How do I register my remote?
For a more detailed explanation please reference our guide

1: Log in to D2L.
2: In the right column on the initial, "My Home" page, locate the "Register Clicker" folder.
3: Click on the "Register Clicker" folder.
4: Click on "Register Your iClicker Remote"
5: On the new web page that loads, type in the remote ID from the back of your remote and click the "Register" button.
6: If your iClicker is not registering, make sure you are using a D2L supported browser. Please call the helpdesk if you have any issues.

Will my course(s) use iClicker?
While a growing number of courses use iClicker, not all do. If a course uses iClicker, that information should be included in the course syllabus. At the University Store's Textbook Room, an iClicker 2 remote should also be listed as a required purchase for the course.
If you're unsure, ask your course instructor.

As a student, what do I need?
You will need an iClicker 2 remote.

Where may I purchase an iClicker 2 remote?
The University Store's Textbook Room and other retailers sell iClicker 2 remotes.

May I purchase and use an iClicker (a.k.a. iClicker 1) remote or iClicker+ remote instead?
No, you should purchase an iClicker 2 remote. The iClicker and iClicker+ remotes support only multiple choice questions. iClicker 2 remotes allow text and numeric entry, enabling support for question types beyond just multiple choice. Even if your course instructors this semester will only be asking multiple choice questions, your instructors in other, future courses may ask questions requiring the advanced capabilities of the iClicker 2 remote. Therefore, purchasing an iClicker or iClicker+ remote now may lead to you spending more money in the long run.

May I purchase a used remote instead of a new one? Will I be able to sell my remote when I graduate?
Yes. iClicker 2 remotes may be purchased used and may be resold. Each iClicker 2 remote must be registered to its owner, but remotes may be re-registered at any time.

Can I use the same iClicker 2 remote in all my classes?
Yes.

May I share an iClicker 2 remote with my friend or roommate?
No. Your course instructors synchronize their iClicker software with the iClicker registration database at various times throughout the semester, and not necessarily during your regular class meeting times. Should one of your course instructors synchronize with the registration database at a time when the remote you share isn't registered to you, it may cause problems.

What is iClicker GO?
iClicker GO allows an Internet-connected computer or mobile device to act as an iClicker remote. iClicker GO is available as an app for both iOS and Android devices. It is also available in a web-based form for use with other mobile devices as well as computers. Use of iClicker GO requires purchase of a subscription to the iClicker GO service.

May I use iClicker GO instead of purchasing an iClicker 2 clicker?
Before purchasing an iClicker GO subscription, speak with your course instructors. Not all instructors allow the use of computers, phones, or other mobile devices in class.
You will only be able to use iClicker GO for a given course if the instructor of that course has made the choice to enable iClicker GO support. The course instructor must enable iClicker GO support in his or her iClicker software.

How long do the batteries last?
The batteries last approximately 200 hours.

I just changed the batteries - why is the remote is not working?
Make sure you change all three batteries, not just one or two.

I made a mistake registering, how do I re-register?
1. You must unregister the incorrect remote ID. To do so, click "Remove", as shown in the orange box below
If an instructor sets a question to "Anonymous Polling", are responses truly anonymous?

Yes, answers are truly anonymous. The i>clicker software will collect responses, but will not record any identifying information concerning the remotes.
**Help Desk**

**Help Desk Contact**

**Info**

**Location:** Boyer Building

**Phone:** 717-871-7777

**Email:** help@millersville.edu

**Hours:**

- **Call Center**
  - Fall/Spring Semesters:
    - M-Th 7:00am - 11:00pm EST
    - F 7:00am - 5:00pm EST
  - Summer Sessions:
    - M-F 7:00am - 5:00pm EST

- **Walk-in TAC**
  - Technical Assistance Center - access via W. Frederick Street side of building
  - Fall/Spring Semesters:
    - M-Th 8:00 am - 9:00pm, F 8:00am - 5:00pm EST
  - Winter/Summer Sessions:
    - M-F 8:00am - 5:00pm EST