# These tips and tricks address the most common clicker conundrums.
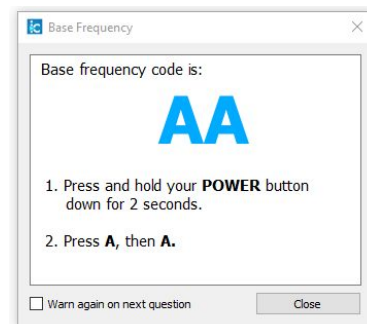
## 1. Guides for Score Syncing.

- [iClicker 7.7 with Sakai Step-by-Step Guide](#)
- [iClicker 7.7 with Canvas Step-by-Step Guide](#)
- [iClicker 7 with UDSIS Step-by-Step Guide](#)

Short video tutorials can be found at: [www.udel.edu/004085](http://www.udel.edu/004085)

## 2. Stop displaying the frequency screen at the start of every class.

Student signals not sent on the same frequency as your base are not collected. But, by this point the students know the correct frequency for your class and that pop-up screen can become annoying.

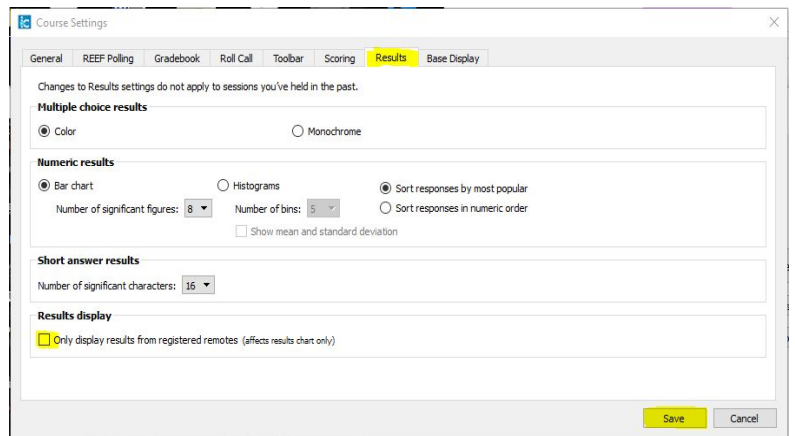## 3. Eliminate cross-over responses from other classes using the same (AA) frequency.

Limit the chart display to **_students in your class using a registered clicker_**.

All responses on the AA frequency will still be collected so the total number of responses on the polling bar may appear in excess of of the responses shown on the chart.

*It is important not to activate this option before your students have registered their clickers* because it will cause anxiety that responses are not being collected when the chart displays fewer responses than students with clickers in your classroom.

## 4. When do I have to repeat the Sync Roster process?

The Sync Roster process downloads the current student roster and clicker registration information. It should be run *before completing the Sync Scores process* any time the class

roster or student clicker registration information may have changed. A good indicator that the Sync Roster process is not necessary is when all student names text in your iClicker Gradebook appears blue, not red.
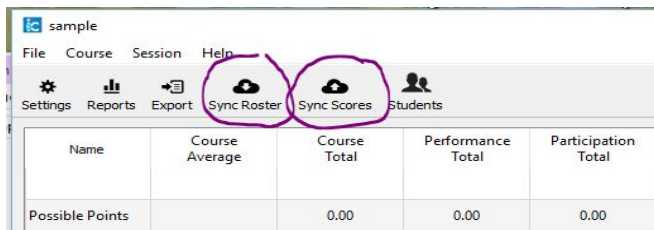


==Open iClicker => select your course => Open Gradebook==

## 5. How do I rename a session?

The iClicker gradebook default naming convention is "Session 1", Session 2", etc. If you prefer to see a date as the header in Sakai/Canvas, or you team teach using clicker on more than one computer throughout the semester, update the header before uploading clicker points.

==Open iClicker => select course => open Gradebook => click View link under the name of a particular session you want to update => Summary button => change the name => Save==
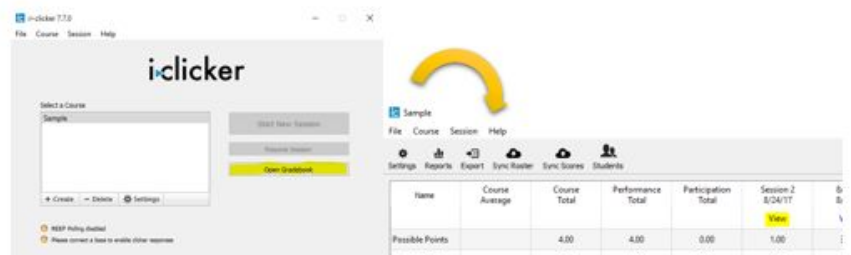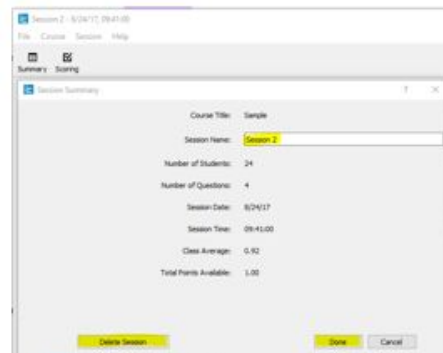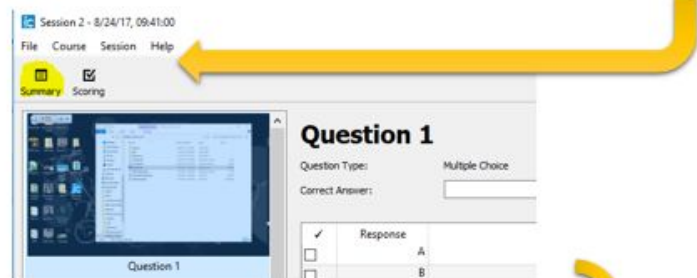
## 6. Should I include pre drop/add clicker data towards the grade?



