

# USER GUIDE



For Participants

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# Desktop 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
  - Netscape® 8 or higher
  - Safari® 3 or higher

# Mobile System Requirements

- An active cellular data plan or connection to a Internet-enabled WiFi Access Point.

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

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

- A mobile web browser.
- 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.*

### Device Bandwidth Requirements

1.6kbps downstream

4.3kbps 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

# Creating a ResponseWare Account

If you are a student who will be using ResponseWare as your response device, you may be asked to create an account on rwpoll.com using license information you would have purchased from an e-commerce site or on a scratch-off card purchased at the bookstore.



## Step by Step Instructions

- 1 Open your web browser.

Creating your personal ResponseWare account

Open your web browser such as Internet Explorer, Firefox, Opera, Netscape, Safari, or your Mobile Web Browser.

- 2 Go to the ResponseWare web site.

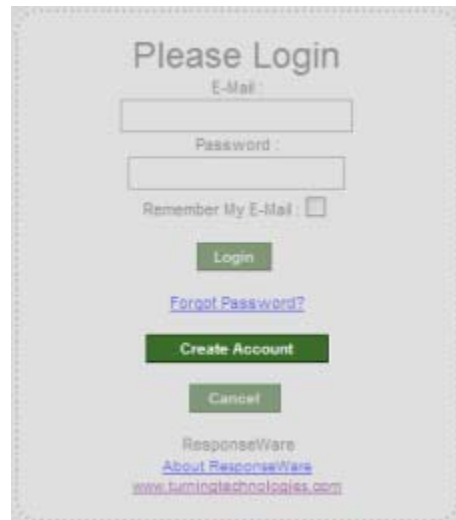
[www.rwpoll.com](http://www.rwpoll.com)

- 3 Click **Manage Account**.

The login screen will then be displayed.



- 4 Click **Create Account**.



- 5 Review both the **Privacy Statement** and the **Terms of Use Agreement**.

**License Agreement**

Welcome to ResponseWare  
The Next Generation in Response Technology  
ResponseWare - our revolutionary new response system for mobile devices and more.

[View Privacy Statement](#)

[View Terms of Use Agreement](#)

I have read both the Privacy Statement and the Terms of Use Agreement

[Decline](#) [Agree](#)

ResponseWare  
[About ResponseWare](#)  
[www.turningtechnologies.com](http://www.turningtechnologies.com)

Click on the hyperlinks to review these items. Then Check the box to the left of “*I have read both the Privacy Statement and the Terms of Use Agreement*”

- 6 If you accept the Terms of Use Agreement click **Agree**.

- 7 Enter your license code, email address, password, and Secure Text.

Enter in your email address and password in the Create User form.

**Create Account**

Enter License Code :


I have not purchased a license, but would still like to create an account.

E-Mail :

Confirm E-Mail :

Password :

Confirm Password :

Secure Text  


Enter Text from Image Above

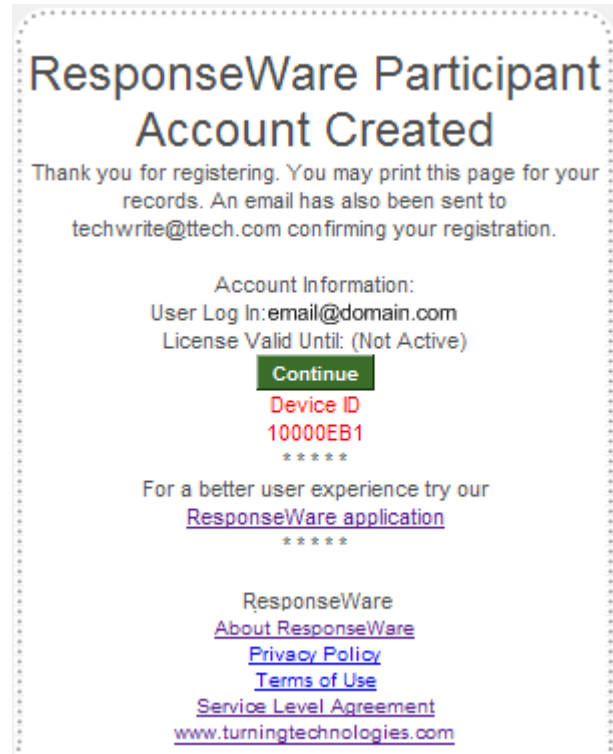
ResponseWare Web  
[About ResponseWare Web](#)  
[www.turningtechnologies.com](http://www.turningtechnologies.com)

**Note** If you do not have a license code and still wish to create and account, check the box to the left of "I have not purchased a license, but would still like to create an account."

