

i>clicker Information for UTSA Faculty and Staff

Although Academic Technology strives to ensure your successful use of technology in the classroom, i>clicker is not an officially supported campus device. Instructor systems and technical support are therefore provided by i>clicker. Please review the following information to address your i>clicker needs.

Instructor System Requests

How to get i>clicker for your course

- **Email requests.** Send your full name, shipping address, course name and number, and enrollment cap to contact@iclicker.com
- **Phone requests.** Call (877) 414-5922 for assistance.

Updates

- Fall 2014 i>clicker released v6.4.2 to address the SSL v3 security vulnerability, which affected many applications across the Web. I>clicker recommends that all users of version 6 upgrade to version v6.4.2. [More->](#)
- There is now a one-time fee of \$6.99 that applies to students who purchase a used remote and register on iclicker.com. [More->](#)
- i>clicker recently updated the recommended syllabus entry template to include information about the used remote registration fee. The template is easy to plug into your existing syllabus and includes all of the information that you should communicate with students at the beginning of term. [View the syllabus entry.](#)

Training

i>clicker offers regularly scheduled live online training sessions. **To register for training, visit iclicker.webex.com.** Additional sessions are available for groups of 5 or more [upon request](#).

Technical Support

How to get help

- [Support portal, ticketing, and chat.](#) i>clicker's support portal contains answers to all of your most frequently asked questions; and when you can't find the answer you're looking for, you can easily submit a ticket or chat with an agent.
- **Phone.** i>clicker's support agents are available to assist you from 9AM to 9PM Eastern, Monday-Friday. Call toll-free, (866) 209-5698.

FAQs

- i>clicker compiled a list of the most frequently asked questions [here](#).

Frequently Asked Questions at UTSA

Does UTSA provide i>clicker support?

No. However, Academic Technology strives to support the successful use of classroom technologies and thus provides a variety of online materials. Visit tinyurl.com/utsa-training to access all our available resources.

A comprehensive interactive tutorial for using i>clicker version 6 in a UTSA classroom is available directly at <https://utsacloud-public.sharepoint.com/SiteAssets/AcademicTechnology/IClicker%20Interactive%20Tutorial%20output/story.aspx>.

A version 7 interactive tutorial will be available soon.

Where do I get the i>clicker software or updates?

Academic Technology provides a secure webpage for i>clicker files found at <https://utsacloud-public.sharepoint.com/Pages/iclicker.aspx>. Login is required for access to this page. Although the links are provided by Academic Technology, the actual files are hosted and updated directly with i>clicker.

What are the differences between v6 and v7?

Question lists, response grid, self-paced polling, and HTML reports from v6 are not included in v7. Demographics and questions-on-the-fly from v6 are not included in v7 at this time, but may be added in future updates. However, a time frame has not been provided by i>clicker. New features included in v7 are the integrated gradebook and Excel reports.

Do students need a remote?

Yes. Place an order with the UTSA bookstore so your students can purchase a remote. They can use one remote for all their classes. Students can also share a remote with a friend as long as they are not enrolled in the same course. Students can purchase a used remote, but may be required to pay a registration fee. See <http://support.iclicker.com/> for details.

What security issues exist?

If i>clicker is used to assign student grades, the files should be stored in a secure location such as a password protected flash drive. If available, network folders may be used with v7 only. Network folder storage is not compatible with v6. The flash drive provided by i>clicker is not a secure device. If lost or stolen, unauthorized access to your students' grades could occur.

Does i>clicker work with Blackboard?

Yes. During the course set up process in v7, be sure to click the Gradebook tab to enter UTSA's learning management system information. If you downloaded the files from the i>clicker website, you may need to select Blackboard Learn for the Roster Source. Otherwise, click the Select Course button to enter your myUTSA ID (abc123) and security key (found in any of your Blackboard courses under i>clicker Instructor Tools) to connect. You will then select the course you setting up from a pop up list of all your Blackboard courses.