Some instructors like to keep the pre drop/add data, but not include it towards the grade.

You have options:
1. **Never upload** pre drop/add sessions to Sakai or Canvas.
2. **Delete unwanted sessions.** open iClicker => select your course => Gradebook button

=> blue View link at the top of the column you wish to remove => Summary button => Delete session button near the bottom of the panel => confirm deletion.

3. **Create a new course** if you want to keep the drop/add data, but keep it separate from activity that will be used towards the grade. Name it slightly different so that it's clear to you which iClicker course to choose  for the rest of the semester. Be sure to update the Course Settings to match your original course, specifically: General tab (Instructor remote ID), Gradebook tab (connect to Sakai/Canvas), Scoring tab (adjust the point awards).

# 7. I have a new computer and the iClicker window looks tiny.

New computers have very high-resolution screens. To optimize projector connections in UD classrooms and make the iClicker software window larger, lower the resolution. Right-click on the Desktop => Display settings => lower the resolution (maximum of 1920x1080 for classroom projection)

# 8. Student responses are shifting; they vote "A" but "B" is displayed.

We've seen this happen when the instructor, accidentally or purposefully, changes the question type on their iClicker remote. This can happen if the instructor regularly uses the "Next" button near the LCD screen rather than the "C" button to advance their slides.

Slipping down and left 1/4" causes the instructor to "Select toolbar options"(1) that toggles through the various question types: Multiple choice, Numeric, and Short answer. If Multiple choice is not displayed on the polling bar (2), click the select toolbar button to cycle through to Multiple choice. Instruct students to click the "Refresh" button on their clickers each time the question type is changed.(3)

| (1) | (2) | (3) |
|---|---|---|
|  |  |  |
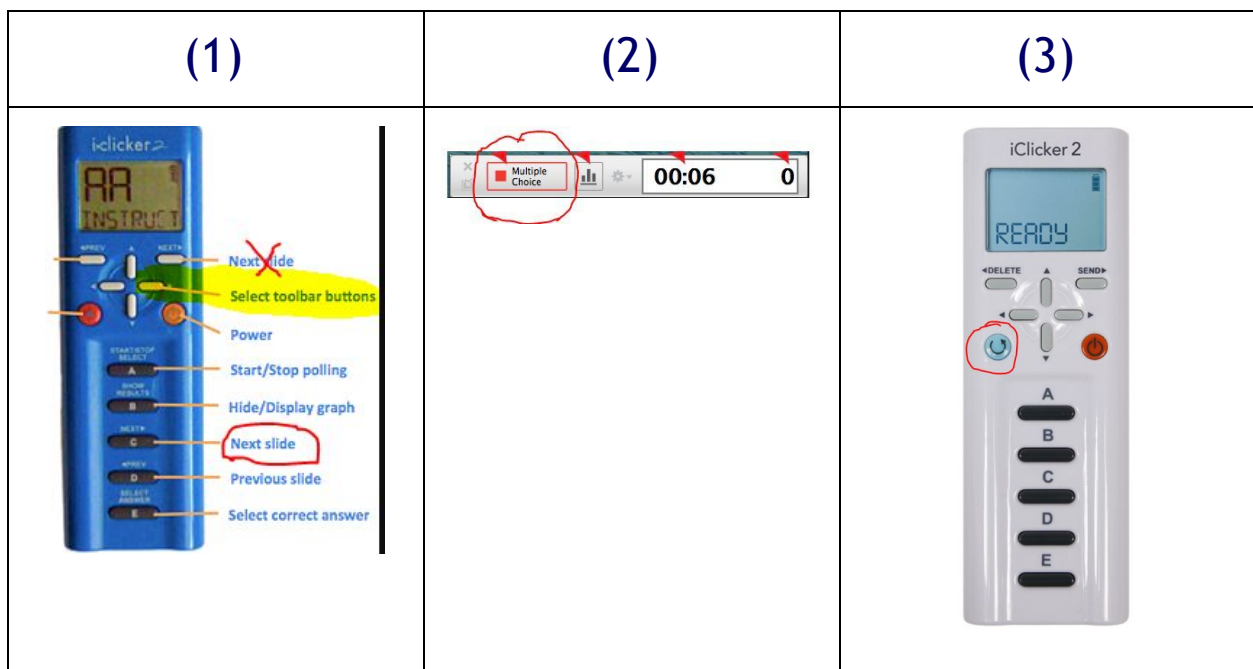
## 9. My Faculty Clicker suddenly stopped responding.

If you touch the mouse or touchpad on your laptop, perhaps to mark the correct answer on a displayed iClicker chart, the Faculty iClicker may become unresponsive. An indicator of this problem is that the taskbar (PC) or dock (MAC) displays at the bottom of the projected screen.

Left-click with your mouse/touchpad on the PowerPoint slide to push the taskbar/dock icons out of the foreground. Your Faculty iClicker will  become responsive again.

## 10. The Polling Bar isn't visible to the students.

PowerPoint 2016 slideshow default to Presenter View that uses the extended desktop. Some instructors really like this method because they can preview the upcoming slides and their notes. Others prefer to mirror/duplicate the screens to avoid confusion. The  iClicker program takes the question screenshot from the location of the iClicker toolbar when when a poll is started.

Review this video to learn about your options.



[PowerPoint Presenter view with iClicker video](#)