

i>clicker Registration: Steps and Troubleshooting

The **i>clicker** system may be used as a simple tool to give you instant, anonymous feedback in class, in which case no registration is necessary. However, if you (like most instructors) want to go a bit further and give credit to your students for class participation and/or performance, you will need to:

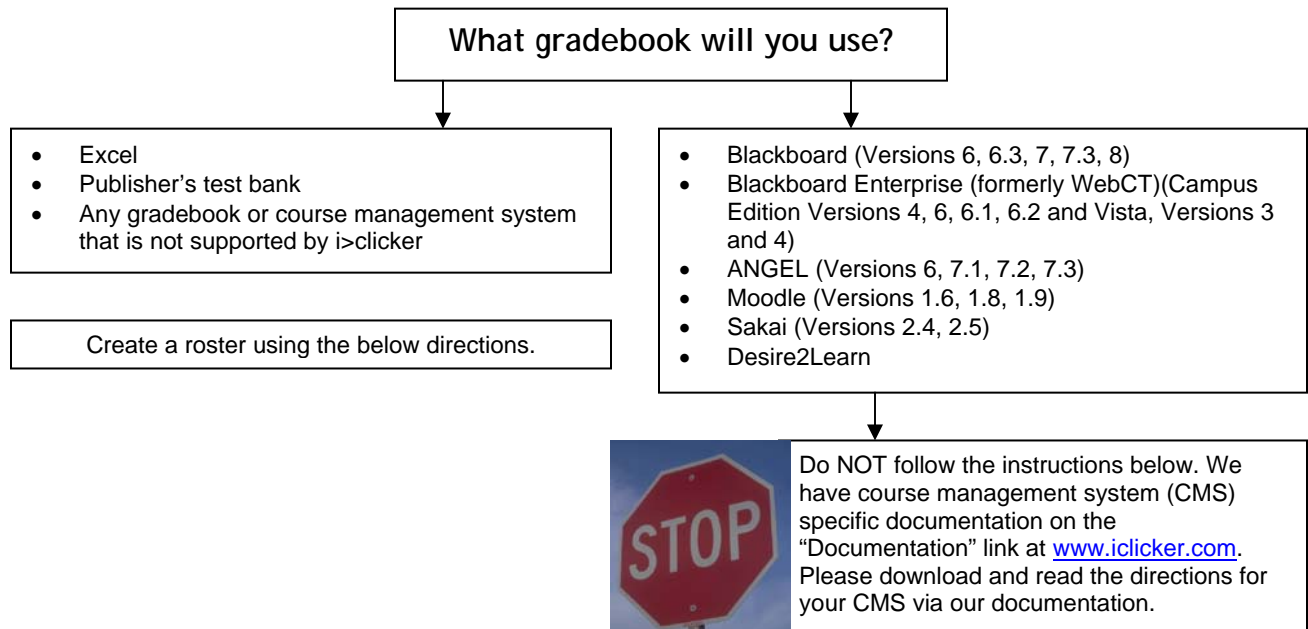
1. Associate each of your students with the unique serial number on their **i>clicker** remotes (i.e. **Registration**).
2. Decide on the grading details for each session of your class (see Section 3 on **i>grader**).

Note: Students do not need to be registered in order for i>clicker to collect votes. For unregistered students, responses will be stored in your course folder and associated with the unique serial ID number on the student's remote. After students register, all their previously recorded responses will be retroactively assigned to them.



TIP You can elect to use i>clicker as a completely anonymous system, but you may have a difficult time with student compliance if you don't assign even a few points for participation. We've found that making i>clicker an option but not tying it to any points/grading results in very few students using i>clicker in class.

Please take a moment to consider how you want to record i>clicker grades. Will you use a course management system like Blackboard or Moodle? Will you use Excel or your publisher's testing system? The grade book you use will determine how you create a roster. Find your grade book on the following flowchart and follow the instructions.



Registration:

Each student remote has a unique serial number printed on the back. This number is referred to as the remote ID. The association (or registration) of a student with the remote ID is *required* before a student can receive individual credit for voting in class. To register your students, you must first create a file containing student information in your course folder. If you are not planning to integrate voting data with your course management system (CMS), you will need to create a text file named **Roster.txt**. Please note that various Course Management systems require different file names and types. Please refer to the CMS documentation on www.iclicker.com for more information.