- 8 Click **Create Account**.

A confirmation screen will be displayed and an e-mail will be sent to the e-mail address you provided.

**Confirmation Screen - Account Created**



- 9 Click **Continue**.

# Connecting to a ResponseWare session

This section will cover how to connect to a ResponseWare session.

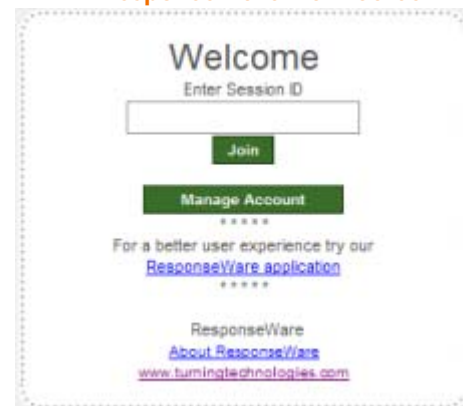
**Note** If you just created your ResponseWare account and want to join a session, skip to **step 5** below. If you have previously created your account and need to join a session, please follow steps 1-4 first.

## Step by Step Instructions

Connecting to a ResponseWare session for participation.

- 1 Navigate to the ResponseWare page [rwpoll.com](http://rwpoll.com).

### ResponseWare Main Screen



- 2 Click **Manage Account**.

You will now be prompted for your e-mail address and password associated to your ResponseWare account.

- 3 Enter your **Email Address** and **Password**.

ResponseWare login screen

Please Login

E-Mail :

Password :

Remember My E-Mail :

Login

[Forgot Password?](#)

Create Account

Cancel

ResponseWare  
[About ResponseWare](#)  
[www.turningtechnologies.com](http://www.turningtechnologies.com)

**Tip** You may allow your web browser to remember your e-mail address for quicker login for ResponseWare in the future by check marking the “Remember My E-Mail” option under the password field.

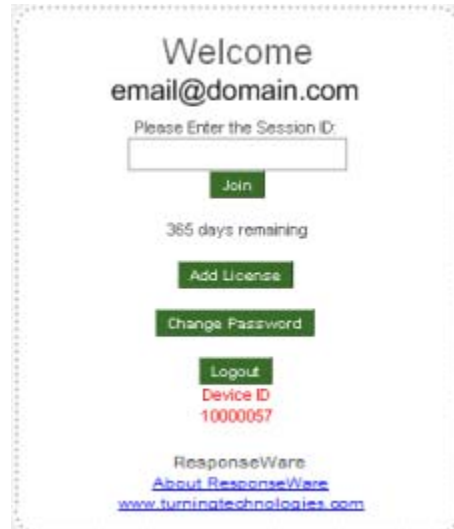
- 4 Click **Login**.

You are now logged into ResponseWare with your account.

- 5 Enter the **Session ID**.

The session ID will be provided by the presenter or on the presentation.

Welcome Screen - Session ID prompt



- 6 Click **Join**.

ResponseWare is will now connect to the session.

- a. If logging in without a pre-made account, Enter your User Information.

Firstname, lastname and user data (Student ID, Employee ID, etc.)

The image shows a 'Welcome' screen for ResponseWare. It features a dotted border and the following text and fields: 'Welcome' in large font, 'Device ID : 1000003E', 'First Name :' followed by an empty text box, 'Last Name :' followed by an empty text box, 'User Data :' followed by an empty text box, a green 'Continue' button, and the text 'ResponseWare', '[About ResponseWare](#)', and '[www.turningtechnologies.com](http://www.turningtechnologies.com)'.

**Note** The user information fields are not required to be completed to log in. If you wish to remain anonymous, just click Continue. Any information can be entered into these fields. The text entered is not case sensitive.

The user data you enter here is critical if your presenter is auto generating their participant list. The information that is entered on this screen will be what appears in there participant list for grading, analyzing or simply giving credit for group meeting environments. If you do leave this screen incomplete, then the presenter may not be able to give you credit for your responses.

7 Click **Continue**.

The current polling status or questioned will be displayed. This screen will auto refresh once polling is open.



**Tip** If you are using a device that doesn't support Ajax, JavaScript or HTTP requests, then you may have a Refresh button that you will need to press to advance to the questions and the results after polling is opened and closed respectively.

# Responding with ResponseWare

This section will cover how to use ResponseWare to respond to interactive presentations.

