iClicker: Attendance Troubleshooting Tips (Students)

Samantha Starr - 2026-06-25 - Software

Troubleshooting Tips for iClicker Attendance (Students)

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**
     - 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:
     - Turn it OFF → then ON again

- 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