A guide for using the King's Student Mobile App

System requirements:

Full functionality and updates for the King's Student App will only be supported for:

Android: 10 and above.

iOS: 13 and above.

Note: Beta versions are not supported on either platform.

If you are having issues installing or using the King's Student App, please visit our dedicated Student Services Online page

If you do not have a smartphone or cannot download the latest version of the app, the web version will allow you to make the most of the features from your desktop.

A. Overview of the King's Student App

The King's Students App is designed to help you navigate student life quickly and easily on the go. It allows you to access key systems like your timetable, your student record, your email and online learning spaces all from a single place, without the need to log in repeatedly through the day.

Pages in the app provide information and updates about a wide range of services and let you know about opportunities you can get involved in outside the classroom. You can follow pages that interest you to enable notifications direct to your mobile device, helping you stay up to date.

Built with all our students in mind, from new undergraduates to experienced researchers, the King's Students App is regularly updated with new features and information based on what you – our students – tell us you'd find useful.

In the app, you'll also find:

- Your student record at your fingertips, with direct access to common tasks
- A newsfeed showing key updates from across King's
- A list of major events happening on campus
- Links to things to do, like workshops, drop-ins, and clubs and societies
- Student life benefits that you can take advantage of

B.   How to access the King's Student App

Download and install: The King's Student Mobile App is available to download on App Store and Google Play (and accessible on desktop). Simply search for 'King's Student App', download and install to your device.

Login: Once you have downloaded the app, open it from your device and login with your King's College credentials (K number email address and password).
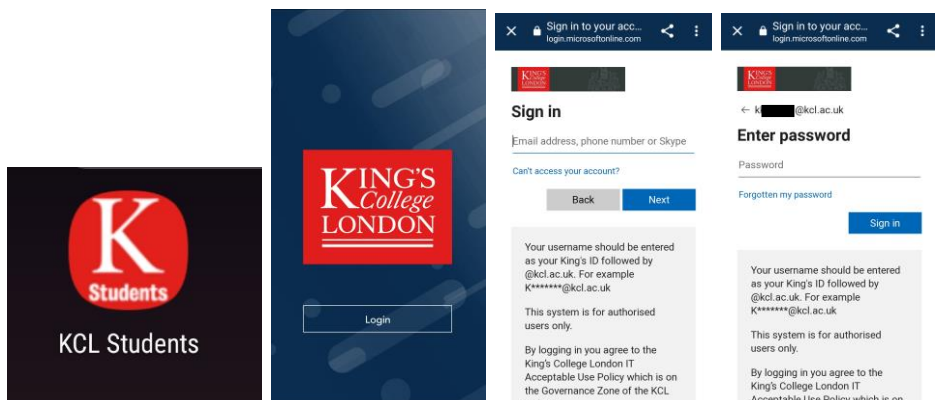
C.   Home screen

When you log into the app, the home screen is displayed.

Home: to go back to the home screen

My College: to take you to your Student Record

Policies: see our Privacy Policy and Terms & Conditions.

Note - the Connections and Groups headers are not available to use in the app. Whilst the headers will appear on your home screen and you will be able to click into each one, the functionality to connect with other users or join groups is not enabled. This is an intentional setting and is not a fault with the app.

Search: you can search the entire app from the home screen. Note - Users and Groups cannot be searched.

Following: click this header to see the Pages you are following and Suggested Pages. You will not see anything under Your Pages, as Pages are created by King's College for you to follow.

Customising your Profile:

From the home screen you can upload a profile image and add some hobbies and interests from the options shown. Please note that your profile is not visible to other student users but will be visible to staff administrators.

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From the home screen, simply tap the profile icon, then select Edit Profile. You can then select Take a photo to use your device camera or Choose existing photo to pick one from your device library.
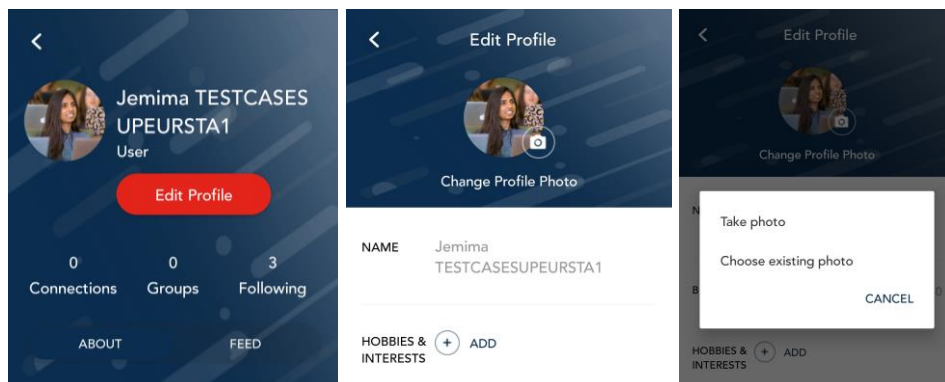