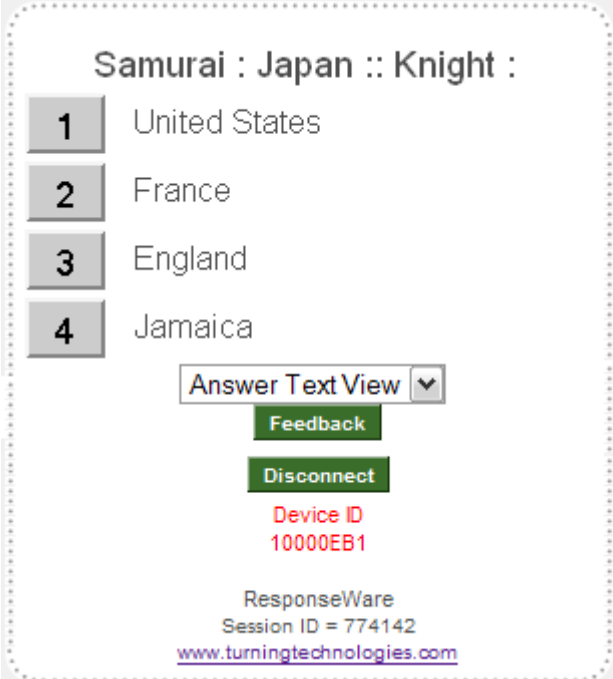
## Step by Step Instructions

- 1 Once connected (See page 8 for steps on how to connect), the current polling status will be displayed.

Instructions for responding with ResponseWare

When the presenter opens polling, the question along with the response choices will be displayed. If polling is closed, the screen will say "Polling Closed"

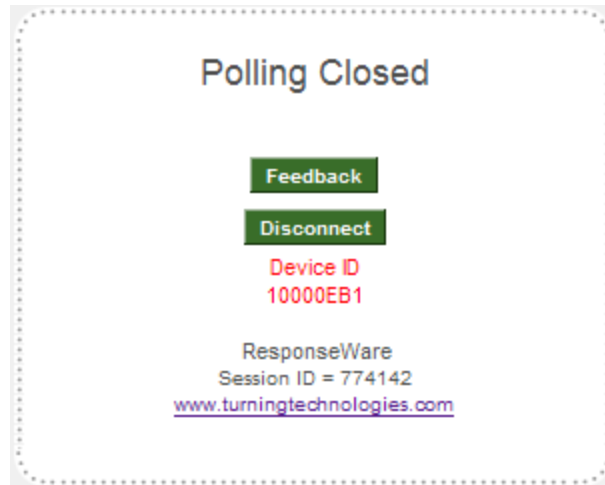
### Response Screen with Polling Open



The screenshot shows a polling interface with the following elements:

- Question: Samurai : Japan :: Knight :
- Answer choices (numbered 1-4):
  - 1 United States
  - 2 France
  - 3 England
  - 4 Jamaica
- Answer Text View dropdown menu
- Feedback button
- Disconnect button
- Device ID: 10000EB1
- ResponseWare logo
- Session ID = 774142
- Website: [www.turningtechnologies.com](http://www.turningtechnologies.com)

Response Screen with Polling Closed



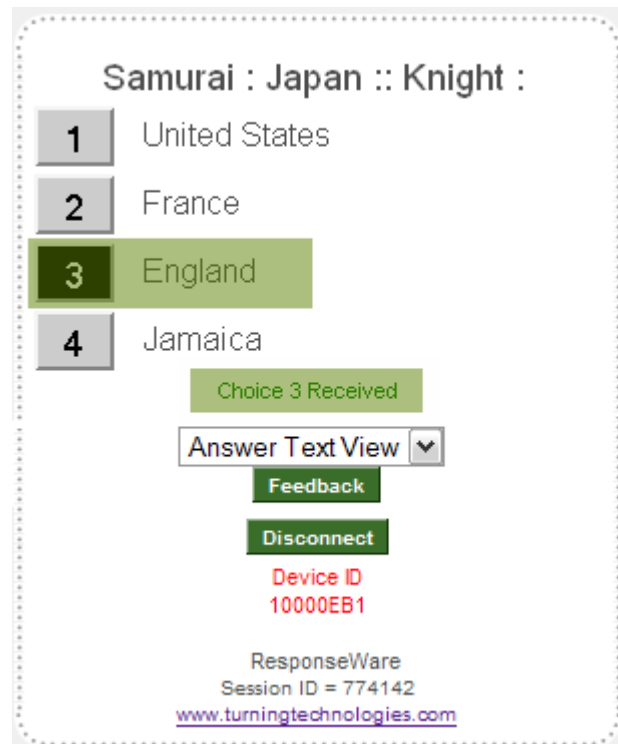
- 2 When polling is open, select your response choice. If responding with a text based answer, enter the text and click Submit Essay.

