

USER GUIDE



For
Account Administrators

© 2009 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.

Contents

Desktop System Requirements	1
Reserving a Session ID	2
Changing your presenter password	2
Lost or Forgotten Password Reset.	3
ResponseWare - Account Administrator	3
Modifying an Existing Presenter Account.	4
Adding a New Presenter Account	4
Viewing current Site License information	5
Sorting account information by headers.	5
Frequently Asked Questions	5
Frequently Asked Questions Continued.	6
Contacting TurningTechnologies Customer Service	6

System Requirements

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

- 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.*

Warning If you do not have an unlimited data plan, you may be charged for connectivity by your cell phone provider. Turning Technologies, LLC is not responsible for any cell phone usage charges.

Device Bandwidth Requirements

1.6kbps downstream

4.3kbps upstream

Example 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

Reserving a Session ID

This section covers the steps to reserve a Session ID.

Instructions for reserving a ResponseWare Session ID.

1 On the Welcome screen, click **Reserve Session ID**.

- The Reserve Session ID form is displayed.

2 Enter the desired **Session ID**.

- Alternatively, you may have ResponseWare generate a reserved Session ID by clicking **Random**.

Note The first character of the Session ID must be Alphanumeric. Sessions ID can be between 1 and 14 characters long.

3 Click **Reserve Session**.

- Your Session ID is now reserved.

Changing your presenter password

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

Instructions for changing your ResponseWare account password.

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

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

2 Enter the **current password**.

3 Enter the **new password**.

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

5 Click **Change**.

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.

Recovering a lost password.

- 1 Go to **rwpoll.com**.
- 2 Click **Manage Account**.
- 3 Click **Forgot Password?** link.
- 4 Enter your ResponseWare account email address.
- 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.
- 8 Click **Change**.
 - A box will confirm that the password has been changed.

ResponseWare - Account Administrator

This section covers the account administration side of ResponseWare. Account administrators have the ability to add new users, modify existing users info, and to disable presenter access to ResponseWare sessions. When you log into ResponseWare as an Administrator, you are granted privileges to manage other presenters and view session history and activity on the presentations that were given under your login. The following screens are relevant only to administrators and some accounts established as presenters.

Accessing the Account Administrator.

- 1 From the Welcome Screen, click Administer Account to reach the Account Administration portion of ResponseWare.

Modifying an Existing Presenter Account

This section covers the steps to modify existing presenter account information.

The ResponseWare Account Administrator

- 1 To Modify an existing account, click **Edit** to the right of the account to be edited.
 - The Edit button will allow you to make changes to individual accounts and their permissions.
- 2 Make changes to the account.
 - Changes can be made to the First name, Last name text fields along with Enabling and Disabling Active Accounts, Administrator rights, Site License User rights.
 - Active:** Checked = Presenter account is active. Unchecked = Presenter account has been disabled. **Admin:** Checked = User has abilities to create and edit other accounts. Unchecked = User cannot create and edit other accounts. **Only Basic Mode:** Checked = displays a keypad to the participants. Questions, response choices, and results will not be displayed. Unchecked = Participants will see question text, response choices and results after each polled question. **Site License:** Checked = Presenter may use licenses from the master license capacity to allow participants to connect to their session. Unchecked = Participants may only join this presenter's session if they have purchased their own participant account.

Note Generally, this is a Higher Education setting only. Most users will want this option Checked.

- 3 Click **Update** to save changes.
 - If you do not want to save your changes, click **Cancel**.

Adding a New Presenter Account

This section covers the steps to add a new presenter account.

The ResponseWare Account Administrator - Adding a new presenter

- 1 To add a new presenter, enter their email address in the text box.
 - The Edit button will allow you to make changes to individual accounts and their permissions.
- 2 Click **Add New presenter**.
- 3 An email will be sent to the email address provided.

- The email will contain a temporary password for the new presenter. It is recommended that the presenter changes the password once they log on.

Viewing current Site License information

At the top section of the Administration portion of ResponseWare, the current license information is displayed. This license capacity is the license pool that will be used if the Site License User option is enabled in the presenters account settings.

Sorting account information by headers

To sort user account data by headers, simply click on the header name you wish to sort by. For example, if you wish to sort the accounts in alphabetical order by first name, click on the FirstName header.

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.

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.

Frequently Asked Questions Continued

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

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 + (1) 330 746 3015. Customer Service may also be reached via email at support@turningtechnologies.com. Please note, it may take up to 2 business days for a reply if contacted via email.