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# iClicker: Attendance Troubleshooting Tips (Students)

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## Troubleshooting Tips for iClicker Attendance (Students)

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If you can't check in for attendance, go through this checklist:

1. Log out of iClicker then log back in
2. Close out of the iClicker App/Website
3. Location Settings

- Turn **Location Services ON**
- Enable **Precise Location** (iPhone) or **High Accuracy Mode** (Android)
- Allow location access for iClicker:

*iPhone:* Settings → Privacy → Location Services → iClicker → **While Using App**

*Android:* Settings → Location → App permissions → **Allow**

4. Connection Check

- Make sure you have **internet access**
  - o Try switching between:
    - § Wi-Fi ↔ Cellular data
      - Turn Wi-Fi ON (helps improve location accuracy)

5. App & Device

- Use the **iClicker Student mobile app** (recommended)  
If using a browser:
- Allow location access when prompted
- Use Chrome or Safari
- Close and reopen the app  
Restart your device if needed

6. Fix Location Issues

- Move closer to the classroom center  
Toggle location:
  - o Turn it OFF → then ON again

- o Turn Airplane Mode ON → OFF

## 7. VPN & Settings

- Turn OFF any **VPN**
- Disable privacy/location-blocking apps

## 8. Timing Matters

- Make sure your instructor has **started the session**
- Submit your response **while the poll is open**
- Answer at least one question to receive attendance credit