Home screen features:

Student Records: this is where you can access your Student Record to complete common tasks within the app. Select the button and you will be taken to a list of tasks to choose from.
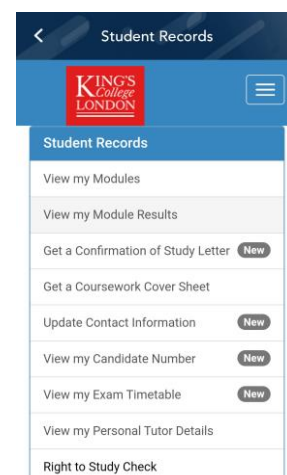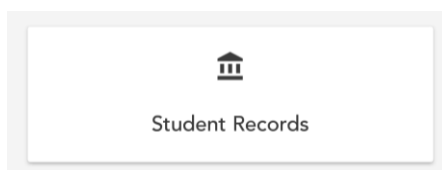
Quick Links: a series of weblinks have been added to the home screen to provide you with easy access to core student systems, including KEATS, Emails, your Timetable and Student Services Online. You can also find Quick Links for reporting IT and Estates & Facilities support tickets, as well finding room and PC availability.

Simply select the link to go to the site and once you are done, click the X in the right-hand corner to return to the app home screen.
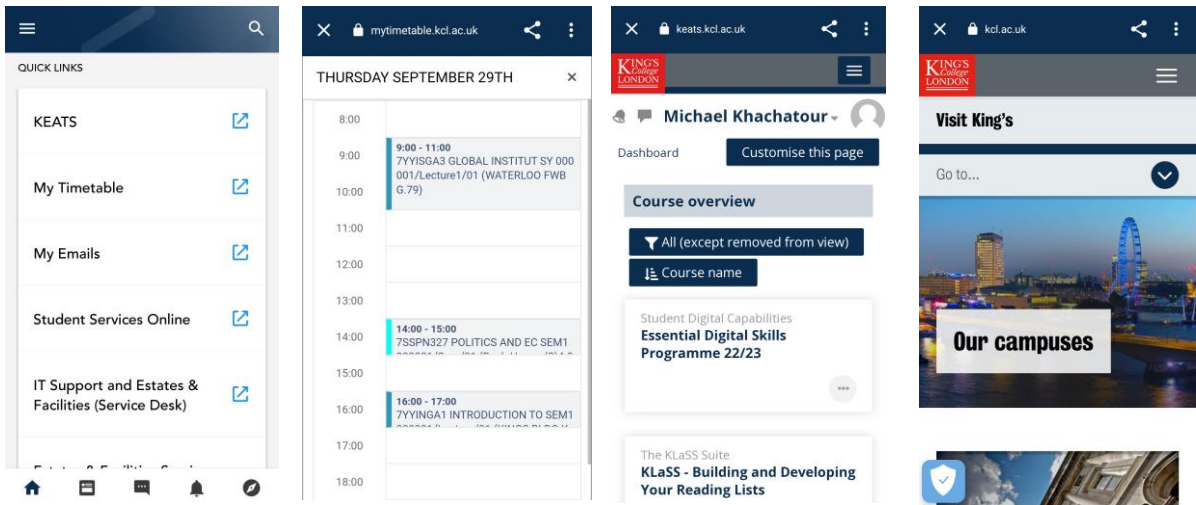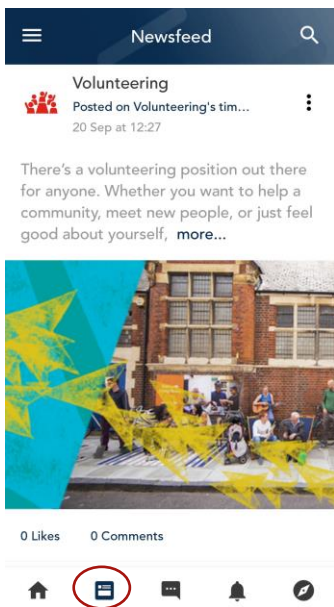
D. Getting to know your app

Within the app, there are five tabs that can be found across the bottom of the interface. These are:

Home: your welcome screen (see section C)

Newsfeed: your own personalised feed consisting of posts from Pages you follow and the King's College account.


