

# Getting Started With the KCTCS Mobile App

## Downloading the KCTCS App



## Getting Started

1. At the KCTCS initial log-on screen select Get Started
2. Select Your KCTCS College from the list, click Next.



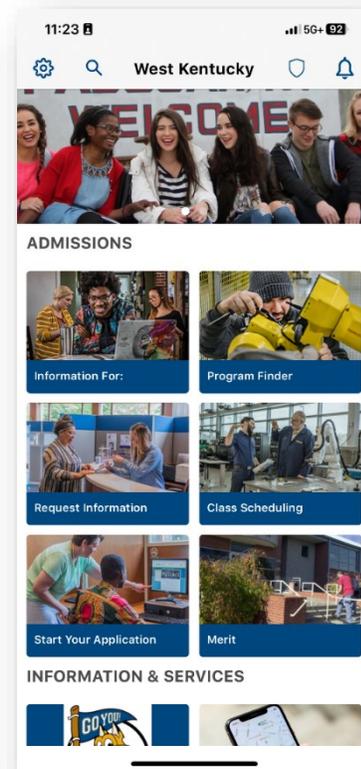
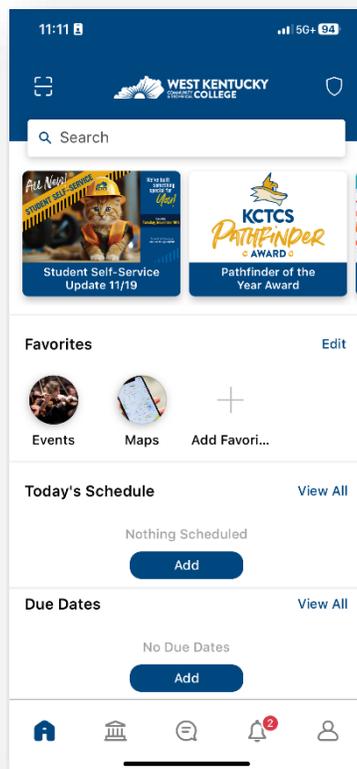
3. Select your experience

**If you are a student, select the Student option.**

Requires you to log in with your KCTCS student email and password. Your homepage will look like this (see the homepage layout section for more information):

**All others will choose Future Applicants/Visitors.**

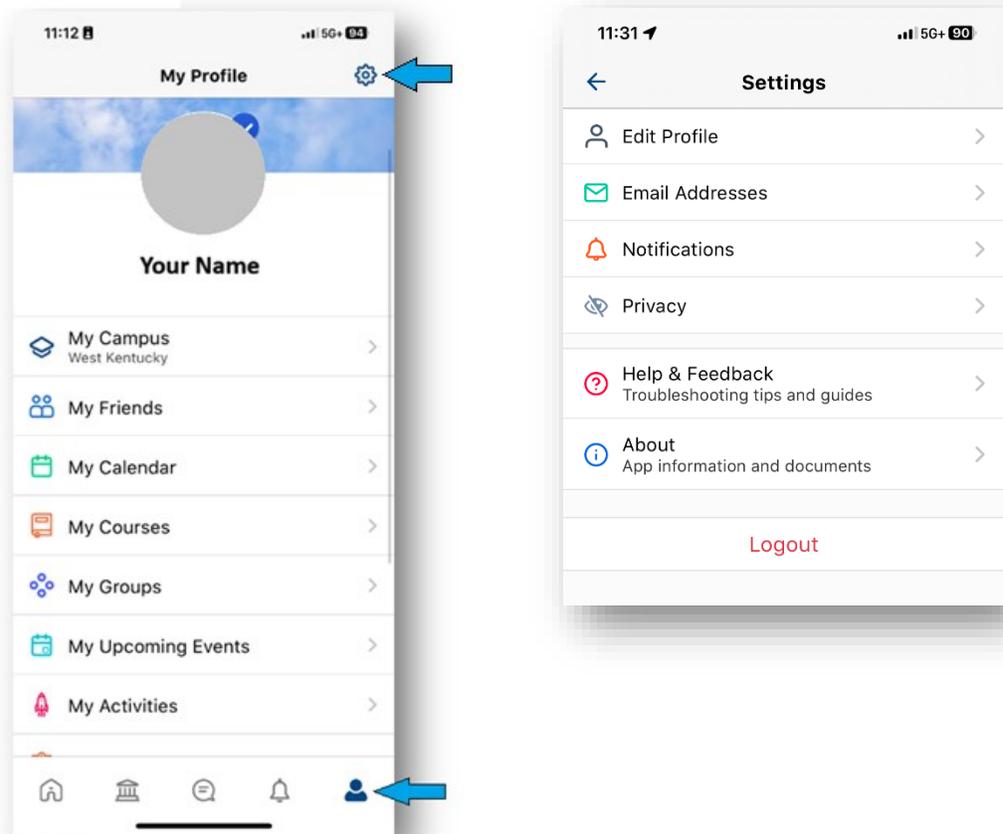
You will not have to log in but will have limited access to features. Your homepage is the campus guide providing direct access to admissions, information, and services:



Use the gear icon at the top to switch your experience to Student and customize notifications using the bell icon.

4. Configure Your Settings and Update Your Profile

- i. Select the person/profile icon, then select the gear icon.



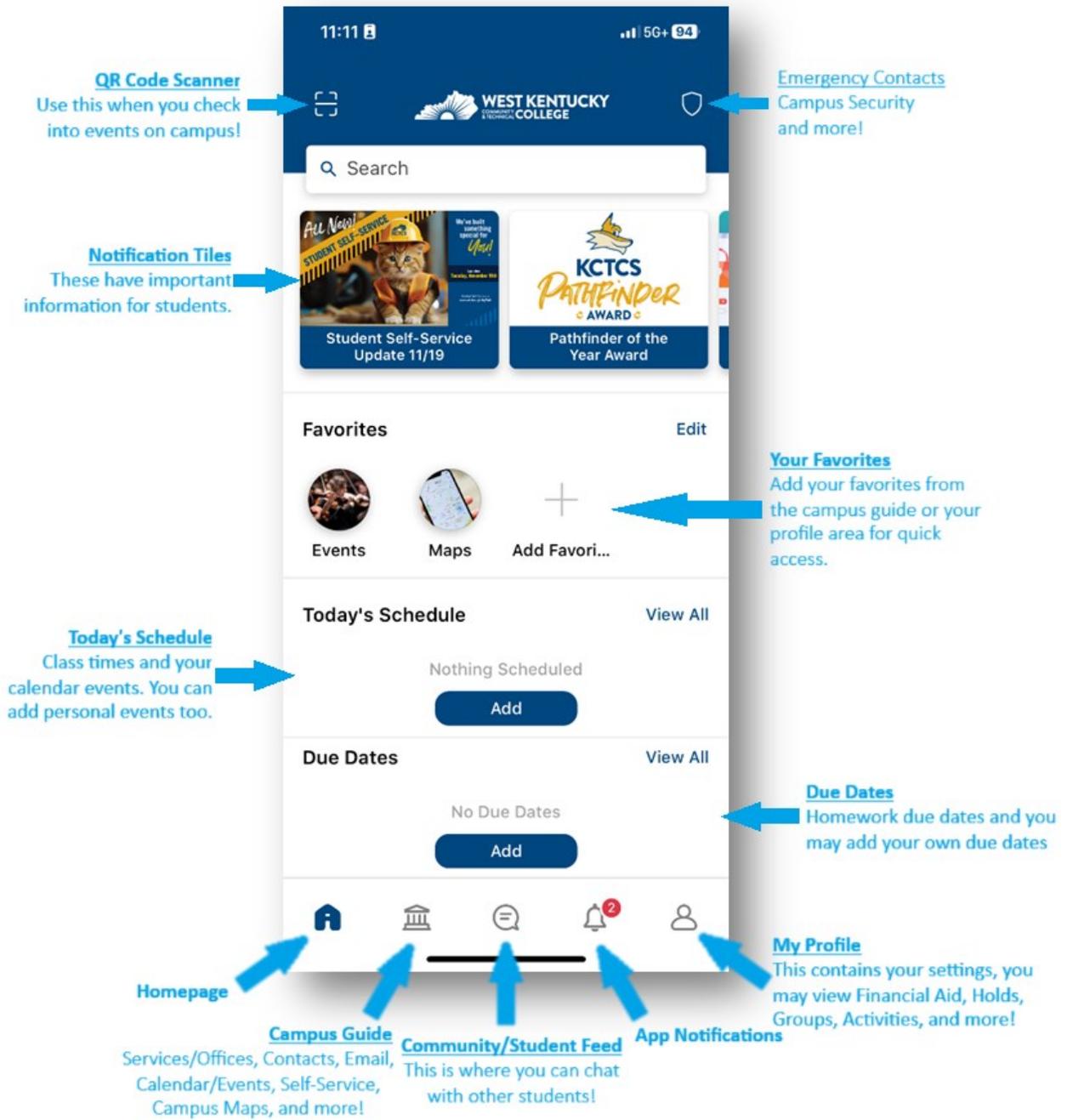
**Menu Options:**

- **Edit Profile:** This is where you may change your first name, last name, headline, preferred pronouns, profile picture (using the camera button), and cover picture(using the camera button).
- **Email Addresses:** This will default to your KCTCS email address. You will not be able to add a non-KCTCS email address.
- **Notifications:** Use this area to toggle off/on the options regarding notifications.
- **Privacy:** Here you may read the privacy policy, see your blocked users, toggle friend requests and profile viewing off/on.

You may also log out from this screen.

5. That's it! You are ready to start using the KCTCS App!

# Homepage Layout (Student Experience)



## Campus Guide (Student Experience)

The campus guide area (the colosseum icon) is where you can access the majority of the KCTCS app features other than the student feed.



