

# Why are my classes not syncing?

Verify that the class has an established student roster. Without a student roster within an instructor's class, the palm cannot display or return probes of any kind. Additionally, it is possible that the timeframe for which you are syncing is incorrect. To verify the correct timeframe, follow these steps:

1. Navigate to the **AIMSweb** program within the palm.
2. On the upper left or right-hand side of the palm, tap the icon for **AIMSweb**.
3. Tap **Options**.
4. Tap **Preferences**.
5. Tap **Next**.
6. From here, you can edit the time frame.

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<https://pearsonassessmentssupport.com/support/index.php?View=entry&EntryID=3971>