The Roster file must have one line for each student in your class, with each line containing the student's Last Name, First Name, and Student ID, separated by commas. The Student ID may be a college ID number, email alias, or any other easily readable text string—as long as it is guaranteed to be unique for each student. We recommend that you use an ID number or naming convention that you currently use (personally or as required by your institution) to record your students' other grades, for easiest import of **i>grader** data into your course grade book.

A screenshot of a Notepad window titled "Roster - Notepad". The window contains the following text:

```
File Edit Format View Help
! This is an example of a roster file.
! If you edit this file to create your own Roster.txt file you
! should be sure to delete the sample information, as well as any
! extra lines.
!
! The information must be in the format:LastName,FirstName,StudentID
!
! Lines starting with exclamation points are ignored and can
! be added anywhere
!
Adams, Samantha, Student_0
Green, Christopher, Student_1
Smith, Thomas, Student_2
Walker, Sarah, Student_3
```

For PC Users: The Microsoft Notepad application (or any other plain text editor) can be used to easily create this file. To create a txt file using Notepad:

1. Go to "Start" and select "Accessories."
2. Open Notepad from the list of Microsoft Accessories.
3. You can type in the student information or Copy and Paste it from an existing roster (in Excel or any other format) into Notepad.
4. Save this as "Roster.txt" within the folder you've renamed for your course. You will need to do this for each section or course in which you are using **i>clicker**.

For Mac Users: The TextEdit.app application (or any other plain text editor) can be used to easily create the Roster.txt file. To create a txt file using TextEdit:

1. Go to the "Applications" folder and open "TextEdit."
2. Enter the student information, or Copy and Paste it from an existing roster file into TextEdit. Note: If you copy/paste the file, you may still need to modify the contents so that each line contains student information in the correct format.
3. Save this as "Roster.txt" within your course folder.

You will need to do this for each section or course in which you are using i>clicker. A sample Roster.txt file is provided in your class folder. You may wish to simply edit this file rather than creating a new one.



TIP: You can avoid re-typing your entire roster by converting an Excel list of students to a .csv file, and then convert the .csv file to a text file. The instructions below should help you create a roster.txt file using MS Excel. Please let us know if you have any questions.

ADAPTING AND CREATING YOUR ROSTER FILE FROM EXCEL:

1. Open the roster file you received from your registrar in Excel (to do this, the file must be in either an XLS or CSV format)
2. Re-arrange your roster file columns. You only need three fields/columns for the i>clicker roster (last name, first name, student ID). You will likely have other columns within your own registrar or school-provided roster file. Delete the extra columns.
3. Re-arrange the columns to match the following format. Each student should occupy one row, and the columns should contain the following data:

Column A: Last name

Column B: First name

Column C: Student ID

3. Click on the File menu and choose Save as.
4. Select CSV (comma delimited) as the file type.
5. Name the file roster and save it to your course folder.

Renaming the Roster.csv file:

1. In your course folder you may see two files; roster.csv and roster.txt.
2. If roster.txt is there, delete it or rename it (right click on the file, choose rename) to roster.old. (If roster.old already exists, you'll need to delete that file first.)
3. Right click on the roster.csv file, and select "Rename." Rename roster.csv to roster.txt. After completing these steps you should have a properly formatted roster.txt file in your course folder that is all ready to go!



TIP for PC Users: SHOWING (and ELIMINATING) FILE EXTENSIONS

Occasionally, i>clicker users have had problems creating a roster.txt file because of hidden file extensions (e.g. roster.txt.txt is accidentally and automatically created). Below are a few steps to make sure you are not facing this hidden file extension issue! These steps should only have to be completed once on a computer, unless the setting is otherwise changed.

1. Open your course folder.
2. Click on Tools >> Folder Options.
3. In the Folder options window, click on the View tab.
4. Look for the item in the list that says, "Hide extensions for known file types." It should appear directly beneath the section dealing with "Hidden files and folders." Make sure that this box is UNCHECKED.
5. Check your roster.txt file again. If you see that you have a hidden file extension, right click on the file and rename it from roster.txt.txt to simply roster.txt.