Messages: please note this feature is not enabled, meaning you will not be able to send or receive messages in the app. You may on rare occasions receive a message from staff admin if you have reported content in the app. You can click on the plus button but when searching for users, it will show no results. This is an intentional setting and not a fault with the app.
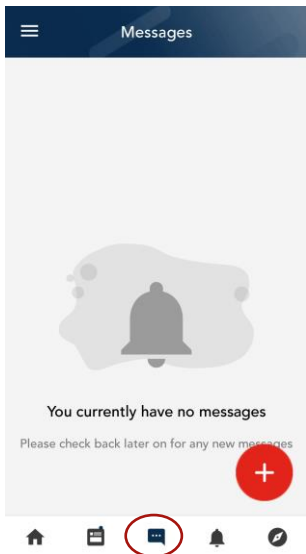
Notifications: here you will see the notifications for posts published in the Pages you follow and from the King's College account. Select the notification to be taken directly to the post. You can also delete all notifications using the trash can icon.

To keep you in control, you can choose to mute push notifications during weekends or between set times on weekdays. A notification will still show in the app, but you will not receive the push notification to your mobile device. **Note, you will only see the option to mute notifications once you have followed at least one Page.**
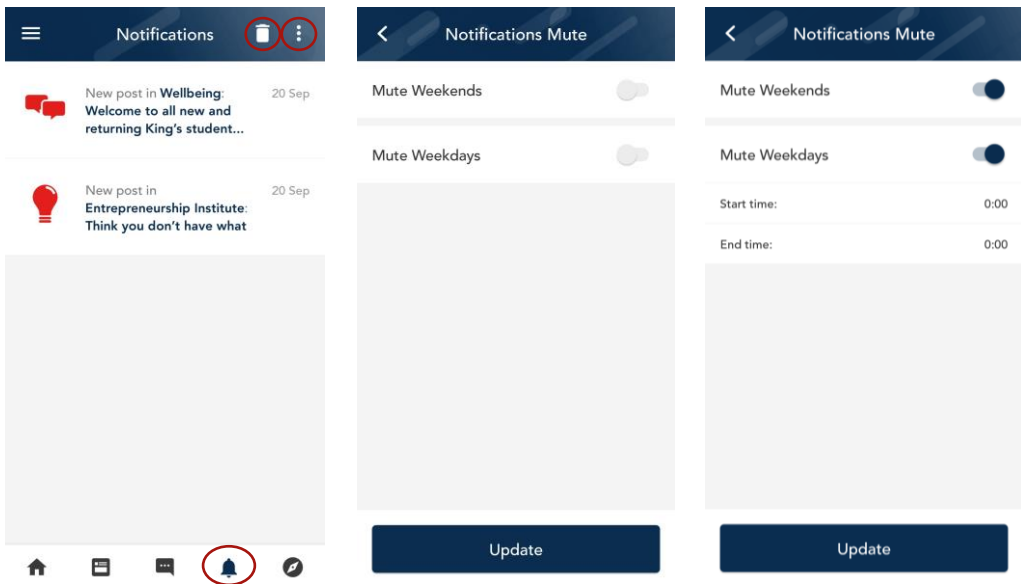
Push notifications will display on your lock screen and as a banner on your device screen.
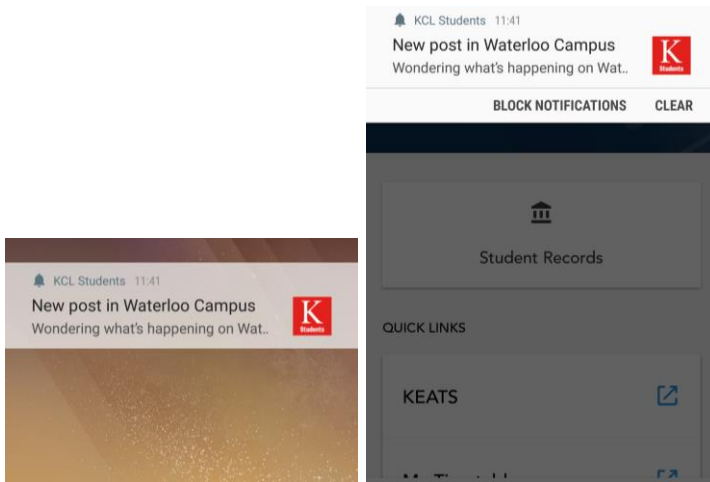
Explore: The Explore tab is your digital notice board, providing information, at glance, on Pages, What's On, Benefits, and Things to do.
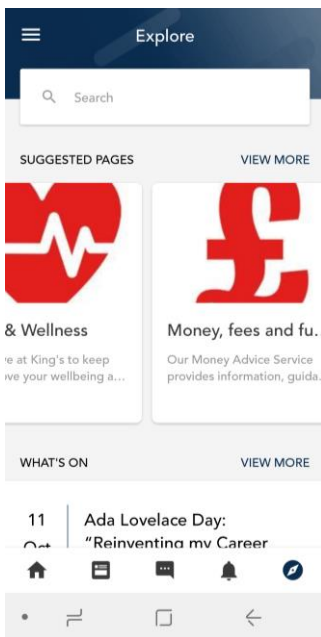

