

Troubleshooting Student iClicker/REEF Accounts

After the first few days of iclicker use in your class you may notice some students' scores are not syncing to Canvas. Please send this email to students. When you sync again student scores should be updated. If students scores are still not syncing, please send them to the help desk for assistance.

Enter Zeros and Message Students

Instead of leaving blanks in the gradebook, enter zeros and send a message to prompt student action.

1. Open the iClicker Cloud app and sync your scores.
2. Access your Canvas course and click the **Grades** tab.
3. Hover over the column with scores, click the **three dots**, and click **Set Default Grade**.

Student Name	Session 1... Out of 7	Session 2... Out of 5
Riley Student		
Marley Student		
Charlie Student		
Test Student		

Sort by >

Message Students Who

Curve Grades

Set Default Grade

4. Enter a zero, click **Set Default Grade**, and click **OK**.
IMPORTANT: Do NOT select the Overwrite checkbox.

Give all students the same grade for *Session 1 Date* by entering and submitting a grade value below:

out of 7

Overwrite already-entered grades

5. Hover over the column with scores, click the **three dots**, and click **Message Students Who**.
6. Select **Scored less than** and enter a **1** in the applicable box.

Scored less than ▼

7. **Copy** and **Paste** the *Email to Students* below into the *Message* field and click **Send Message**.

Email to Students

Dear Students,

Your iClicker grades are not syncing to Canvas. You should fix this by following the steps below.

1. Log in to our canvas course, click iClicker Sync, and click Launch iClicker Reef.
2. Enter your UWEC email address and your iclicker password.
3. Make sure you are using your UWEC email address.
4. Check to see if your username is correct. It is the letters and numbers before the @ in your email address.
5. If using a clicker, register your clicker number, it is located on the back of your clicker. You will receive a notification that your subscription has expired – you do not need to purchase a subscription.
6. If using the app, purchase the app with a credit card.
7. In our classroom when I start a poll, hold your orange on/off button until it blinks, then enter the base code for the room. (One time per semester, per room).

IMPORTANT: Your scores will NOT update until I sync the scores again.

If you need assistance, please go to the LTS helpdesk in VLL 1106.