TIPS:

The most common registration mistake involves students entering the wrong student ID (as many institutions have 1-3 different IDs). To avoid this mistake, please consider the following steps:

- Add i>clicker instructions to your syllabus so your students follow the proper registration protocol (and will understand why they are purchasing the clickers). We have provided sample text below.
- Decide upon a policy for students who cannot or do not register their clickers successfully. Do you want them to find you after class? In your office hours? Email you their remote ID and student ID for manual registration? Inevitably, a small percentage of students will struggle with the registration process; to save yourself aggravation, you may want to include some directions in your syllabus to anticipate this problem and avoid a lot of manual work on your end.

Sample Syllabus Inserts:

FOR ROLL CALL/in-class REGISTRATION:

"You are required to purchase an i>clicker remote for in-class participation. i>clicker is a response system that allows you to respond to questions I pose during class; you will be graded on that feedback and/or participation. In order to receive this credit, you will need to register your i>clicker remote in class. I will project a Registration screen with 3 steps to follow (look for your [student ID], which will alphabetically scroll down the screen). Once your remote is registered, your [student ID] will no longer appear on that scrolling list and you are registered for the entire semester. If for some reason, you can't follow these steps, I will need to register you by [alternative policy] by [date]. i>clicker will be used every day in class, and you are responsible for bringing your remote daily." (Note to the instructor: [student ID] = the type of student ID that you have chosen to use, as noted in the instructions in step #10.)

FOR WEB REGISTRATION:

"You are required to purchase an i>clicker remote for in-class participation. i>clicker is a response system that allows you to respond to questions I pose during class, and you will be graded on that feedback and/or participation. In order to receive this credit, you will need to register your i>clicker remote online within the first [amount of time set by instructor] of class. You must have come to class at least once and voted on at least one question, in order to complete this registration properly. Once you have voted on a question in my class, go to www.iclicker.com/registration. Complete the fields with your first name, last name, student ID, and remote ID. Your student ID should be [student ID]. The remote ID is the series of numbers and sometimes letters found on the bottom of the back of your i>clicker remote. The i>clicker response system will be used every day in class, and you are responsible for bringing your remote daily." (Note to the instructor: [student ID] = the type of student ID that you have chosen to use, as noted in step #10.)

i>clicker offers you three straightforward registration options: an in-class option (for your entire class), a manual option (for individual students), and an "online/web" option. Minimal information is required of your students and all registration options are tied to your class roster. There are no site license or registration fees for **i>clicker** software.



TIP

In-class and online registrations are not mutually exclusive, and both can be used to register students in one class. For a small class, roll call is recommended, while a combination (or on-line exclusively) is recommended for larger classes.

Option One (Recommended): Web Registration

Web registration is fast and easy (and done entirely outside of your lecture). Your students can also register through a simple Web registration page. To do this, send your students to the following web site: **www.iclicker.com/registration**.



Once your students have arrived at the site, each student must:

1. Enter his/her First Name and Last Name in the appropriate fields.
2. Enter his/her student ID (the same one that is in your Roster.txt file)
3. **Tip:** When using Web registration, the key to success is deciding what student ID will be used and sharing those directions with students before they register their clickers online. You may want to add registration ID instructions to your syllabus so your students follow the proper registration protocol.
4. Enter his/ her **i>clicker** remote ID (this is the unique set of numbers and letters located on the bottom of the back of their remote).
5. Enter the security/verification code that appears on the screen. This verification image will appear as a slightly distorted series of numbers and/or letters (and is used to keep spam bots from submitting the form).
6. Click "Enter." The student will see an on-screen message confirming that registration was successful. The student's ID is now tied to his/her unique **i>clicker** remote ID.

Once your students have registered online, you will need to synchronize the relevant information from the Web server with your **i>grader** application. This updates the student registration information in your class folder. This is one of the functions built into **i>grader**, which is described in the next section.

