Student FAQ

NOTE: You will see us referencing a Learning Management System or “LMS” several times. This is referring to your student portal: Blackboard, BrightSpace, Canvas, Moodle, or Sakai.

What if I forgot to use my school/campus email address?
NOTE: The email address used should be for the school/campus you are currently attending.

1) Go to www.turningtechnologies.com/ and Sign In to your account.
2) Click to edit your email address.
3) Click Save.

What if I don’t see a green check in the LMS section?
This means you did not create your account through your Learning Management System. Complete the following steps to link your accounts:

1) Go to www.turningtechnologies.com/ and Sign In to your account.
   The profile page displays.
2) In the Learning Management System section, select Click here to connect to a Learning Management System.

What if I don’t see a green check in the Subscription section?
You have not yet redeemed a subscription. A subscription is required to receive credit/grades in class. To redeem a subscription:

1) Go to www.turningtechnologies.com and Sign In to your account.
   The profile page displays.
2) Do one of the following under the Subscriptions section:
   - If you have already purchased a subscription code, enter the Subscription Code and click Redeem.
   - If you have not purchased a subscription code, click Purchase Subscription. Your browser will be directed to the Turning Technologies Online Store.

Where can I purchase a subscription code?
Our online Student Store gives you the option to purchase a response device, subscription code, or both! The Student Store can be accessed from within your account. You may also purchase at your campus bookstore.

1) Go to www.turningtechnologies.com and Sign In to your account.
   The profile page displays.
2) Under the Subscriptions section, click Purchase Subscription. Your browser will be directed to the Turning Technologies Online Store.
What if I don’t see a green check in the Device ID section?

You have not yet registered the Device ID for your clicker. If you are not using a clicker in your classes, this can be left unchecked. If you are using a mobile device, a mobile ID was automatically generated for you when you created your account. To register a Device ID:

1) Go to www.turningtechnologies.com and Sign In to your account. The profile page displays.

2) Do one of the following under the Response Devices section:
   - If you have already purchased a response device, enter a Clicker ID in the field provided and click Add.
   - If you have not purchased a response device, click Purchase Clicker. Your browser will be directed to the Turning Technologies Student Store.

   **TIP:** The Device ID is located on the back of the device below the barcode. Letters A - F and numbers 0 - 9 are valid Device ID options.

3) To remove the clicker ID, click ✗ on the Clicker ID tile.

Where can I purchase a Response Device?

Our online Student Store gives you the option to purchase a response device, subscription code, or both! The Student Store can be accessed from within your account.

1) Go to www.turningtechnologies.com and Sign In to your account. The profile page displays.

2) Under the Response Devices section, click Purchase Clicker. Your browser will be directed to the Turning Technologies Online Store. You may also purchase at your campus bookstore.

Who should I contact for additional support?

We have a dedicated student support line available Monday through Friday from 8:00 am until 9:00 pm ET at 866.746.3015.