

# ResponseWare<sup>TM</sup> FAQ

## for Students

ResponseWare Versions 1.0

The following FAQs have been provided for your convenience. If you have additional support questions, please feel free to contact Turning Technologies Tech Support at 1-866-746-3015 or visit [www.TurningTechnologies.com](http://www.TurningTechnologies.com).

## Getting Started & Licensing

### What is ResponseWare?

ResponseWare is a solution that allows participants to use their iPhone<sup>TM</sup>, iPod touch<sup>®</sup> or BlackBerry<sup>®</sup> device to respond to TurningPoint<sup>®</sup> interactive questions. ResponseWare requires a subscription and one of the following user interfaces:

- Web browser to access [www.RWPoll.com](http://www.RWPoll.com)
- ResponseWare – iPhone/iPod touch App
- ResponseWare BlackBerry App

### Do I need a data package and internet capabilities on my phone to use ResponseWare?

Yes. ResponseWare requires Internet access in order to send and receive data to the interactive presentation. It is recommended that you have an Unlimited Data Plan. Turning Technologies, LLC is not responsible for any cell phone service or usage charges.

### Do I need a subscription/license to use ResponseWare?

Yes. While the ResponseWare applications for iPhone/iPod touch and BlackBerry devices are free. ResponseWare does require a subscription license to communicate with an active interactive presentation. Subscription licenses are available either on an individual or institutional basis.

If you are a student, please contact your professor to determine which subscription license you will use for your course. Individual subscription licenses are available online at <https://store.turningtechnologies.com> or at your campus bookstore. Your instructor may have a preferred method for purchasing, so please check with your instructor first.

If you are a presenter or institution, please contact a Turning Technologies Account Executive for details or visit our Turning Technologies at [www.TurningTechnologies.com](http://www.TurningTechnologies.com).



## **My instructor is requiring a response device for class and said that I can either use my cell phone or purchase a ResponseCard. What devices support ResponseWare?**

Turning Technologies currently offers device specific applications for iPhone™, iPod touch® and BlackBerry® devices. Other web-enabled devices including netbooks, laptops, and web-enabled cell phones can use our web-based ResponseWare interface ([www.RWPoll.com](http://www.RWPoll.com)) to respond to interactive questions. Turning Technologies strongly recommends that you test your web-enabled device at [www.RWPoll.com/test](http://www.RWPoll.com/test) before purchasing a ResponseWare subscription/license.

## **I've decided to use my supported device for class. What do I need to get started?**

1. Check with your instructor to determine if the school is providing your class with a ResponseWare™ institutional subscription license or if you are required to purchase your own individual subscription license.
2. Determine if you will use a web browser-based ResponseWare interface ([www.RWPoll.com](http://www.RWPoll.com)) or if you will download and install one of the ResponseWare applications available for iPhone™, iPod touch® and BlackBerry® devices.

## **Will I incur additional charges from my mobile carrier?**

ResponseWare requires Internet access in order to send and receive data to the interactive presentation. Standard data charges will apply for using your device to access your cellular carrier's network. Please check with your carrier for additional pricing costs. It is recommended that you have an Unlimited Data Plan. Turning Technologies, LLC is not responsible for any cell phone service or usage charges.

## **Where do I get the application to use with my iPhone™, iPod touch® or BlackBerry® device?**

You can download complimentary device specific applications for ResponseWare at [www.TurningTechnologies.com/downloads](http://www.TurningTechnologies.com/downloads).

## **Do I have to pay for these applications?**

The device specific applications are available at no charge at [www.TurningTechnologies.com/downloads](http://www.TurningTechnologies.com/downloads). However, you may be required to purchase a subscription license to participate in interactive polling sessions.



## What happens if I drop the class? Can I return my subscription license?

ResponseWare™ subscription licenses may be refunded in full 14 days from the date of purchase. Returns are not permitted after 14 days. For additional information, please see: <https://store.turningtechnologies.com/return.cfm>

## What do I do once I purchase my ResponseWare™ license?

The first create a ResponseWare account and establish a Device ID. Second, add your ResponseWare subscription license to your account.

## How do I create a ResponseWare account?

1. Using a web browser, go to <http://www.RWPoll.com>.
2. Select **Manage Account**.
3. Select **Create Account**.
4. Review the Privacy Agreement and Terms of Use. If you agree to the terms, select **Agree**.
5. In the **Create Account** section, enter your **license code**, **email address**, **password** and **secure text**.  
Note: If you have not yet purchased a subscription license, check the checkbox to continue creating an account. You can return at a later time to enter your subscription license code.
6. Select **Create Account**.
7. Confirmation will be displayed that the account was successfully created and the Device ID will display. You will also receive an email at the registered email address with your password.
8. Select **Continue**.