Note: If a student has *not* voted with their **i>clicker** remote, the online registration will *not* synchronize with your **i>grader** application. The student must vote at least once in class. As such, we recommend you ask at least one clicker question (for example, an attendance polling question) on the first day of class to capture remote IDs before requiring your students to register.



Students can use one i>clicker remote for multiple classes, and only need to register on the web once. If the student makes a mistake they can simply register a second time.

i>clicker offers institutions the option to host their own registration site or use their own LDAP authentication with our national database; we can provide the requisite scripts and administration support. If your institution has standardized on **i>clicker**, your registration may already be hosted locally. Check with your administrator for more information. If you think locally hosted registration or authentication would be of interest to your campus or department, contact us at sales@iclicker.com for details.

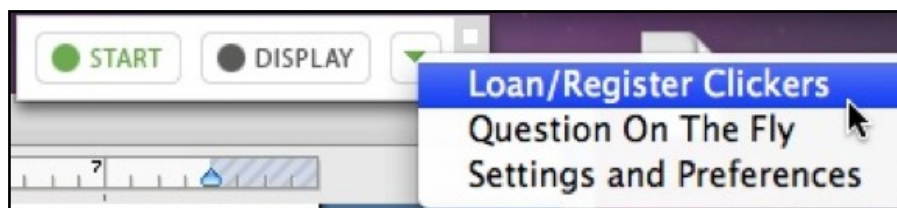
A certain amount of leniency is built into our Web Sync operation. If the student registered with slightly different information, you will get the prompt to match the student manually to the roster. The information in your roster overrides what is on the web. If the student entered completely different information on the web registration form, then the entry will just be skipped as if he or she had never registered. The student just needs to register again.

Option Two: In Class (or “Roll Call”) Registration:

Roll-call registration needs only to be completed once (even if you spread out the process across a couple of lectures) and is an in-class registration tool. We do not recommend using Roll Call for large sections of students. Many of our users find it is an efficient and fast way to register students in smaller classes (100 or less).

To use **Roll Call**, your computer screen needs to be projected so all students can easily see it.

Open **i>clicker** by double-clicking the iclicker application icon in your course folder and selecting “start session” from the Welcome Screen. From your floating menu bar, click on the down arrow to open the Options menu and select “**Loan/Register Clickers**.”



From the **Loan/Register Clickers** window, select **Roll Call**.

Remote :

Student :

Register : For The Term (Permanent) ▼

The **ROLL CALL** screen will appear as below. Your student's information (from the Roster.txt file you have placed into your course folder) will begin scrolling as shown below:

The instructions for students to register are outlined on the screen and are easy to follow.

1. **Step One:** The student locates his/her name or ID as read from the Roster.txt file.
2. **Step Two:** The student must wait until his/her ID has scrolled down into the central blue region of the Step Two screen. A letter will then appear to the right of his/her ID or name. The student must press the displayed letter on his/her i>clicker remote, at which point a second (different) letter appears to the right of his/her name or ID.

Register Your i>clicker
Scrolling pace: Slower Moderate Faster

Step One:
Look for your Last Name, First Initial Student ID

Stelzer, T. tstelzer
Hawk, T. thawk
Smith, J. jsmith
Brown, C. cbrown
Student, B. bstudent
Student, A. astudent

Step Two:
Press the LETTER next to your ID/name to REGISTER your i>clicker

Step Three:
Press the SECOND LETTER next to your ID/name to CONFIRM your registration

To CLEAR your Registration, press "DD"

close

3. Step Three: The student should press the second letter on their keypad to complete the registration process. This is the final step in tying each individual student to his/her unique remote. Once the second letter is selected, the boxes to the right of the name disappear and the student is registered for the duration of the course. His/her name will no longer appear on the scrolling roster list.

In the example shown here, the student C Brown has pushed the first button and is now being prompted to push the second button (letter D.) Once the student has pressed "D," her student ID and her i>clicker remote ID/serial number (#0028ECF, shown to the left of her name) will be tied together for the rest of the course.

If a student's name scrolls off the screen before completing Steps 2 or 3, s/he should simply wait for his/her name to appear again. Names will continue to scroll on the screen until you click on the **Close** button (on the bottom right screen) or until all students have registered.