E. Explore tab features

Pages: Pages in the app provide information and updates about a wide range of services and help to keep you across important news for each campus. On the **Explore** screen, you will see a carousel of suggested Pages. You can follow pages that interest you to enable notifications direct to your mobile device, helping you stay up to date. You can unfollow a page later if it no longer interests you.

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Click **view more** to see the full range of Pages. Under the **Suggested**, you will see all Pages you are not yet following. To follow a Page, simply tap the heart icon. The Page will now appear under **Following**, and the heart icon will show as white in the Page itself.
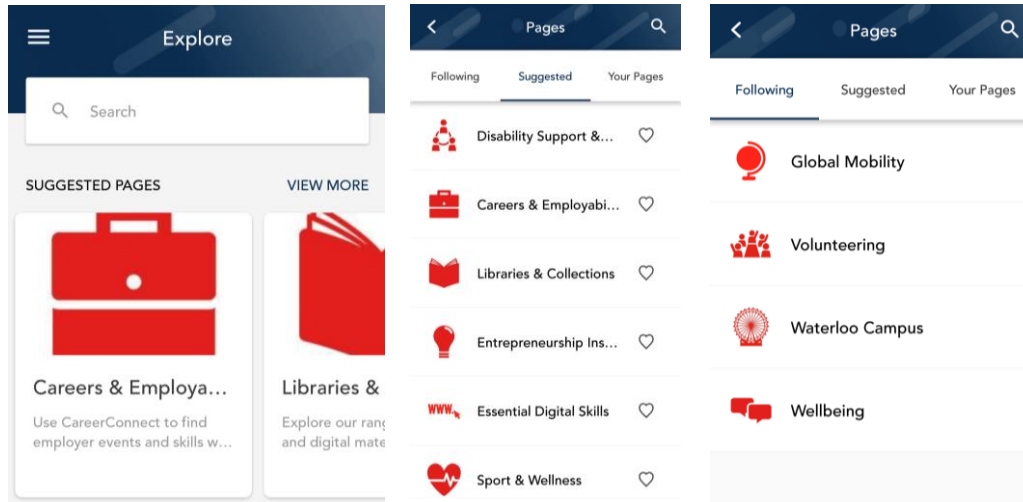
Please note, as all pages will be created by staff admin, there will be nothing displayed under the Your Pages tab.

