

# ResponseWare for TurningPoint Cloud Instructors

## About ResponseWare

ResponseWare turns a participant's web-enabled device into a virtual clicker. Participants are able to respond to polling questions using a Wi-Fi or data connection.

Compatible with TurningPoint 5 and TurningPoint Cloud, ResponseWare allows the user to respond to multiple styles of questions, such as multiple-choice, alphanumeric, multiple response and essay questions. Questions and answer choices are displayed on the web-enabled device while polling is open.

## Technical Requirements

ResponseWare must meet certain system and mobile requirements to maximize its optimal performance.

### System Requirements

The following are required for ResponseWare to properly function:

- Stable internet connection
- JavaScript enabled browser
  - Microsoft Internet Explorer (current and one version previous)
  - Firefox (current and one version previous)
  - Chrome (current and one version previous)
  - Safari (current version and one version previous)
- TurningPoint 5 PC or Mac - 5.0 or higher
- TurningPoint Cloud

### Mobile Requirements

The following are required for ResponseWare to properly function:

- Internet access via Wi-Fi (recommended for optimal performance) or data connection
- A mobile web browser

#### **WARNING**

Standard data rates may apply. Turning Technologies is NOT responsible for any cellular usage charges.

## ResponseWare and Turning Account

A Turning Account Username and password is required to sign in to TurningPoint Cloud. A Turning Account can be created at no cost. The Turning Account secure sign in and file encryption ensures that data is safeguarded in TurningPoint Cloud.

If you do not have a Turning Account, see **Creating a Turning Account** on page 2. If you have a Turning Account, skip **Creating a Turning Account**.

## Creating a Turning Account

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A Turning Account is a unique identifier that is used to tie together all software accounts and response devices. A Turning Account is required for use with Turning Technologies products.

- 1 Go to <https://account.turningtechnologies.com/>.
- 2 Enter your **school or organization email address** and click **Create**.

### IMPORTANT

If your email address belongs to a defined organization in Turning Account, the following message is displayed:

Your Turning Account needs to be connected to your school's Learning Management System to track your participation. Sign-in to your LMS and click on the Turning Account Registration link under any course that uses clickers.

- 3 Check your email and click the link to verify your Turning Account.

### NOTE

If you did not receive the verification email, click the **Resend** button in Turning Account.

- 4 Enter all **required fields** as noted by the asterisks.
- 5 Enter and confirm your **password** in the fields provided.

### NOTE

The password must be at least eight characters long and contain one lowercase letter, one uppercase letter and one number.

- 6 Select the box labeled *By checking this, you agree to comply with the End-User License Agreement and Terms of Use*.
- 7 Click **Finish**.
- 8 If you have a **license code** and/or **device ID** enter them in the appropriate box and click **Redeem** and/or **Register**.
- 9 Click **Finish**.  
The Turning Account Dashboard is displayed.

## Using ResponseWare in TurningPoint Cloud

### WARNING

A Turning Account license is mandatory for participants. If a participant does not purchase a Turning Account license, his or her score will show as an asterisk in all TurningPoint Cloud participant reports. Furthermore, his or her score will export as "0" to an Excel workbook and will not be exported to an LMS.

## Enabling ResponseWare

ResponseWare must be enabled for participants to use ResponseWare as a response device.

- 1 Open TurningPoint Cloud and sign in to your Turning Account.  
The *TurningPoint Cloud Dashboard* opens.
- 2 Click **Click to Connect** in the upper right corner of the TurningPoint Dashboard.  
The *ResponseWare Session* window opens.
- 3 Optionally, click **Session Options** to configure participant settings. The *Session Options* window opens.  
Adjust the session options as necessary and click **Save**.

### NOTE

Saved changes made in *Session Options* will remain the same for all future sessions until manually changed. Click **Restore Defaults** to revert all options back to their original state.

### IMPORTANT

Session options cannot be changed mid-session.

**Require Participant Accounts** - Place a check in the box next to this option to require participants to have licensed accounts to be able to respond. If the box remains unchecked, participants who do not have Turning Accounts can participate as guests. This option is only available if you have a Concurrent license applied to your Turning Account. The number of guests cannot exceed the capacity of the license.

### NOTE

A Concurrent license may be purchased from a Turning Technologies Account Executive. For more information about the Concurrent license, contact [sales@turningtechnologies.com](mailto:sales@turningtechnologies.com).

**Participant Session Login Information** - First Name, Last Name, User ID and Email can be set to *Optional*, *Require* or *Don't Show*.

- If set to **Require**, participants will be prompted to enter the required fields prior to joining the session.
- If set to **Optional**, participants will be prompted to enter the optional fields but can join the session without entering the information.
- If set to **Don't show**, participants will not be prompted to enter the optional fields and the fields will not appear in TurningPoint Cloud reports.

**Participant Messaging** - Instructors can configure the messaging feature so that participants can message the instructor and all other participants, the instructor only or disable messaging.

- **Participants may message instructor and all participants** - A participant can choose to message the instructor alone or the instructor and all participants in the session.
- **Participants may message the instructor only** - A participant can send direct messages to the instructor.
- **Disable participant messaging** - Participant messaging is disabled, however instructors retain the ability to message the group or individual participants.

**Participant Question Display** - Instructors determine how the question is displayed to participants.

- **Display text, images, and content to participants** - Displays the questions and answer choices, as well as images and content up to 1 MB of data per question.

- **Display response buttons only** - Does not display the question and answer choices, only the response buttons associated with the answer choices.

**IMPORTANT**

Questions containing more than 1 MB of data display as the response buttons only.

- 4 Optionally, select the **Session ID** from the drop-down menu. If Random is selected, a Session ID will be randomly generated.

To reserve a unique Session ID follow the steps below:

- a Click **Reserve**.
- b Enter a unique **Session ID** between 4 and 14 alpha or numeric characters, but must contain at least one letter, i.e. Psych101.
- c Click **Reserve**.

- 5 Click **Start Session**.

The *ResponseWare Session Status* window opens.

- 6 Click **Close** to return the TurningPoint Dashboard.

The *ResponseWare Session Status* window does not need to be open for ResponseWare to be enabled.

ResponseWare will remain enabled until TurningPoint Cloud is closed or until **End Session** is selected from the *ResponseWare Session Status* window.

- 7 Select either **PowerPoint Polling** or **Anywhere Polling** from the TurningPoint Cloud Dashboard.

**NOTE**

It is possible to switch between polling environments without logging out of the current ResponseWare session. Participants do not need to log out and join a new session.

## Next Steps

Provide participants the Session ID to join the session.

## Contact Us

For additional help, contact Turning Technologies Technical Support.

Technical Support is available from 8 a.m. - 9 p.m. EST.

From within the contiguous United States, you can reach Technical Support toll-free by calling 866.746.3015. If you are calling from outside of the United States, please call +1 330.746.3015.

Technical Support may also be reached via e-mail at [support@turningtechnologies.com](mailto:support@turningtechnologies.com).