

iClickers – Troubleshooting

1. Check your Roster.txt file to make sure the student is listed in the file and is listed correctly.
2. If your Roster.txt file is correct, the person should appear in your igrader. So if the person does not appear – look at your roster.txt file again!
3. Check the bottom of the list in your igrader to see if the student's iclicker number is listed, if it is – click on it and assign it to the student
4. If the student does not know their iclicker number, you can go to the computer in the center office outside of the chair's office and click on the iclicker icon. The student can click a letter on their remote and their iclicker number will appear.
5. If you still can't find the problem, try #4 just in case their clicker number is wrong.
6. OSET or IT might be able to help.
7. iclicker has good support – try calling them ((866) 209-5698) or chatting with them (<http://support.iclicker.com/home>). Email as a last resort!