

# What would cause a student to not show up in the clock for check in?

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There are a few places to check when students aren't showing up to be clocked in.

1. Often times this is related to the class. The start date and end date on the class should be a range that includes today's date. The student's schedule start and end date doesn't affect the Clock, only the Class start and end date.
2. Check to be sure that the contact has the Students assigned as Pickups by going to the *Contact's* page and clicking the **Manage Pickups** button.
3. None of the students assigned to this Contact have a class at the current Clock location.

Contact Support if have checked the class dates, contact's pickups, and the clock location but the student still is not showing up.

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