Each college can customize the tiles that are shown for their students. However, some popular tiles include:

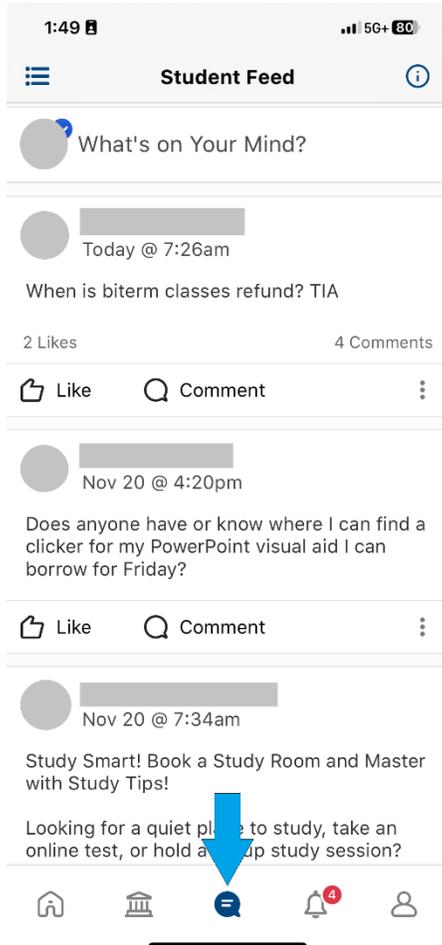
- **My Courses:** View your enrolled courses.
- **Email:** Access your student email account.
- **Starfish:** Connect with advisors and track your student success.
- **Learning & Technology Resources:** Find academic support and technology tools.
- **Blackboard:** Log in to your online courses and view assignments.
- **Activities & Organizations:** Explore student clubs and organizations.
- **Events:** Stay updated on campus events and activities.
- **Student Services:** Access various student support services.
- **Student Self-Service Center:** View grades, financial aid, account balances, etc.
- **Visual Schedule Builder:** Plan and visualize your class schedule.
- **Need Help? Chat. Call. Find answers. Go KCTCS!:** 24/7 assistance with questions where you may call, email or chat with a live agent.
- **Microsoft Co-Pilot:** Access Microsoft tools and resources.
- **MyPath:** Access your personalized student portal for resources and tools.
- **Maps:** Navigate your campus with interactive maps.

