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iClicker: Attendance Troubleshooting Tips (Students)

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Troubleshooting Tips for iClicker Attendance (Students)

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

1. 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**

2. Connection Check

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

3. 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

4. Fix Location Issues

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

5. VPN & Settings

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

6. 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