ResponseWare will now send your response to the presenter through the ResponseWare server to be tallied for the current question being polled.

**Tip** You can change the ResponseWare application to display a standard keypad layout by clicking Answer Text View and setting it to Keypad View.

- 3 Once TurningPoint receives your response, ResponseWare will indicate on screen that your response has been received. ResponseWare will also display which answer choice TurningPoint has recorded for you.

**Response Received Confirmation Screen**



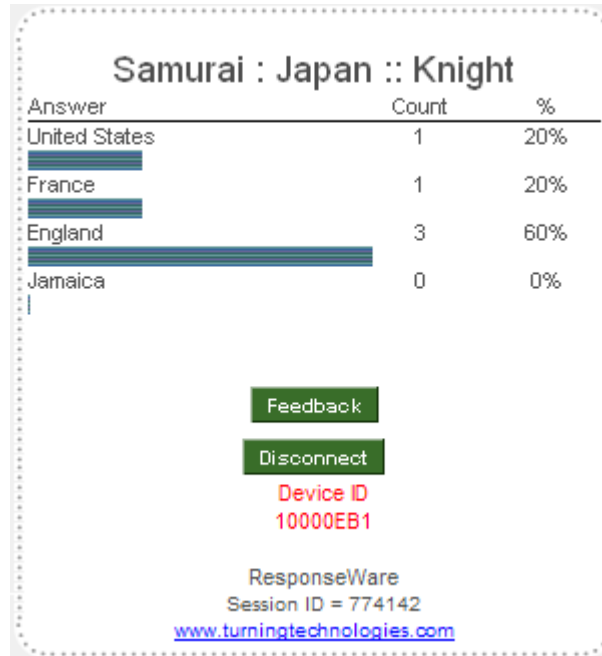
**Note** You may change your response choice at any time as long as polling is still open. TurningPoint only retains the last response sent/received.

**Tip** If you are using a device that doesn't support Ajax, JavaScript, or HTTP requests, you may have a Refresh button that you will need to press to advance to the questions and the results after polling is opened and closed respectively.

- 4 Once polling closes, the question results will be shown on your screen.

The results for all participants will be displayed after polling has closed.

**Question Results**



# Responding with ResponseWare - Basic Mode

This section covers how to use ResponseWare in Basic Mode to respond to interactive presentations.

## Step by Step Instructions

Instructions for responding with ResponseWare - Basic Mode

- 1 Once connected (See page 8 for steps on how to connect), the default keypad is displayed.

### Default Response Screen - Basic Mode



- 2 When polling is open, select your response choice.

ResponseWare will now send your response to the presenter through the ResponseWare server. Your response will be tallied in with other participants for the current question being polled.

**Note** You may change your response choice at any time as long as polling is still open. TurningPoint only retains the last response sent/received.

- a When responding to a text based answer, switch to Text Entry enter the text and click Submit Essay
- b When responding to a Moment-to-Moment slide, change to M2M Keypad.

# Sending User Feedback to the Presenter/Host

This section will cover how to send user feedback to the Presenter/Host.

## Step by Step Instructions

Instructions for sending session feedback to the presenter/host.

- 1 While on the response screen, click **Feedback**.

The User feedback for will now be displayed.

### Feedback button on the response screen



2 Enter your feedback text.

Enter the text you wish to send to the Presenter/Host.

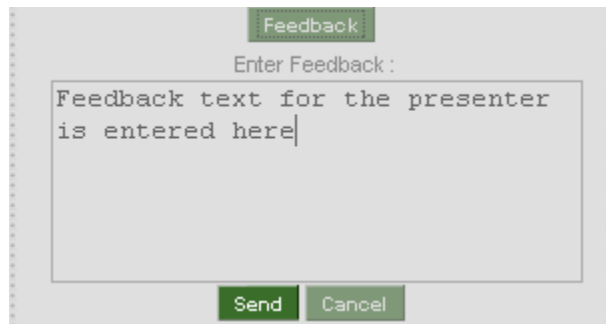
**User Feedback form**

The screenshot shows a mobile application interface for sending feedback. At the top, it displays the text "Samurai : Japan :: Knight :". Below this is a list of four options, each in a grey box with a number: "1 United States", "2 France", "3 England", and "4 Jamaica". Under the list is a dropdown menu labeled "Answer Text View" with a downward arrow. A green button labeled "Feedback" is positioned below the dropdown. The main area is a text input field with the placeholder text "Enter Feedback :". The text "Feedback text for the presenter is entered here" is entered into the field. Below the input field are two green buttons: "Send" and "Cancel". At the bottom of the form is a grey bar containing a green "Disconnect" button, the text "Device ID 10000EB1" in red, and the text "ResponseWare Session ID = 774142" and the URL "www.turningtechnologies.com" in blue.

