



**User Guide  
for  
Participants**

Version 1.1

© 2010 Turning Technologies, LLC.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Turning Technologies, LLC. All rights reserved.

Turning Technologies, LLC. 255 West Federal Street, Youngstown, OH 44503 USA.

TurningPoint® is a registered trademark of Turning Technologies, LLC. Other trademarked product names mentioned in this manual are owned by their respective companies.

<b>1 Technical Requirements . . . . .</b>	<b>4</b>
Computer System Requirements . . . . .	4
Mobile System Requirements . . . . .	4
Device Bandwidth Requirements . . . . .	5
<b>2 About ResponseWare . . . . .</b>	<b>6</b>
How to Create a ResponseWare Account. . . . .	7
How to Login to ResponseWare . . . . .	8
<b>3 Your Account . . . . .</b>	<b>9</b>
How to Change Your Login . . . . .	9
How to Change Your Password . . . . .	9
How to Update Your License. . . . .	10
<b>4 Participating in a Session . . . . .</b>	<b>11</b>
How to Connect to a ResponseWare Session . . . . .	11
How to Send Feedback to the Presenter. . . . .	11
Responding to a ResponseWare Session. . . . .	12
Normal Mode. . . . .	12
How to Respond to a Multiple Choice or Multiple Response Question . . . . .	12
How to Respond to a Fill in the Blank, Numeric Response or Essay Question . . . . .	12
How to Respond to a Moment to Moment Question. . . . .	13
Basic Mode . . . . .	13
How to Respond to a Multiple Choice or Multiple Response Question . . . . .	13
How to Respond to a Fill in the Blank, Numeric Response or Essay Question . . . . .	14
How to Respond to a Moment to Moment Question. . . . .	14
<b>Contact Us . . . . .</b>	<b>15</b>

# 1 Technical Requirements

## Computer System Requirements

- An internet connection
- A web browser that supports AJAX, JavaScript™ and HTTP requests such as:
  - Internet Explorer® 7 or higher
  - Firefox® 2 or higher
  - Opera™ 9 or higher
  - Google Chrome™ 5 or higher
  - Safari® 3 or higher

## Mobile System Requirements

- Internet access via:
  - An active cellular data connection
  - Connection to an Internet-enabled Wi-Fi Access Point
- A mobile web browser.

**Warning** If you do not have an unlimited cellular data plan, you may be charged for connectivity by your cell phone provider.

Turning Technologies is not responsible for any cell phone usage charges.

# Device Bandwidth Requirements

- Wi-Fi or cellular connection (for optimum performance, a Wi-Fi connection is recommended). Local area Wi-Fi or cellular network capable of supporting a concentration of one simultaneous connection for each ResponseWare device located in the same coverage area on the network. *eg: If a presenter wants to use 100 ResponseWare devices, their network needs to be able to support 100 simultaneous Wi-Fi connections within the area the devices are being used. The difference in a network that can support ResponseWare and a typical Wi-Fi network is that in typical use, all 100 devices are not in the same location or using the network at the exact same time.*
- 1.6 kbps downstream
- 4.3 kbps upstream

