i>clicker

FREQUENTLY ASKED QUESTIONS FOR STUDENTS

If you have a technical question and do not find your answer here, please contact technical support at support@iclicker.com or 866-209-5698.

If you have a question about sales/service/policies and do not find your answer here, please contact customer support at sales@iclicker.com or 888-938-8881.

BASICS

Why is a clicker required for my class?
Like many instructors, yours has decided that incorporating classroom response system technology helps foster discussion among your classmates, gives your instructor a clear sense of how the class is doing, and ultimately improves comprehension and learning. These results have been confirmed repeatedly by education studies.

How do I turn on my i>clicker?
Once you remove your clicker from its packaging, you will need to pull the clear plastic "Pull" tab from the back of the remote to activate the batteries. On the front of your clicker you will notice there are 6 options: A, B, C, D, E, and On/Off. The On/Off button is what you press to both turn it on (resulting in a sold blue light by the "Power" indicator at the top of your clicker) and off (removing the solid blue light).

What if I bought a used book and the bookstore only has i>clicker remotes in new book packages?
Simply go to your bookstore, and tell them that you need to place an order for a stand-alone i>clicker remote, and the manufacturer is Macmillan Publishing Services (MPS, formerly VHPS). If they need an ISBN, have them call our sales department at 888.938.8881. The bookstore will then give you an idea of cost and when you can return to pick it up. Bookstore policies vary, so you may be asked to pay for the remote before they will place the order. You may also want to explore Amazon if your needs are more urgent.

How long will my batteries last?
New batteries supply approximately 200 hours of use. The "Low Battery" light will flash red when you need to replace your batteries. Once this light begins flashing, you have 10 hours or less of battery power remaining. Your clicker uses 3 AAA batteries, which are inexpensive to replace. New i>clicker remotes include 3 AAA batteries.

How do I change my batteries?
On the back of your **i>clicker** is a small slot. You will need to insert a paperclip or similar device (such as the tip of a pen) to release the battery cover, allowing you to remove and replace the batteries.

What if I forget to turn off my i>clicker?
i>clicker remotes have two battery-saving features. As long as a remote is actively communicating with a receiver (i.e. you are using it to vote), the remote will remain on for 90 minutes after the last vote. If a remote is accidentally turned on or buttons are compressed but the remote is not communicating with a receiver (i.e. in a backpack or purse), the remote will automatically turn off after 5 minutes.

Will my i>clicker remote work in other classes?
Yes, as long as your other instructors are also using **i>clicker** software and hardware. There are other clickers available, none of which are cross-compatible, so you will need to confirm that your other professors are also using i>clicker and not another system.

Can I share my i>clicker remote with my roommate/friend?
Yes, as long as you are not taking the same class at the same time.

What if I am having problems with my i>clicker?
There is a standard one-year limited warranty on your clicker. If a problem occurs during class, let your instructor know immediately. He or she may have a loaner clicker available for you to use for the duration of the class. If your clicker is defective, your process of returning it will depend upon how you obtained it. If you purchased it through your bookstore, you

may return it to the bookstore. If a particular department on your campus provided it to you, you will need to check with that

department to determine their replacement policy. If you purchased a previously-used clicker, you will need to consult with that particular source for replacement options.

We also recommend that you contact our Technical Support Center for troubleshooting tips and guidance toll free at 866-209-5698, or you can send an email with your particular concern to support@iclicker.com.

Is technical support available?
Yes, there is technical support available for students. You can call our Technical Support Center toll free at 866-209-5698 or send an email to support@iclicker.com.

REGISTRATION
Do I have to register my i>clicker?
Not necessarily. Your instructor will likely tell you if s/he expects you to register your clicker in one of the first few classes of the term. Some instructors opt for students to use i>clicker to respond to questions during class anonymously and never require students to register.

Most instructors, though, do require you to register your i>clicker to your name/student ID at some point. Often, they use your clicker responses to assign points as a reward for participating in class. Other professors also assign points for selecting correct answers. In order to give you credit for using your i>clicker during class, registration is then essential. One benefit to i>clicker: you don't have to register your clicker before being able to use it; however, you will want to be sure to register by the deadline given by your professor.