Register Your i>clicker
Scrolling pace: Slower Moderate Faster

Step One:
Look for your Last Name, First Initial Student ID

Step Two:
Press the LETTER next to your ID/name to REGISTER your i>clicker

Stelzer, T. tstelzer A
Hawk, T. thawk E
Smith, J. jsmith D
#0028E7CF=Brown, C. cbrown D
Student, B. bstudent
Student, A. astudent

Step Three:
Press the SECOND LETTER next to your ID/name to CONFIRM your registration

To CLEAR your Registration, press "DD"


close

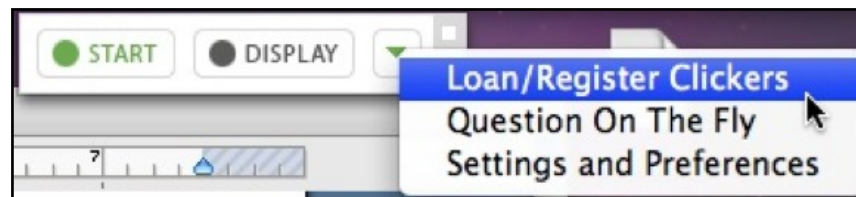


TIP: If a student accidentally registers his/her clicker to the wrong name, s/he should push the **D** button on his/her **i>clicker** remote twice to clear the incorrect registration and restart the registration process.

Option Three -In Class “Individual” Registration:

If only a few students need to register (for example, a new student joins your class after you've completed Roll Call registration), an individual registration option is available.

1. From the **i>clicker** floating menu bar, click on the down arrow to open the Options  menu and select “Loan/Register Clickers.” Be sure that “For the Term (Permanent)” is selected from the “Register” drop down menu



2. Now enter the student's Remote ID (the number on the back of the **i>clicker**). This can be done by just typing it into the Remote field, or by having the student hold the On/Off button on his/her remote until the blue light starts flashing (around two seconds) and pushing the **A** button twice. This will send the clicker ID to the computer and the Remote ID will appear in the **Remote** field as if you had typed it.
3. Select the student's ID from the drop down menu labeled **Student**. The names in this list are taken from your Roster.txt file. Click **OK**. The student's ID will be associated with the corresponding **i>clicker** remote ID.

Remote :	#0028E7CF
Student :	jsmith (Smith, Jane) ▼
Register :	For The Term (Permanent) ▼
OK Roll Call Cancel	

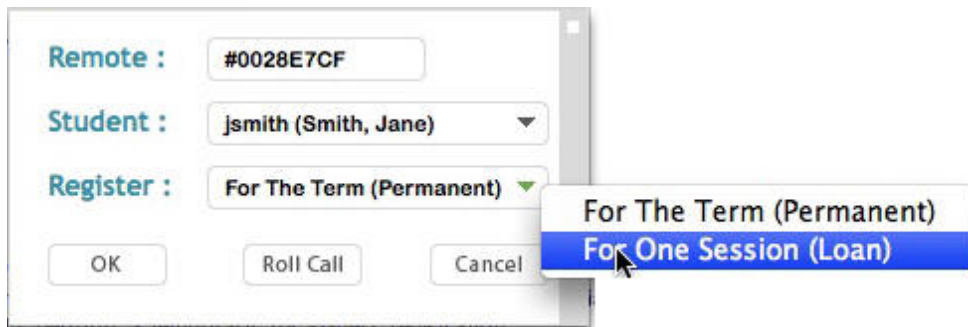
The procedure described above permanently assigns the remote to the student. In the example above, Remote ID 0028E7CF is permanently assigned to Jane Smith with ID jsmith.

Note: Only one student at a time can register via this option.

Loaning a clicker (Temporary Registration)

If a student forgets his/her **i>clicker** remote, you can loan one for a single lecture. To associate the loaned clicker with a student for one lecture only, you should perform a temporary (or loaner) registration.

To do this, follow the exact same steps as outlined above for an individual registration, BUT make sure to select the “For one Session (Loan)” option from the Register drop down menu (as shown here).



