



**User Guide
for
Presenters and Administrators**

Version 1.1

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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 a participant's computer or mobile device into a virtual ResponseCard. ResponseWare allows students and participants to respond using an internet connection.

Enable ResponseWare for Polling

ResponseWare must be enabled from the Turning Technologies polling applications.

How to Enable ResponseWare for TurningPoint (PC)

Before You Begin

Ensure you have the latest version of TurningPoint installed. TurningPoint can be downloaded directly from the Turning Technologies web site (www.TurningTechnologies.com/downloads).

- 1 Open TurningPoint.
- 2 From the TurningPoint Toolbar, click **Tools** and select **ResponseWare**.
- 3 Enter the **Username** and **Password**.
- 4 From the Participant Options section select one of the following options
 - **Allow Guests** - allows participants to attend the session who do not have a Participant ResponseWare account.
 - **Require Login** - participants must log in to the session with their Participant ResponseWare account.
- 5 Optionally, enter the **Reserved Session ID** in the box provided.

A Reserved Session ID can be created through your Presenter ResponseWare account. For more information about Reserved Session IDs ***How to Reserve or Change Your Session ID*** on page 10.

6 Click **Login**.

The first time you Login, a window appears with the license agreement. You must accept these terms to continue.

The ResponseWare Window opens. The Session ID and connection information is displayed.

7 Click **Close**.

The ResponseWare Window does not need to be open for ResponseWare to be enabled. ResponseWare will remain enabled until TurningPoint is closed. The next time the application is opened you will need to repeat these steps to enable ResponseWare.

How to Enable ResponseWare for TurningPoint AnyWhere (PC)

Before You Begin

Ensure you have the latest version of TurningPoint AnyWhere on your computer. TurningPoint AnyWhere can be downloaded directly from the Turning Technologies web site (www.TurningTechnologies.com/downloads).

1 Open TurningPoint AnyWhere.

2 Click the **Main Menu** button (down arrow) on the showbar.

3 Mouse over **Tools** and select **ResponseWare**.

4 Enter the **Username** and **Password**.

5 From the Participant Options section select one of the following options

- **Allow Guests** - allows participants to attend the session who do not have a Participant ResponseWare account.
- **Require Login** - participants must log in to the session with their Participant ResponseWare account.

6 Optionally, enter the **Reserved Session ID** in the box provided.

A Reserved Session ID can be created through your Presenter ResponseWare account. For more information about Reserved Session IDs ***How to Reserve or Change Your Session ID*** on page 10.

7 Click **Login**.

The first time you Login, a window appears with the license agreement. You must accept these terms to continue.

The ResponseWare Window opens. The Session ID and connection information is displayed.

8 Click **Close**.

The ResponseWare Window does not need to be open for ResponseWare to be enabled. ResponseWare will remain enabled until TurningPoint AnyWhere is closed. The next time the application is opened you will need to repeat these steps to enable ResponseWare.

How to Enable ResponseWare for TurningPoint AnyWhere (Mac)

Before You Begin

Ensure you have the latest version of TurningPoint AnyWhere on your computer. TurningPoint AnyWhere can be downloaded directly from the Turning Technologies web site (www.TurningTechnologies.com/downloads).

- 1 Open TurningPoint AnyWhere.
- 2 From the TurningPoint AnyWhere menu bar click **Window** and select **ResponseWare**.
- 3 Enter the **Username** and **Password**.
- 4 From the Participant Options section select one of the following options
 - **Allow Guests** - allows participants to attend the session who do not have a Participant ResponseWare account.
 - **Require Login** - participants must log in to the session with their Participant ResponseWare account.
- 5 Optionally, enter the **Reserved Session ID** in the box provided.

A Reserved Session ID can be created through your Presenter ResponseWare account. For more information about Reserved Session IDs ***How to Reserve or Change Your Session ID*** on page 10.

6 Click **Login**.

The first time you Login, a window appears with the license agreement. You must accept these terms to continue.

The ResponseWare Window opens. The Session ID and connection information is displayed.

7 Click **Close**.

The ResponseWare Window does not need to be open for ResponseWare to be enabled. ResponseWare will remain enabled until TurningPoint AnyWhere is closed. The next time the application is opened you will need to repeat these steps to enable ResponseWare.

3 ResponseWare for Presenters

A ResponseWare Presenter account allows you to enable ResponseWare, a virtual response device, for polling within the TurningPoint and TurningPoint AnyWhere applications. Your ResponseWare account is accessed through www.rwpoll.com.

How to Login to ResponseWare

Before You Begin

A ResponseWare Presenter account needs to be created by your ResponseWare Account Administrator. Once your account has been created you will receive an e-mail with your user login (your e-mail address) and password information. This information is required for the following steps.

- 1 Go to 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 Presenter Home Page is displayed.

Home Page

From the Home Page you can reserve/change a Session ID, enable/disable Basic Mode and view your session history.