- 3 Click **Send**.

Your feedback has been send to the Presenter/Host.

**User feedback Send button**



# Disconnecting from a Session

This section will cover how to disconnect from an interactive session. All data sent over ResponseWare is sent in real time through the ResponseWare servers and saved in real time on the presenter PC. No data is stored locally on the participant's device or PC. Disconnecting only removes you from the current session. It does not log you off the ResponseWare system.

## Step by Step Instructions

Disconnecting from a session.

- 1 While on the response screen, click **Disconnect**.

You will now be prompted to confirm that you wish to disconnect from the session.

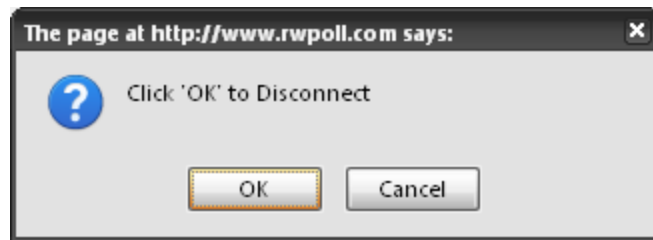
### Disconnect button on response screen



- 2 Click on **OK** to disconnect.

You are now disconnected from the session.

**Confirmation box to disconnect**



# Logging out

This section will cover how to log out from the ResponseWare session. Logging out disconnects you from the ResponseWare Server. You must log in again to participate in interactive presentations. If you happen to disconnect or lose your connection in the middle of a presentation, all of your responses will still count. Once you reconnect, you will join the current or next question. Logging out of ResponseWare closes all connections to the ResponseWare service.

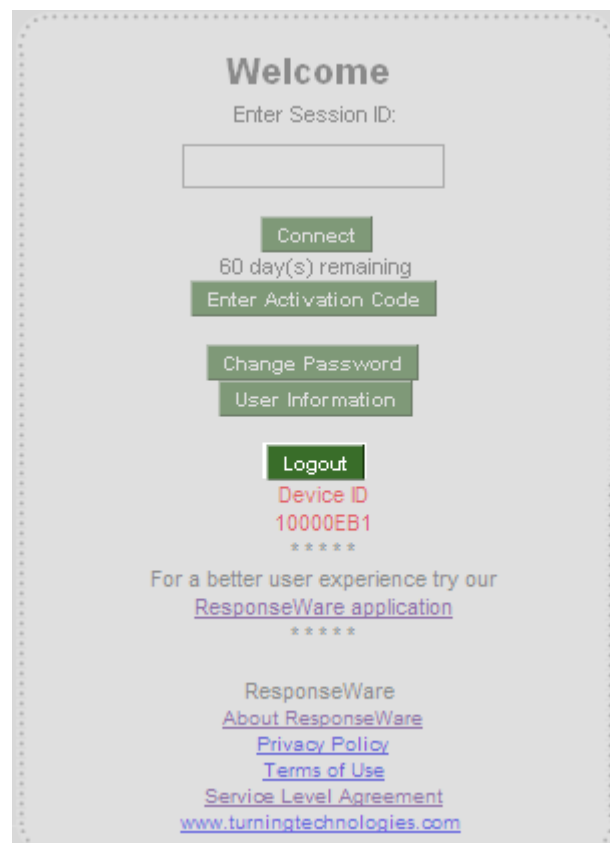
## Step by Step Instructions

Instructions for logging out of ResponseWare.

- 1 While on the Welcome screen, click **Logout**.

You are now logged off the ResponseWare server.

### Welcome screen with Logout button



# Updating User Information

This section will cover how to add user information to your new account such as your first and last name along with a user data field.

## Step by Step Instructions

- 1 On the Welcome screen, click **User Information**.

Updating your personal information to your ResponseWare account.

The user information form is now displayed.

### Welcome Screen - User Information Button



**Note** Your Device ID is part of your ResponseWare account. It will never change. However, if you are logging into ResponseWare anonymously, this number will change each time you log in, such as Guest\_56.

- 2 Enter your **First and Last name**.

### User Information Screen



The screenshot shows a 'UserInfo' form with two input fields for 'First Name' and 'Last Name'. Below the fields are 'Update' and 'Cancel' buttons. The 'Device ID' is displayed as '100003E' with asterisks. There is a promotional message for the 'ResponseWare application' and a list of links including 'About ResponseWare', 'Privacy Policy', 'Terms of Use', 'Service Level Agreement', and the website 'www.turningtechnologies.com'.

- 3 Click **Update**.

Your user information is now updated.