## Student Feed (Student Experience)

The **Student Feed** (indicated by the chat bubble icon) on the KCTCS mobile app is a feature designed to keep students informed and engaged. In addition to posts from your fellow students you may see:

- **Announcements:** Important updates and news from your college.
- **Events:** Information about upcoming campus events and activities.
- **Reminders:** Notifications about deadlines, such as registration and financial aid.
- **Resources:** Links to helpful resources and services available to students.
- **Community:** Posts and updates from student organizations and groups.

This feed helps ensure that students stay connected with their college community and don't miss out on important information.

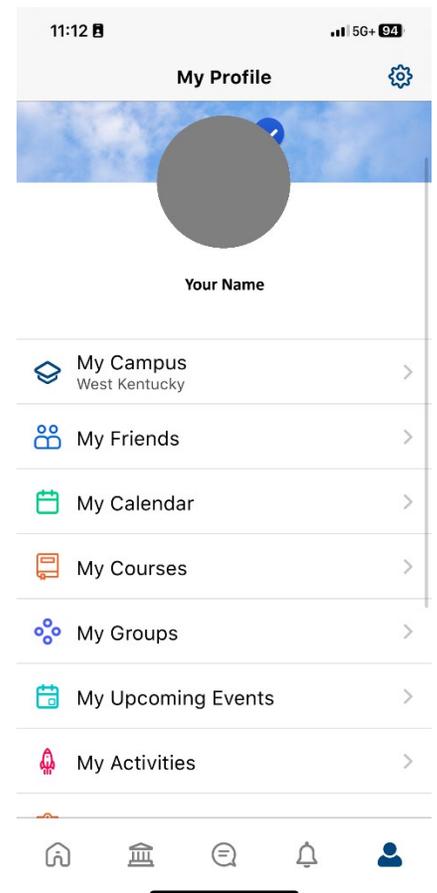


## My Profile Area

My Profile Area (indicated by the person icon) has many options available to see features in the KCTCS App. Menu options include:

- **My Campus:** Access information and resources specific to your campus.
- **My Friends:** Connect with and manage your friends within the KCTCS community.
- **My Calendar:** View and manage your personal and academic calendar.
- **My Courses:** See details and updates for your enrolled courses.
- **My Groups:** Participate in and manage your student groups and organizations.
- **My Upcoming Events:** Stay informed about upcoming events and activities.
- **My Activities:** Track your involvement in various campus activities.
- **My Form Responses:** View and manage your responses to forms and surveys.
- **KCTCS Account (Connected):** Historical data on classes and sync status.
- **Holds:** View holds on your account that might affect registration or other services.
- **Financial Aid:** Access information about your financial aid status and awards.

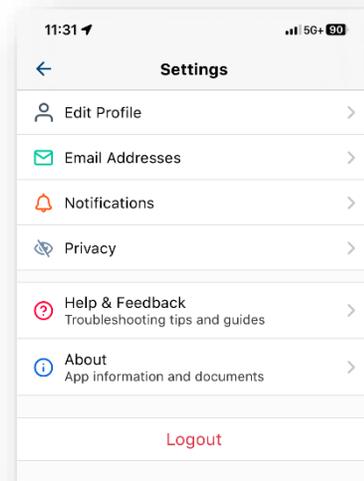
**To-Dos:** Keep track of tasks and deadlines related to your academic and campus life.



The gear icon at the top of the screen provides an additional menu of options including:

- **Edit Profile:** This is where you may change your first name, last name, headline, preferred pronouns, profile picture (using the camera button), and cover picture (using the camera button).
- **Email Addresses:** This will default to your KCTCS email address. You will not be able to add a non-KCTCS email address.
- **Notifications:** Use this area to toggle off/on the options regarding notifications.
- **Privacy:** Here you may read the privacy policy, see your blocked users, toggle friend requests and profile viewing off/on.