## Bandwidth Recommendations

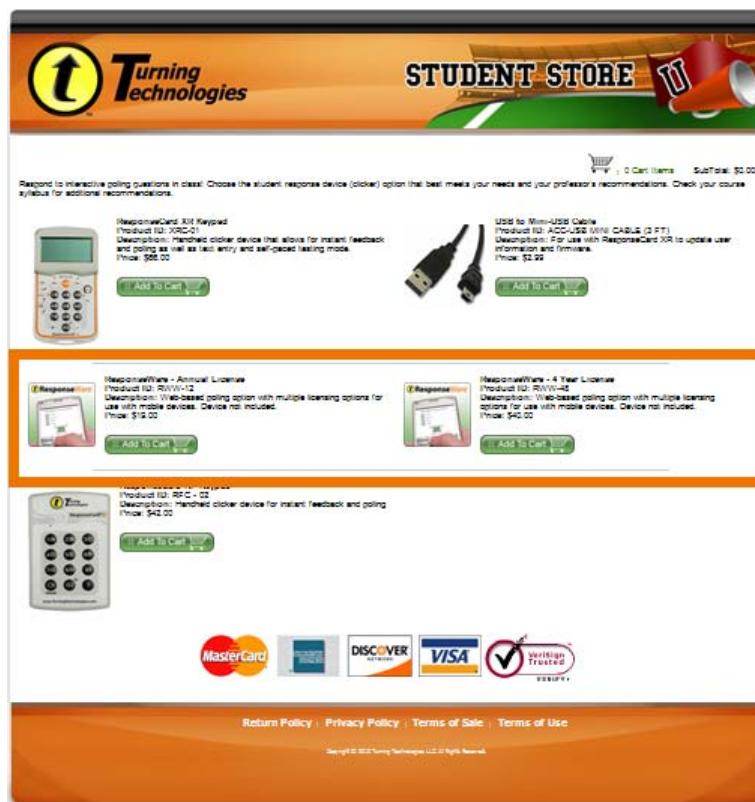
Number of Users on Network	Required Available Network Bandwidth Up and Downstream (bps)
1	9600
2 - 30	128k
31 - 100	512k
101 - 350	T1 or better

# 2 About ResponseWare

ResponseWare turns your computer or mobile device into a virtual ResponseCard. ResponseWare allows you to respond to an interactive polling session through your internet connection.

A Participant ResponseWare license can be purchased from the Turning Technologies e-commerce site (store.TurningTechnologies.com) or from your school's bookstore in the form of a scratch-off card.

## Turning Technologies E-Commerce



## Turning Technologies Scratch-off License Cards



---

## How to Create a ResponseWare Account

To create an account you do not need a ResponseWare License code. License codes can be added at a later date.

- 1 Go to **www.rwpoll.com**.
- 2 Click **Create an account now**.
- 3 If you have purchased a ResponseWare license, enter the license in the box at the top of the page.
  - If you have not purchased a license, check the box next to “I have not purchased a license, but would still like to create an account.”
- 4 Enter your **e-mail address**.
- 5 Confirm your **e-mail address**.
- 6 Enter a **password**.
- 7 Confirm your **password**.
- 8 Enter the text from the **security image**.
- 9 Click **Create Account**.

A summary screen is displayed. An e-mail from support@turningtechnologies.com is sent to the e-mail address you provided. The e-mail contains your username, license information and your device ID.
- 10 Click **Continue**.

The ResponseWare Participant Home Page is displayed.

---

## How to Login to ResponseWare

- 1 Go to [www.rwpoll.com](http://www.rwpoll.com).
- 2 Click **Login**.
- 3 Enter the **E-mail** and **ResponseWare Password**.

**Note** If you do not know your ResponseWare Password, click Forgot Password. Enter your e-mail address and click Send E-mail. The e-mail address entered must be the same e-mail address assigned to the ResponseWare Account.

- 4 Click **Login**.

The ResponseWare Participant Home Page is displayed.

# 3 Your Account

From the Account Page you can change your login or password. You can also view and update your Participant License. You can also view your Device ID.

---

## How to Change Your Login

- 1 Login to ResponseWare.
- 2 Click **Your Account**.
- 3 Click **Change your login**.
- 4 Enter your new **E-mail** and **Confirm new e-mail**.
- 5 Click **Change**.
- 6 A confirmation message is displayed. Click **Continue**.

You are returned to Your Account Page.

---

## How to Change Your Password

- 1 Login to ResponseWare.
- 2 Click **Your Account**.
- 3 Click **Change your password**.
- 4 Enter your **Current Password**, **New Password** and **Confirm Password**.
- 5 Click **Change**.
- 6 A confirmation message is displayed. Click **Continue**.

You are returned to Your Account Page.

---

## How to Update Your License

Participant licenses can be purchased from the Turning Technologies e-commerce site ([store.TurningTechnologies.com](http://store.TurningTechnologies.com)) or from your school's bookstore.

- 1 Login to ResponseWare.
- 2 Click **Your Account**.
- 3 Enter your **license code** in the box provided.
- 4 Click **Enter**.

Your participant license information is updated and you will receive a confirmation e-mail from [support@turningtechnologies.com](mailto:support@turningtechnologies.com).