# Changing your password

This section will cover the steps to change your user account password.

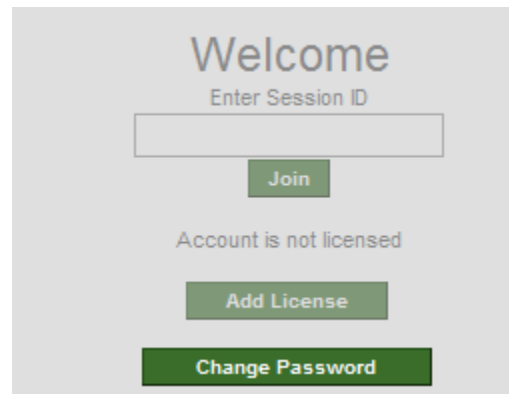
## Step by Step Instructions

Instructions for changing your ResponseWare account password.

- 1 While on the Welcome screen, click **Change Password**.

The Change Password form will now be displayed.

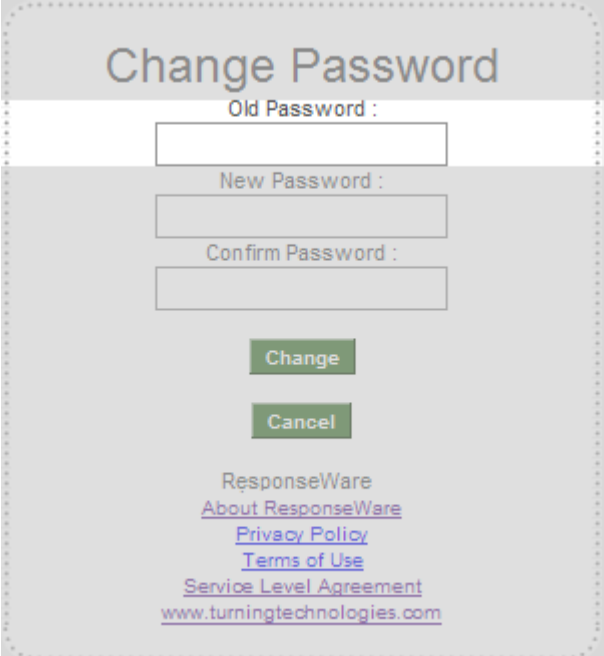
### Licensed Participant: Change password buttons



**Note** It is recommended that a new user should immediate change the password from the auto-generated password that was e-mailed to them from rwpoll.

- 2 Enter the **current password**. Enter your current password associated to your ResponseWare account.

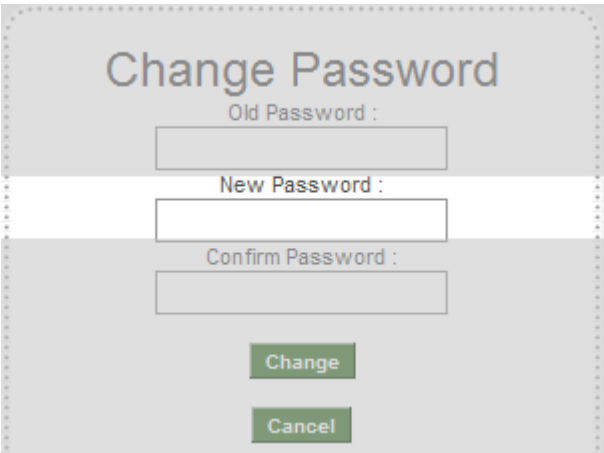
Enter current password



The screenshot shows a 'Change Password' form with three input fields: 'Old Password', 'New Password', and 'Confirm Password'. The 'Old Password' field is highlighted with a light gray background, indicating it is the current step. Below the fields are 'Change' and 'Cancel' buttons. At the bottom, there are links for 'ResponseWare', 'About ResponseWare', 'Privacy Policy', 'Terms of Use', 'Service Level Agreement', and the website 'www.turningtechnologies.com'.

- 3 Enter the **new password**. Type in your new password.

Enter new password

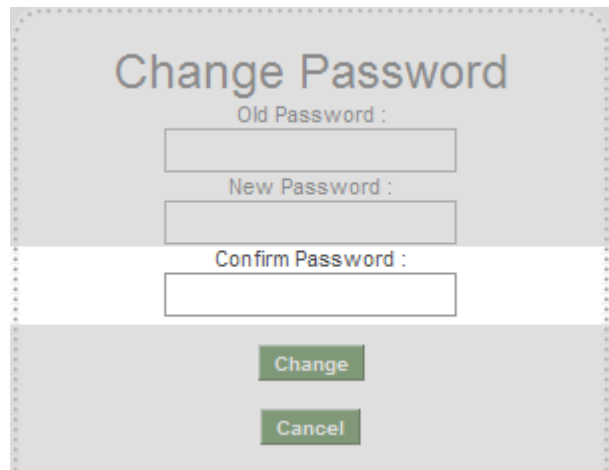


The screenshot shows the same 'Change Password' form. In this step, the 'New Password' field is highlighted with a light gray background. The 'Old Password' and 'Confirm Password' fields are now white. The 'Change' and 'Cancel' buttons and the footer information remain the same.