How do I register my i>clicker?
i>clicker offers instructors two registration methods. Your professor will choose which method you will use and instruct you accordingly. Please pay close attention to any specific registration instructions your professor has for you (e.g. which student ID to use).

How do I register a used i>clicker?
You register a used i>clicker remote in the exact same manner as a new i>clicker remote (instructions above). You need not do anything special or different in order to register a used remote.

Where do I find my clicker ID?
Your clicker ID (or remote ID) is a series of 8 numbers and letters located the back of the remote, just below the i>clicker instructions.

Are there zeros or the letter O in my clicker ID?
Your clicker ID may contain the number zero, but will not contain the letter O.

I see I need to enter my student ID on the i>clicker Web Registration site. What is my student ID?
Your student ID is assigned to you by your school, but you will want to consult with your instructor before proceeding to ensure you are using the correct student identifier. We know that in many cases, you might have several different student IDs; therefore, to save your and your instructor's time, please check with your instructor for specifics about which student ID to use before registering online.

Where do I enter my school name during online registration?

You do not need to enter your school during online registration. You only need to enter your first and last name, your student ID (see above), and your i>clicker remote ID, located on the white sticker on the back of your remote.

How can I tell if I have successfully registered online?
After you have successfully registered via the Web site, you will receive the following confirmation message: "Thanks! Your clicker has been registered with the system." You will not, however, receive a confirmation email, as we don't like to collect your email address as it could violate student privacy laws.

I use my i>clicker remote for multiple classes with different professors. Do I have to register online for each individual class?
No. You only need to register once online for your registration information to apply to all of the classes in which you are using i>clicker. **Exception:** the one point of possible confusion is if your instructors are using different student IDs to record your grades. Make sure you consult with your professors about the proper student ID required when you register online.

My professor is using the in-class registration method. How exactly does this work?
It is very easy. From the scrolling names, look for your name and/or student ID. When your name appears in "Step Two," a letter will appear to the right of your student ID. Press that letter on your i>clicker remote. A second letter will appear to the right of your student ID in "Step Three". Press that second letter and you have now successfully registered your i>clicker remote.

What if my name scrolls off the screen before I can complete Step 2 or 3?
No problem; you'll have your opportunity again. Just wait for your name to appear at the top of the screen again. Names will continue to scroll on the screen until all students have registered.

What is the cost of registering my i>clicker?
There is no cost. After purchasing your clicker, it is yours to use in as many classes as required without any additional costs or recurring registration fees.

I registered with incorrect information when registering online. How can I fix it?
If you used incorrect information during the Web site registration process, please register again with the correct information.

I registered online but my professor says I have not registered yet.
This could be caused by two possible factors.
1. Have you voted in class with your remote yet? If you have not voted with your i-clicker remote, then your professor's gradebook will *not* recognize your registration.
2. You may have entered the incorrect i>clicker remote ID or the wrong student ID. Re-register online using the correct information and the incorrect registration will simply be ignored.

How do I un-register my remote?
There is no need to un-register your remote, even if you will no longer be using it. Registration does not alter the i>clicker remote in any way, and the registration database is cleared automatically at the end of each semester.

RECEIVING CREDIT FOR RESPONSES

Could my responses be confused with others?
No. Because your remote ID is unique,once registered, the remote will only be tied to you. Note, that even though you can share your i>clicker remote with a roommate or friend, you cannot share it with another student in the same class.

Do I get credit for my responses?
This is a decision your instructor will make. S/he has the option to assign points for participation or attendance, to assign points for correct responses, or to simply use your responses for attendance purposes. Your class syllabus or course web site will generally include the grading policy for the course, including the policies for clicker questions.

How do I know if my vote has been received?
At the top of your clicker are three light indicators (Power, Low Battery, and Vote Status). The "Vote Status" light will flash green, indicating your vote has been received and confirmed. A red flashing light indicates that your vote was not received and you will need to vote again. Your clicker will also flash red if you vote when your instructor has not begun polling or has stopped polling.

Can I change my response?

You are able to change your response as long as the polling remains active. As long as your professor is accepting votes, **i>clicker will record your last response.** Once your instructor stops polling, any vote change will not be recorded (and your "Status" light will flash red three times).

Not sure if your instructor is still polling? Look on the floating polling bar on his/her screen. If you see the words "Done," s/he has stopped allowing students to vote for that question.