How to Reserve or Change Your Session ID

When participants join a ResponseWare Session they are prompted to enter a Session ID. Session IDs are randomly generated by TurningPoint or TurningPoint AnyWhere each time ResponseWare is enabled. Reserving a Session ID allows you to specify your own.

- 1 Login to ResponseWare.
- 2 Click **Reserve or change your session ID**.
- 3 Enter a **Session ID** in the box provided.

Session IDs must be between 4 and 14 character. Session IDs can be alpha or numeric, but must start with a letter.

- 4 Click **OK**.
- 5 A confirmation message is displayed. Click **Continue**.

You are returned to the ResponseWare Presenter Home Page.

Next Steps

Enable ResponseWare in the TurningPoint or TurningPoint AnyWhere applications. See **Enable ResponseWare for Polling** on page 6 for more information.

How to Enable/Disable Basic Mode

There are two modes for ResponseWare, Basic and Normal.

Normal Mode displays the question and answer choices to the participants when polling. Results can also be displayed to the participants.

Basic Mode does not display the question and answer choices or the results. Only the keypad is displayed. Using Basic Mode also lowers the bandwidth requirements.

- 1 Login to ResponseWare.

- 2 Click **Basic Mode**.
- 3 Check the box to enable or uncheck the box to disable Basic Mode.

Note If your ResponseWare Account Administrator has opted to force Presenter Accounts to use Basic Mode, you will not have the option to disable Basic Mode.

- 4 Click **OK**.

You are returned to the ResponseWare Presenter Home Page.

How to View Session History

Session History allows you to view the Session ID, Start Time, End Time, number of Participants, number of Question and the total number of Responses for each of your session.

- 1 Login to ResponseWare.
- 2 Click **Session history**.

The Session history page is displayed. From this page you can specify the starting date and the end date for the sessions you would like to view. You can also specify how many sessions to display per page. The columns can be sorted by clicking the column header.

If the starting date, end date or page size is changed, click Refresh to update the session history.

- 3 Click **Return to MyAccount** to return to the Home Page.

Account Page

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

How to Change Your Name

- 1 Login to ResponseWare.
- 2 Click **Your Account**.
- 3 Click **Change your name**.
- 4 Enter your **First Name** and **Last Name**.
- 5 Click **Change**.
- 6 A confirmation message is displayed. Click **Continue**.

You are returned to Your Account Page.

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 Participant License

A participant license allows you to use your presenter login to join a session. Participant licenses can be purchased from the Turning Technologies e-commerce site (store.TurningTechnologies.com) or from your school's bookstore. A participant license is not required for you to participate in your own session.

- 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.

Attending a Session

A Participant License may be required to join a session that is not your own. To attend a session as a Participant follow the steps below.

How to Attend a Session as a Participant

- 1 Login to ResponseWare.
- 2 Click **Attend a session as a participant**.
- 3 Enter a **session ID** in the box provided.
- 4 Click **Join Session**.

Next Steps

For more information about attending a session as a participant see the ResponseWare User Guide for Participants on the Turning Technologies web site.

4 ResponseWare for Administrators

A ResponseWare Administrator Account allows you to view, modify or create Presenter and Administrator Accounts. You can also view the current site license or restrict Presenters to Basic Mode. For more information about Basic Mode see *How to Enable/Disable Basic Mode* on page 10.

ResponseWare Administrator Accounts also have the same options as the ResponseWare Presenter Accounts. For information on reserving session IDs, Basic Mode, Session History or Account settings see *Chapter 3: ResponseWare for Presenters*.

How to Login to ResponseWare

Before You Begin

A ResponseWare Administrator account needs to be created by your ResponseWare Account Administrator or Turning Technologies. Once your account has been created you will receive an e-mail with your user login (your e-mail address) and password information. This information is required for the following steps.

- 1 Go to **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 Administrator Home Page is displayed.

How to Add a New User

- 1 Login to ResponseWare.
- 2 Click **ResponseWare account administration**.
- 3 Enter the **New User E-Mail**.
- 4 Click **Add New User**.

The new user is sent an e-mail with login information from support@turningtechnologies.com and is added to the user list.

How to Edit User Information

- 1 Login to ResponseWare.
- 2 Click **ResponseWare account administration**.
- 3 Click **Edit** next to the user you would like to edit.

Tip The columns can be sorted by clicking the column header.

- 4 The following options are available for editing:
 - First Name
 - Last Name
 - Active - unchecking this box disables the account and the user is no longer able to use ResponseWare.
 - Admin - checking this box allows the user to access the Administrator Account Page.
 - Only Basic Mode - checking this box restricts the user to Basic Mode.
 - Site License User - unchecking this box requires all participants to purchase their own ResponseWare license.
- 5 When you have made the desired changes, click **Update**.

FAQs

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 connection information.

Q: When I go to my provider's network portal on my phone I cannot get to 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 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.

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 from www.rwpoll.com/download.aspx.

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. Please note, it may take up to two business days for a reply if contacted via e-mail.