- 4 Enter the **new password again** to confirm.

Enter your new password a 2nd time to confirm.

**Confirm new password**



Change Password

Old Password :

New Password :

Confirm Password :

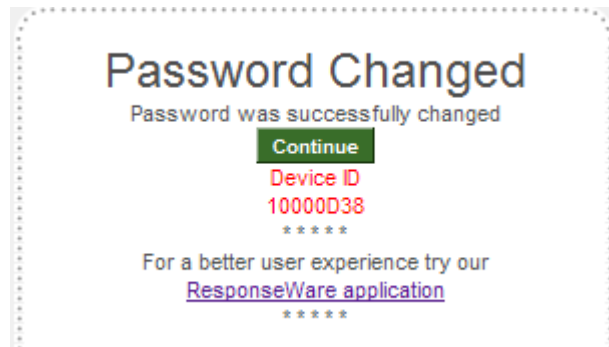
Change

Cancel

- 5 Click **Change**.

Your password has been successful changed.

**Change password confirmation**



Password Changed

Password was successfully changed

Continue

Device ID  
1000038  
\*\*\*\*\*

For a better user experience try our  
[ResponseWare application](#)  
\*\*\*\*\*

- 6 Click **Continue**.

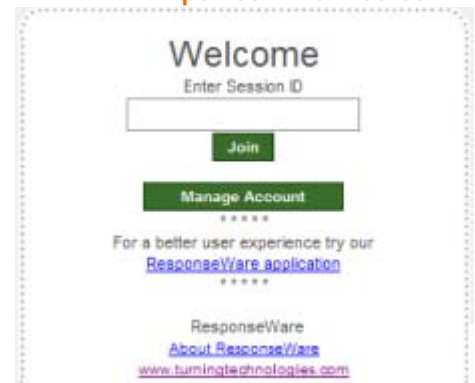
# Lost or Forgotten Password Reset

This section covers the steps to reset a lost or forgotten password for your ResponseWare user account.

## Step by Step Instructions Recovering a lost password.

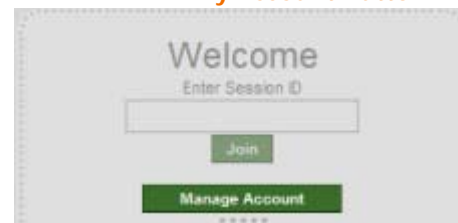
- 1 Go to **rwpoll.com**.

rwpoll.com Main Screen



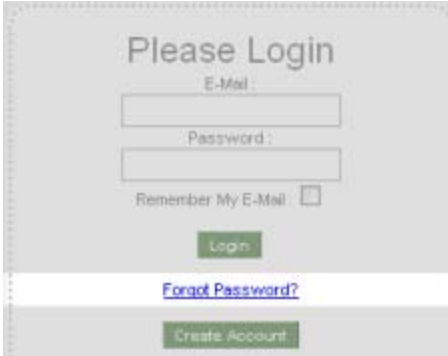
- 2 Click **Manage Account**.

My Account Button



- 3 Click **Forgot Password?** link.

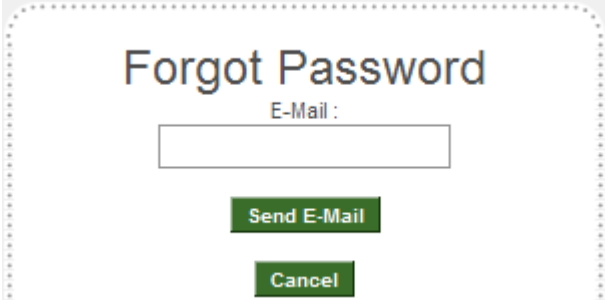
**Forgot Password Link**



The screenshot shows a login form titled "Please Login". It contains fields for "E-Mail:" and "Password:", a "Remember My E-Mail" checkbox, a "Login" button, a blue "Forgot Password?" link, and a "Create Account" button.

- 4 Enter your ResponseWare account email address.

**Forgot Password Form**



The screenshot shows a form titled "Forgot Password". It contains an "E-Mail:" field, a "Send E-Mail" button, and a "Cancel" button.