In the **About** tab, you can view a description of the service, including a web link to find out more information. Under the Posts tab, you will see a feed of all page posts. You can like posts from pages to let the service know you find the information useful. **Please note that commenting on posts is not supported.**
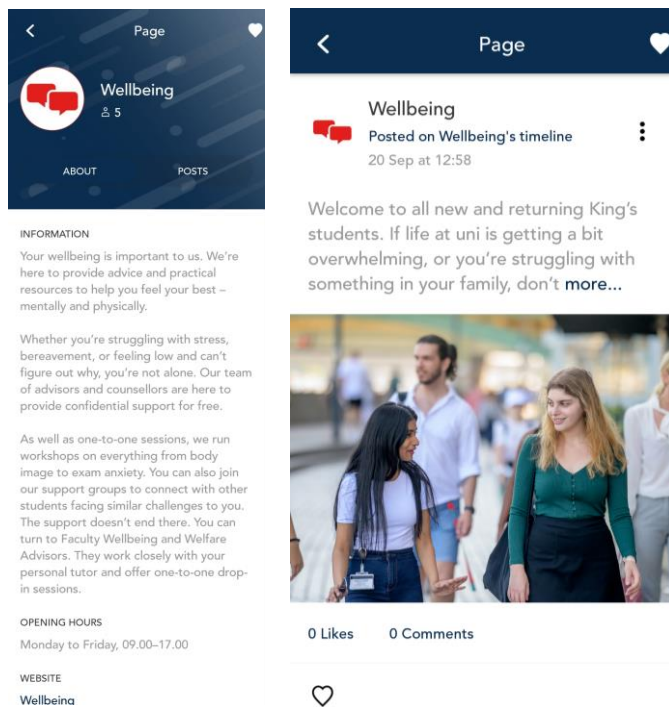
It's up to you to choose which pages you follow, but remember, the more you follow, the more you will benefit from the app!

What's On: this feature contains information to keep you up to date with what, where, and when key events are taking place on and off campus. To view a full list of events highlighted in the app, select **view more**.

Simply select an event to view the event details including date, name, and description, with options to find out more about the event. Use the Website link provided to go to the booking page.
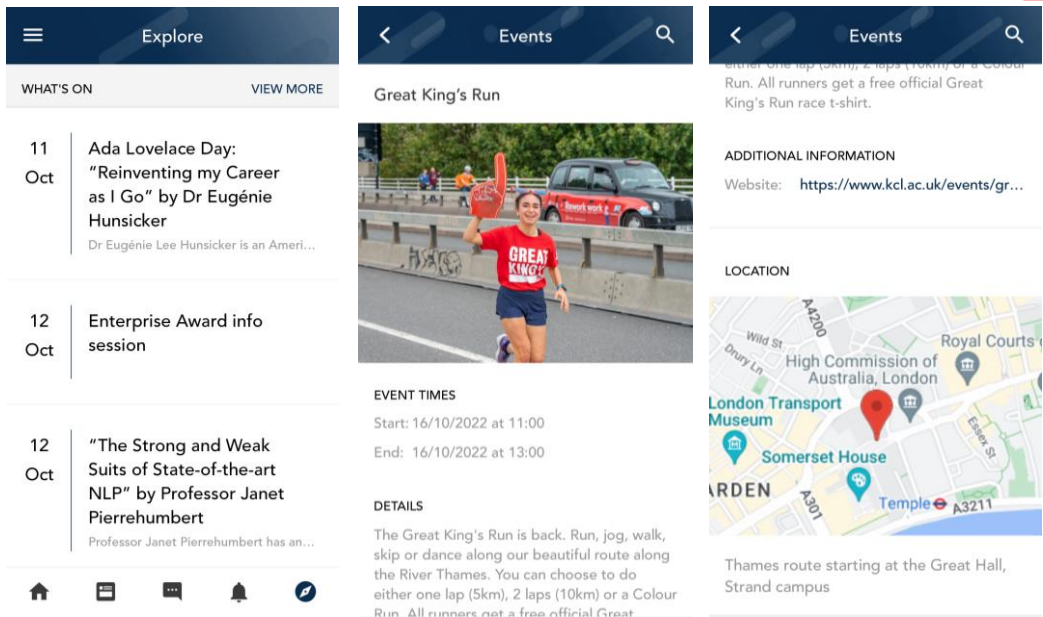
Things to do: here you will see a carosel view of ongoing activities offered by King's that are available to you, like workshops, drop-ins, and clubs and societies. To view a full list of activities highlighted in the app, select view more.