You may also log out from this screen.



## Common Questions

### *How do I change my college campus?*

Select the person/profile icon, click My Campus from the menu, select your new campus and click Next.

Need to change your experience

From the homepage, select the gear icon, then Change Experience.

### *How do I change my experience?*

- If you currently have the Visitor/Community experience selected and want to switch to the Student Experience you will use the gear icon at the top to switch your experience to Student and customize notifications using the bell icon. You will be required to log-in with your student email and password.
- If you have the student experience and would like to switch to the visitor/community experience, you will need to go to My Profile, select the gear icon, then Log Out. This will take you back to the initial setup screen where you will click Get Started and choose the experience you would like.

### *How do I report another user?*

To report a user, select their profile picture then select Report User. Note: If the user is posting inappropriately, make sure to report the post as inappropriate so it can be reviewed.

### *How do I report an inappropriate post.*

While on the Student Feed if you encounter an inappropriate post, you may report this post as inappropriate by clicking the three vertical dots (vertical ellipsis) and selecting report as inappropriate. Note, this will flag the college to review this content for removal.

### *The app is not letting me log in?*

Please reach out to the [Go KCTCS! Student Service Center](#) for assistance or to be connected to your local college IT helpdesk.

### *How to I add a friend?*

While on the Student Feed, you may add the person as a friend by clicking on their profile picture then select Add Friend. Note: if the user has turned off friend requests you will not be able to send them a friend request.

### *How do I message someone directly?*

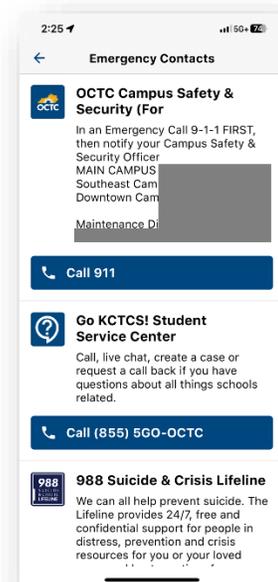
While on the Student Feed, you may direct message a person by clicking on their profile picture then selecting Message. Note: if the user has turned off direct messages you will not be able to send them a direct message.

### *How do I block a user?*

You may block an individual by clicking on their profile picture then selecting Block User.

### *How can I report a campus emergency or request help?*

From either the Student Homepage or the Campus Guide area, click the shield icon at the top of the screen to see your campus emergency contacts. There you will see contact information for campus security, the 24/7 Go KCTCS! Student Service Center, and the 988 Suicide & Crisis Lifeline.



#### *How do I check in by scanning a QR code?*

1. From Home or Campus Guide, tap Scan QR Code button at top left. (You may have to give the KCTCS app access to your camera)
2. Position the printed QR code in the center of your screen and hold the phone still until you are alerted it has been read.
3. You may turn on your flashlight and flip to your front facing camera with the buttons at the top.
4. Tap Cancel to return to Home or Campus Guide.
5. Tap the Information to see the Check-In with QR message. Tap "Let's Scan" to close it.

#### *How can I make a payment on my tuition?*

1. From the Campus Guide, tap Student Self-Service
2. Tap Fin. Aid & Account Balance
3. Tap Make A Payment and follow the on-screen prompts to complete.

#### *How do I view my Account Balance?*

1. From the Campus Guide, tap Student Self-Service
2. Tap Fin. Aid & Account Balance
3. Select Account Balance (viewable) or Online Account Statement (printable)

#### *How do I select my Refund Preference?*

1. From Campus Guide, tap Student Self-Service Center.
2. Tap Fin. Aid & Account Balance.
3. Tap Manage Select Refund Preference.

#### *How do I check my financial aid?*

1. From Campus Guide, tap Student Self-Service Center.
2. Tap Fin. Aid & Account Balance.
3. Tap Awards then Summary.

Note: If you need to accept your financial aid you may tap Accept/Decline instead of Summary.