The image shows a software dialog box for registration. It contains three main fields: 'Remote' with the value '#0028E7CF', 'Student' with a dropdown menu showing 'jsmith (Smith, Jane)', and 'Register' with a dropdown menu showing 'For The Term (Permanent)'. Below these fields are three buttons: 'OK', 'Roll Call', and 'Cancel'. A mouse cursor is pointing at the 'Register' dropdown menu, which is open, showing two options: 'For The Term (Permanent)' and 'For One Session (Loan)'. The 'For One Session (Loan)' option is highlighted in blue.

If this option is used, the assignment of the **i>clicker remote ID** is tied to *that* student for *one* lecture only. This temporarily overrides any permanent registration. The student will receive credit for any votes during that lecture and these will be synchronized with existing scores. In subsequent classes, the student can resume using his/her regular clicker.

i>clicker Troubleshooting Guide and Tips

The first step to solving a registration issue is to make sure your roster meets the guidelines below.

If you are NOT planning to integrate i>clicker voting data with a course management system:

- You must have a roster file containing student information, saved in your i>clicker course folder. You will need a separate file for each course folder you are using.
- The file must be a text document (with a .txt extension) and the file name must be “roster.”
- The file must contain each student’s last name, first Name, and Student ID. Each line of the roster.txt file must contain information for one student, in exactly the format below:
Last Name, First Name, Student ID
- The students’ information must be separated by commas (not tabs). If you saved a .txt file using Microsoft Excel, the file is tab-delimited. To fix this, save the file in .csv format instead. Make sure you have file extensions showing (the file name should appear as “Roster.csv,” not just as “Roster.”), then manually change the file name from Roster.csv to Roster.txt.

If you are planning to integrate i>clicker voting data with a course management system:

- You must download a course roster from your CMS Gradebook and save a copy of this file in your i>clicker course folder. You will need a separate file for each course folder you are using.
- The name and format of the file will vary depending on your CMS and version. You may need to rename the file after it has been downloaded. Please refer to the table below for the appropriate name and file type for each CMS supported by i>clicker.

CMS	File Name	File Type
Blackboard	gb_export.csv	Comma-separated value
Blackboard Enterprise (formerly WebCT)	class.txt	Text file
Angel	gradebook.csv	Comma-separated value
Moodle	MoodleRoster.txt	Text file
Desire2Learn	Gradesexport.csv	Comma-separated value
Sakai	Sakaigradebook.csv	Comma-separated value

- If you saved a new copy of the file when you renamed it, you may have altered the formatting. Please download the file again. To change the file name, right-click on the file and use the Rename option.

If you are sure the roster file is correct, please follow these steps to resolve most issues:

- Open i>clicker and click on Settings and Preferences. On the Registration/Export screen, make sure that the setting you have selected for Roster/Export matches the file you have placed in your course folder (e.g. if you are using Moodle, make sure Moodle is selected rather than “General”).
- Have your students vote in class before attempting to use the Synchronize Web Registration feature. Students’ registrations on the www.iclicker.com website will not be tied to the information in your roster until the students have used their i>clicker remotes at least once in your course.
- Run the WebUpdate program in your course folder, making sure to click “Check Next Program” after updating i>clicker. The most recent versions of i>clicker and i-grader resolve

some issues related to web registration (especially if we have added new support for new course management systems or upgrades).

- To save registration data, you must have full access to your i>clicker course folder, and to all of the folders within it. Please verify that no folders or files are marked "Read-Only" and that you are not restricted from writing or saving information in the location where you are running the program. If your i>clicker course folder is on a network drive or if you are running it from a school computer you may need to verify your permissions with your campus IT department.

If your students have registered on the web but you are having trouble getting their registration info into your course:

- Make sure that your students have registered using the **same student IDs that you have in your roster file**. We recommend establishing a student ID convention for your course and communicating it to students as soon as possible (you may want to add this information to your syllabus).
 - If you are using a CMS roster, the students should register with their CMS user ID as the student ID.
 - If you are using a roster.txt file that is not tied in anyway to your CMS, you may use any value you like for the Student ID, as long as the IDs are unique to each student. We recommend using something consistent and easy for students to remember, such as a campus email alias or student ID. Do NOT recommend students use anything that could be construed as particularly private (e.g. social security numbers).
- If only a few students are having trouble with the web registration, you can always use a combination of roll-call/in-class registration and Web-based registration. It may be easiest to arrange an in class registration session for the few students who inevitably have some trouble with the registration process.