Simply select one you are interested in to see the name of the activity, description, and options to find out further details. Use the Website link provided to go to the booking page.
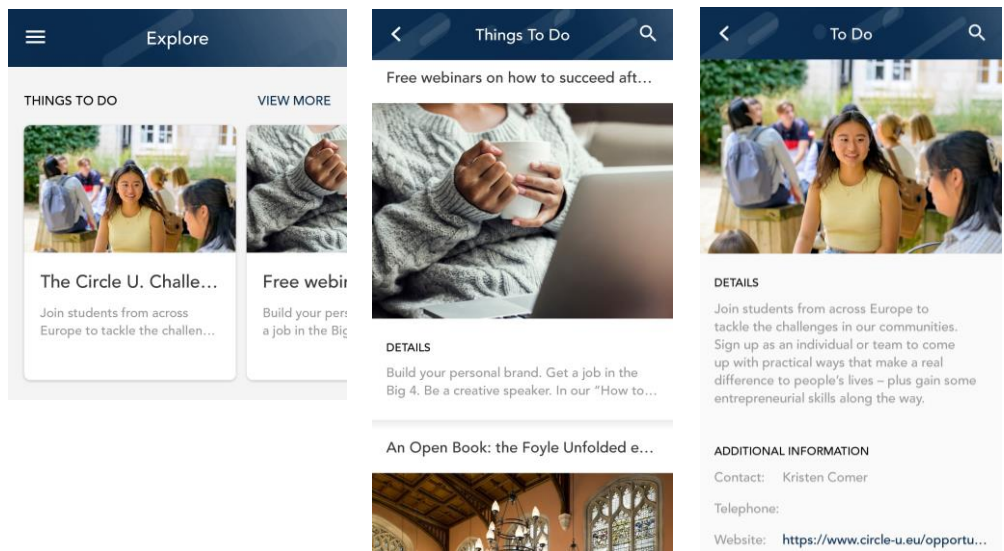
Benefits: here you can keep up to date with the latest offers and discounts available to students. Scroll through the carousel to view at a glance or tap view more to see the full offering.

Tap on a benefit you would like to find out more about to view the relevant details. Note, some benefits may have a voucher code included but most will be accessible via a link to the providers website.
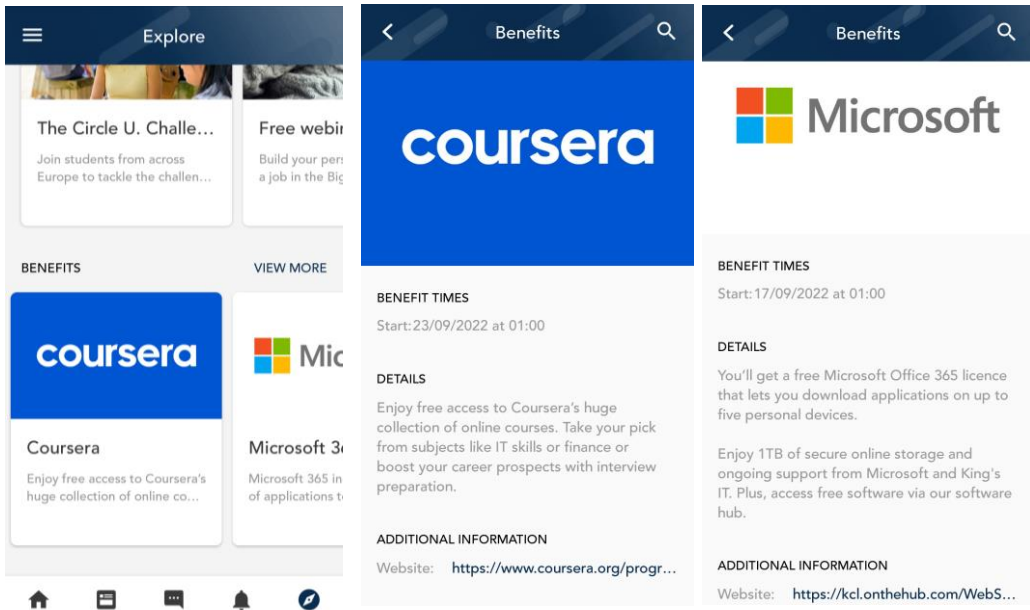
F. Using the Report function

You can report a page or newsfeed post if you believe it is unappropriated or offensive in any way.

1. Choose the connection, post, or comment to report as follows:

- On the post, go to the sub menu link: and then select **Report.**
- On the comment, select ⚑.

2. Edit the information in the new window, for example to include further information about why you are reporting the post, then select Report to send the message to administrators.

Once sent, a new thread is created in **Messages**, and administrators should respond to the message to inform you of any actions or steps taken.