# 4 Participating in a Session

A session is administered by a presenter. The presenter uses Turning Technologies polling application such as TurningPoint or TurningPoint AnyWhere to gather responses from an audience. ResponseWare is how you participate and respond to a presenter's session.

---

## How to Connect to a ResponseWare Session

- 1 Go to **www.rwpoll.com**.
- 2 Enter a **Session ID**.

*Note* Session IDs are provided by the presenter.

- 3 Click **Join Session**.
  - You may be prompted to enter your e-mail address and password to join the session. This is an option, set by the presenter.
  - You may be prompted to enter your first name, last name and user data. This is an option, set by the presenter.
- 4 If polling has not begun, the Welcome Page is displayed.

---

## How to Send Feedback to the Presenter

You have the option to send user feedback or a note to the presenter through ResponseWare.

- 1 Click **Feedback**.
- 2 Enter the feedback text in the box provided.
- 3 Click **Send**.

# Responding to a ResponseWare Session

A presenter determines if a ResponseWare session is delivered in Normal Mode or Basic Mode.

- **Normal Mode** - The question and answer options are displayed with the keypad. The results of the question may also be displayed.
- **Basic Mode** - Only the keypad is displayed.

## Normal Mode

---

### How to Respond to a Multiple Choice or Multiple Response Question

- 1 When polling is open the question and answer options are displayed.
- 2 Select the number or letter that corresponds to your answer choice(s).
- 3 Answer selections are sent automatically to the presenter. You may change your answers as long as polling remains open.

When polling closes the results may be displayed. Clicking the graph will toggle the results between percentages and the number of responses.

---

### How to Respond to a Fill in the Blank, Numeric Response or Essay Question

- 1 When polling is open the question and a text box are displayed.
- 2 Enter your answer in the text box provided.
- 3 Click **Submit Essay**.

You may resubmit an answer as long as polling remains open.

When polling closes the results may be displayed. Clicking the graph will toggle the results between percentages and the number of responses.

---

## How to Respond to a Moment to Moment Question

A Moment to Moment Question is a graph the presenter uses to gauge responses for a length of time. As responses come in the results are tracked on a line graph. When responding to a Moment to Moment question you may be asked to keep sending responses until polling is closed.

- 1 When polling is open, a 5 button scale is displayed. The scale is rated as follows:
  - ++ (Strongly Agree)
  - + (Agree)
  - = (Neutral)
  - - (Disagree)
  - -- (Strongly Disagree)
- 2 Click the button that corresponds to your opinion.

## Basic Mode

---

## How to Respond to a Multiple Choice or Multiple Response Question

- 1 Select **Keypad View** from the drop-down menu.
- 2 Select the number/letter that corresponds to your answer choice(s).
- 3 Answer selections are sent automatically to the presenter. You may change your answers as long as polling remains open.

---

## How to Respond to a Fill in the Blank, Numeric Response or Essay Question

- 1 Select **Text Entry** from the drop-down menu.
- 2 Enter your answer in the text box provided.
- 3 Click **Submit Essay**.

You may resubmit an answer as long as polling remains open.

---

## How to Respond to a Moment to Moment Question

A Moment to Moment Question is a graph the presenter uses to gauge responses for a length of time. As responses come in the results are tracked on a line graph. When responding to a Moment to Moment question you may be asked to keep sending responses until polling is closed.

- 1 Select **M2M Keypad** from the drop-down menu, a 5 button scale is displayed. The scale is rated as follows:
  - ++ (Strongly Agree)
  - + (Agree)
  - = (Neutral)
  - - (Disagree)
  - -- (Strongly Disagree)
- 2 Click the button that corresponds to your opinion.

# Contact Us

Turning Technologies Customer Service Department offers first class technical support second to none.

Technical Support is available Monday - Friday, 7am - 9pm EST.

From within the continental United States, you can reach Customer Service toll-free by calling 1 877 726 4602. If calling from outside the United States, please call +1 330 746 3015.

Customer Service may also be reached via e-mail at [support@turningtechnologies.com](mailto:support@turningtechnologies.com). Please note, it may take up to two business days for a reply if contacted via e-mail.