If you still need assistance:

- Technical support is available via email at support@iclicker.com or toll free at 1-866-209-5698. There is a live person on the line, and they are available 5 days a week, 9:00am-11:00pm Eastern, to answer questions.
- Training sessions are available daily. Visit <https://iclicker.webex.com> to register for a training session. There is also extensive documentation available on our website, <http://www.iclicker.com>.

Re-Registering a Student

If a student registers his/her remote incorrectly, you can easily correct these errors by directing the students to simply re-register.

Whether or not you have already synchronized your roster, the step you must take to handle incorrect registrations is the same: simply ask the students to register again using the correct information. When you synchronize, the correct registration will automatically associate with the entry in your roster.

If you have synchronized and have more than a handful of students who entered the wrong student ID, and you just want to start over:

1. Instruct all of the students to go to the iclicker.com site and register again using the correct student ID (this only takes about 30 seconds per student).
2. Locate and OPEN the Session Data folder in the corresponding i>clicker course folder.
3. Locate and DELETE the RemotelD.csv file from the Session Data folder.
4. OPEN i>grader and SYNCHRONIZE again.
5. When you synch, the correct registrations will automatically associate with the entries in your roster.



TIP: You may want to hold off on synchronizing your roster until after the add/drop period as closed and you have a new roster with current information (either your roster.txt file or your roster from Blackboard, WebCT, etc.).

If you accidentally “accepted” an incorrect student registration during the web synchronization process (i.e. you accidentally hit “accept” rather than “ignore” during the synchronization process), you will be alerted to this error via a message from i>grader telling you that “Student X has participated in the following sessions with multiple clickers (including the clicker numbers). This means that the student is registered to two different clickers and used both clickers in the same session or sessions. To remedy this situation:

1. Contact the student affected to determine which clicker s/he is using.
2. Instruct the student(s) affected to re-register via www.iclicker.com using the correct information.
3. Open i>grader. Locate and click on the student’s name in i>grader. Select the clicker(s) that need(s) to be un-registered and then select “Remove Clicker.” Select “Save” and your edit will be accepted.

Managing Your Add/Drops with your i>clicker roster

Adapting your i>clicker roster and i>grader gradebook to allow for students who drop your course:

1. Open i>grader, and click on the name of the student who has dropped the class (via the left-most column in i>grader).
2. Highlight any registered clickers that the student has listed next to his/her name and then click the “Remove Clicker” button. Repeat this process as needed (i.e. if a student is registered to more than one clicker). Write down the clicker remote IDs you’ve just deleted.
3. Scroll down to the bottom of the student list in i>grader, and look for the clicker IDs that were just unregistered. Click on the remote ID and then select “Delete Clicker Logs” in the pop-up window.

IMPORTANT: Make sure that you are deleting the dropped student’s clicker, and not any other unregistered clickers!

4. Close i>grader.
5. Remove the dropped student from your roster or gradebook. If using the “General” setting (i.e. you are not using a course management system to record your i>clicker scores), open your roster.txt file and delete the student from your roster. If you are using a course management system (e.g. Blackboard, Angel), delete your old gradebook from your course folder and download a new copy from your CMS. This won’t affect any of your other students; they will all remain registered.

Adapting your i>clicker roster and i>grader gradebook to allow for students who add your course:

1. If you are using the “General”(non CMS or non-supported CMS), simply open the roster.txt file in any text editor and add the new student’s last name, first name, and student ID to the bottom of the list.
2. If you are using a course management system (e.g. Blackboard, Angel, etc) delete your old gradebook from your course folder and download a new copy from your CMS. This won’t affect any of your other students; they will all remain registered.

Have questions? Confused? Need help fixing your roster file? Need help navigating your course management system? Contact us!
Our technical support staff is well-versed in all of the above and is available via email at support@iclicker.com or toll free at 1-866-209-5698.