

Waiting for Student Activity

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This article is intended for Teachers.

Classwize will try to connect to your students' devices while the class is in session. When Classwize doesn't get a response from the students' device, it will display Waiting for student activity.

Some of the reasons why you're seeing Waiting for Student Activity may include:

- Not starting your class yet.
- You've just started the class and Classwize is still connecting to your students.
- The student:
 - Is not unavailable or not attending the class
 - Is using a personal device that doesn't have a Linewize Connect - Education Chrome extension or the Linewize Connect app installation.
 - Is hot-spotting or connecting to the internet using their own internet connection.
 - Isn't connected to the internet.
 - Is using a browser other than Google Chrome on a BYOD device.
 - Has logged out of Captive Portal (if this feature is available in your school)

What should I do?

Most of the time this status simply means that the student is absent from school or hasn't used their device for several minutes. You may want to confirm if the student is supposed to be in your class, or if they've just stepped away for a few minutes. This is common in remote learning environments.

However, if you can see that the student is present in your class, you may need to investigate further. These are some of the scenarios you might encounter while teaching with Classwize:

The student is new to the school

If the student is new to the school, their school account may not yet be synced with Classwize and your class. Ask your school's IT administrator if the student's account has been configured in School Manager and/or if their account has been synced.

The class hasn't started yet

You can manually start a class by selecting START CLASS at the top of your Class View screen. Set the time when the session ends, and then select START. You may need to wait a few seconds while Classwize is connecting.



If you are running a scheduled class that has already started, try reloading your browser. Wait for a few seconds

until their student tile displays their screen on class view (or their tab(s) display if you're managing the class from List View). You may also ask the student to reset their connection to Classwize by reloading their browser too. See [Starting, Extending and Ending a Class](#) for more information about starting classes.

The student is unavailable, offline, or has connectivity issues

- **Check if the student has logged off or has disconnected**

Most of the time the student has been disconnected from the Internet. This is especially common in remote learning environments. You may want to check if the student has been disconnected or has logged off. If they are, ask them to sign back in.

- **Check the student's connectivity**

Check if they are having trouble connecting to the Internet, or if they are using a personal device to hotspot and bypass Classwize and your school's internet filter.

- **Check if Connect is installed and working properly on their device**

While Connect automatically updates to the latest version, it is still worth checking if the student is running the latest version of the application or extension. If Connect requires reinstallation or updating, seek help from your school's IT support.

The student is using a personal device (BYOD)

If the student is using a personal device:

- **Ask the student to sign-in to their school account on their device.**

Sometimes students who are using BYODs attempt to connect to Classwize while logged on to their personal account. If they are logged on their personal account on their device, ask them to log in instead to their school account.

- [How to switch users \(accounts\) in Windows](#)
- [Switch quickly between users on Mac](#)
- [How to switch between users on a Chromebook](#)

- **Check if Linewize Connect is installed or loading, and that the student is signed in.**

The student may either not have Connect installed on their device, or the extension may not be loading. Check the app's status by selecting its icon on the Chrome browser toolbar. You can also check its status by going to `chrome://extensions`.

Contact your school IT to ensure that the Connect extension is being pushed out to all students, that they cannot remove extensions, and your missing student is in the correct group.

- **Ask them to use Google Chrome instead of using other browsers.**

Ask the student to use Chrome if your school uses the Connect for Chrome extension, instead of using

other browsers such as Edge, Firefox or Safari.

Preventing students from using other browsers in the future

If the issue persists, we recommend asking your school's IT to restrict access to non-Chrome browsers from the student's school account.

• Synchronize the student's Google Account.

Sometimes students say 'no' to synchronization when logging in to their school Google profile for the first time. This will stop Chrome from synchronizing data and settings between the Chrome browsers on their primary learning devices and their BYODs.

To synchronize or link their data, instruct the student to:

- a. Select the profile icon on the Chrome toolbar.
- b. On the profile panel, select Turn on sync...
- c. Check if the student is using Chrome in Incognito mode.

If your school has enabled [Captive Portal](#), they will not be able to log in if they are using Chrome in Incognito mode on their personal device.

The student is attempting to circumvent *Connect*

• Check if the student is hotspotting

Students who connect to the Internet using third-party networks, such as those on mobile devices, instead of the school network can be difficult to prevent. Follow these simple steps to make sure students are connecting to the right network:

- [Windows](#)
- [Mac](#)
- [Chromebook](#)

If this is a recurring issue, we recommend asking your school's IT for help with preventing hotspotting primary learning devices and BYODs.

• Check if the student has uninstalled *Connect*

In BYOD environments, students may have administrator access to their devices, allowing them to uninstall *Connect*. You may need to assist them in re-installing it.

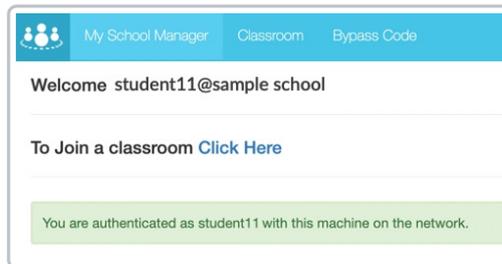
• Check if the student is using Chrome on Incognito mode

Ask the student to close their incognito browser and log in to Chrome as they normally would. Alternatively, you can also enable *Classwise* in incognito mode by going to [chrome://extensions](#), and selecting *Connect*. On the *Connect for Chrome - Education* settings page, toggle on Allow in incognito.

If this issue continues, we recommend asking your school's IT to disable Chrome's incognito mode. Checking the student's [Journey Report](#) may also help you identify potential red flags that may explain why the student keeps using the incognito mode.

- **Check My School Manager is showing a different student account**

Students can check whose student account is currently logged in by going to My School Manager (my.linewize.net).



- If the account that is logged in belongs to another student, they can then go to login.linewize.net to log out that student, and then log in the current student.
- If [My School Manager](#) shows that the account belongs to the current student, they can try relogging in.

Important: Privacy and Online Data Protection

If the account that is currently logged on belongs to another student, we recommend logging them out immediately to protect their privacy and online data.

- **Wait for the device to detect the new user**

Sometimes shared devices can be a bit slow to pick up that a new user has logged in. However, the student's connection will appear on Classwize after a couple of minutes.

If all else fail

If you have checked all of the above settings but the issue has remained unresolved, check with your school IT first to see if they can fix it.

If your school's IT can't resolve the issue, we recommend taking a screenshot or video recording of the issue and giving as much information such as the date/time it occurred and the MAC address of the student's device (if possible), and sending this information to help@linewize.io.