- 5 Click **Send Email**.

An email will be sent to the email address provided. If the email address provided does not have a ResponseWare account registered to it, an error message is displayed.

- 6 Open email, click on link to continue to the next step of the password reset.

The email will contain a reset link along with the rest of your account information such as license expiration date.

- 7 Enter your new password.  
Then confirm your new password.



The image shows a 'Change Password' form. It has a title 'Change Password' at the top. Below the title are two input fields: 'New Password:' and 'Confirm Password:'. At the bottom of the form is a green button labeled 'Change'.

- 8 Click **Change**. A box will confirm that the password has been changed.



The image shows a confirmation box titled 'Password Changed'. Below the title, it says 'Password has been successfully changed.' At the bottom of the box is a green button labeled 'Continue'.

# Activating a ResponseWare license

If your ResponseWare license has expired, this section will cover how to activate a new license for ResponseWare to your ResponseWare Account. A license would be purchased via an e-commerce site or through a bookstore. The license code you receive will be entered under the Add License button.

## Step by Step Instructions      Activating a ResponseWare license.

- 1 From the Welcome Menu, click **Add License**.

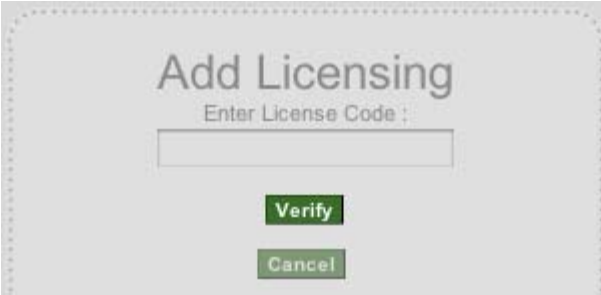
### ResponseWare - Add License



- 2 Enter **license code**.



- 3 Click **Verify**.



The image shows a dialog box titled "Add Licensing". Below the title, it says "Enter License Code :". There is a text input field for the license code. Below the input field, there are two buttons: "Verify" and "Cancel".

# Frequently Asked Questions

**Q: "What is the Session ID?"**

A: A Session ID is a unique identifier that is assigned to each interactive presentation. The Session ID allows ResponseWare to communicate back and forth with a specific presentation. This allows the device connected with ResponseWare to properly display the question being polled, and the questions results.

**Q: "Should I join a session now?" (Before a presentation is started)**

A: You cannot join a session until the presenter displays the Session ID to you. It is recommended that presenters turn on a setting to always display the session in their TurningPoint settings screen.

**Q: When I go to my provider's network portal on my phone I cannot get to [www.rwpoll.com](http://www.rwpoll.com).**

A: Participants must specifically go to their Web Browser link on their cell phone and not to their provider's network portal.

**Q: "How can I tell if I can use internet on my phone?"**

A: Check with your provider or see if you have an unlimited data access plan. Try to log into any web site, such as [www.google.com](http://www.google.com) to confirm your internet connection.

**Q: "When do I have to press 'Refresh'?"**

A: If you are on a device that doesn't support "http request object" or Java Script enabling, then a Refresh button will appear. Press the refresh button to display the next question or results after polling is closed..

**Q: "I am not seeing the next question or I miss the results from the polling because my phone is still showing the previous question. What do I do?"**

A: You must allow a page to finish redrawing on your phone after hitting Refresh. It is possible that you may be pressing Refresh too many times and your device is trying to catch up to the commands you are sending through the Refresh action.

# Frequently Asked Questions Continued

**Q: "My results on my phone (Blackberry in particular) were very difficult to read because the numbers representing the answer, the number of responses, and the percentage all ran together."**

A: This can be resolved in the download and use of ResponseWare App

**Q: When I am logging into rwpoll.com, I notice that sometimes I have to retype my User information on the "Welcome" screen. Most of the time it is already there. Why is that?"**

A: The participant information is stored on a cookie on the device that is being used. When using a shared device, another user may have logged into rwpoll.com after your last session. Therefore, your cookie may have been deleted.

# Contacting TurningTechnologies Customer Service

TurningTechnologies Customer Service Department offers first class technical support second to none. Technical Support is available Monday - Friday, 7am - 9pm EST. For your convenience, we offer several methods of communication for technical support. From within the contiguous United States, you can reach Customer Service toll-free by calling 1.866.746.3015. If calling from outside of the United States, please call 330.746.3018. Customer Service may also be reached via email at [support@turningtechnologies.com](mailto:support@turningtechnologies.com). Please note, it may take up to 2 business days for a reply if contacted via email.