seat, check the last two digits to get the seat number.

### **Option C – QR code**

The professor might decide to use the QR code instead of the NFC check-in. In that case:

1. Go to "Check in" in the bottom bar.
2. Scan the QR code your professor shows on screen.
3. Confirm your seat.

### **Late arrivals = absent**

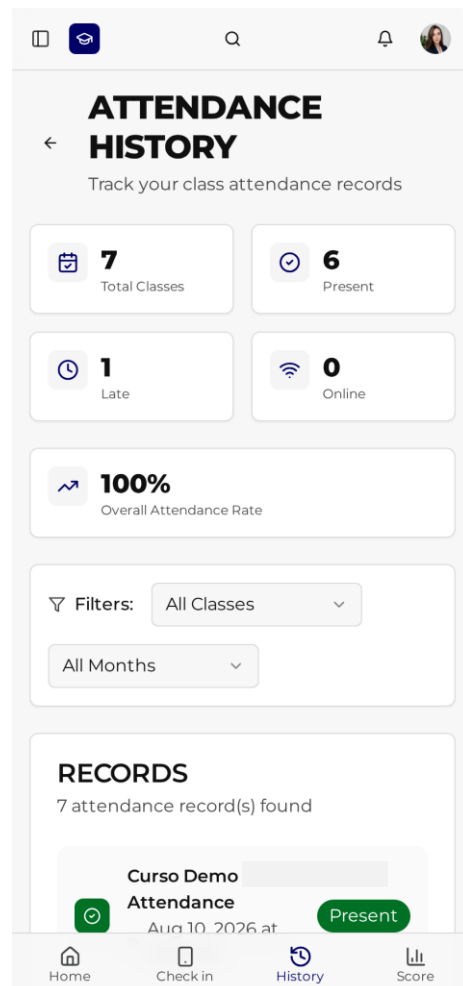
If you arrive after the check-in window closes, you will be marked absent in accordance with the official IE University Attendance Policy.

## Always verify that your attendance was saved

This is the most important habit in this guide. Ten seconds of checking now can save a disputed absence at the end of the term.

### A. In SmartSeat (right after checking in)

- You should see a green confirmation screen with your name, your seat and the class.
- Open "History" (bottom bar) or "My Attendance" in the menu.
- Find today's class and confirm the status badge: Present, Late or Online.



*My Attendance / History: every session with its status (Present, Late, Online).*

### B. In Blackboard (same day, or before the next class)

- Open your course in Blackboard.

- Go to the Attendance tool / Attendance column of the course.
- Check that today's session shows you as present (a late check-in also counts as present in Blackboard).

Attendance is sent to Blackboard automatically shortly after the session closes, so allow a few hours before worrying. If it is still missing the next day, report it.

### **If something does not match – tell your professor as soon as possible**

Report it in the same class if you can, and in any case within 48 hours. The sooner it is reported, the easier it is to verify and correct.

Say exactly: course name, date and time of the session, your seat, and what you see (e.g. "SmartSeat shows Present but Blackboard shows nothing").

Take a screenshot of the SmartSeat screen showing your status – it is the fastest proof.

Also open a ticket in the app (section 7) so the team can fix the root cause, not just your record.

## **Getting help inside the app**

SmartSeat has its own support channel. Use it – it reaches the team that can actually fix the app.

1. Open the menu with the icon in the top-left corner of the app.
2. Tap "Need help".
3. Choose the type: "Incident" (something is not working) or "Improvement" (an idea or suggestion).
4. Describe it with as much detail as possible: course, date and time, what you did, what happened.
5. Attach screenshots (up to 5 files, max 10 MB each). A screenshot almost always halves the resolution time.

6. Send. Your ticket appears below with its status, and you will see the team's reply there.

The screenshot shows the 'NEED HELP' section of the Collab IE app. At the top, there's a header with a menu icon, a graduation cap icon, a search icon, a bell icon, and a user profile icon. Below the header, the title 'NEED HELP' is followed by the text 'Report an issue or something that isn't working. We're here to help.' The main form area is titled 'NEW TICKET' and includes the instruction 'Tell us what happened or what isn't working. You can attach screenshots.' There are two radio button options for 'Type': 'Incident' (selected) with the description 'Something isn't working as expected', and 'Improvement' with the description 'An idea or suggestion'. Below this is a 'Description' section with a text area containing the placeholder 'Describe the issue or your suggestion in as much detail as possible...' and a character count '0/4000'. At the bottom of the form is an 'Attachments' section. The app's bottom navigation bar has four icons: 'Home', 'Check in', 'History', and 'Score'.

*Menu → Need help: report an incident or send an improvement idea, with screenshots.*

### Need more help?

Contact us directly: [milena.janowska@collab.ie.edu](mailto:milena.janowska@collab.ie.edu)