## How do I add my ResponseWare™ subscription license?

1. Using your web browser, go to <http://www.RWPoll.com>.
2. Select **Manage Account**.
3. Log into your ResponseWare account by entering your email address and password.
4. Select **Add a License**.
5. Enter your purchased subscription license code.
6. Select **Verify**.



## How do I change my ResponseWare™ password?

1. Using a web browser, go to <http://www.RWPoll.com>..
2. Select **Manage Account**.
3. Log into your ResponseWare account by entering your email address and password.
4. Select **Change Password**.
5. Enter the requested information in the fields provided.
6. Select **Change**.
7. Confirmation will display that your password has been successfully changed.
8. Select **Continue** to return to your account home page.

## What is a Device ID?

The ResponseWare™ Device ID is a unique 8 character identifier that is created when you set up your ResponseWare account using [www.RWPoll.com](http://www.RWPoll.com).

## My instructor is asking me to register my Device ID on our institution's website. Where do I find the Device ID?

Your unique Device ID will be generated when you create a ResponseWare account at [www.RWPoll.com](http://www.RWPoll.com).

### ResponseWare – iPhone, iPod touch, BlackBerry

Once you have created a ResponseWare account the Device ID will be visible to you on the home screen when you launch the ResponseWare application.

### ResponseWare – browser

1. Go to [www.RWPoll.com](http://www.RWPoll.com).
2. Select **Manage Account**.
3. Log into your account.
4. The **Device ID** is located at the bottom of the page.



## Using in Class

### How do I log on to/join an interactive session?

#### Using ResponseWare Application for Either iPhone or BlackBerry

1. Select the ResponseWare™ application on your device.
2. Select the **Join As** field.
3. Enter your User Name and Password.
4. Select **Done**.
5. Select the **Identify Myself As** field.
6. Enter your First Name, Last Name and User Data.
7. Select **Done**.
8. Select the **Session to Join** field.
9. Enter the **Session ID** provided by your instructor.
10. Select **Join**.

#### Using Web-based ResponseWare (www.RWPoll.com) on Your Laptop, Netbook, Desktop, or Cell Phone

1. Using your web-browser, go to [www.RWPoll.com](http://www.RWPoll.com).
2. Click **Manage Account**.
3. Enter your **Email Address** and **Password**.
4. Click **Login**.
5. Enter the **Session ID**.
6. Click **Join**.

Note: If logging in without having already created a ResponseWare account, enter your user information.

7. Click **Continue**.

### Do I have to enter my First Name, Last Name and User Data each time?

No, the information entered from the last session will be stored in your device. If you are using the same information each time, you do not need to re-enter. For web-based ResponseWare users, your information will not be stored if you clear the cookies in your browser settings.

### Will I have to enter my User Name and Password each time?

#### Using ResponseWare Application for Either iPhone or BlackBerry

You do have the ability to store the user name and password to the phone. You will need to select the Join As field to log on each session unless you have cleared the cookies in your browser settings.



## Using Web-based ResponseWare (www.RWPoll.com) on Your Laptop, Netbook, Desktop, or Cell Phone

You can force your web browser to remember your email address. However you are required to enter your password for each interactive session.

Note: It is not recommended that you store your User Name if you are using a shared computer (computer lab setting).

To enable your web browser to remember your email address:

1. Click **Manage Account**.
2. Enter your email address and password.
3. Check the box to **Remember My Email**.
4. Click **Login**.

## What is a Session ID?

The Session ID is a unique number code associated with an interactive polling session. This number is created when your instructor begins the session. At the beginning of the class session your instructor has created for the class. It will be provided to you at the beginning of the lecture or presentation. Typically the Session ID is listed on the presentation screen.

## What is the difference between a Guest Account and My Account?

### Guest Accounts

A Guest Account should be used if your institution has purchased ResponseWare™ institutional subscription licenses for shared community use. Institutional subscription licenses are not associated with a consistent Device ID, carry no user data, and need to be made available by your institution for use.

To use a Guest Account in an interactive polling session:

### Using ResponseWare Application for Either iPhone or BlackBerry

1. Select **Join As Guest** when logging into the interactive session.

### Using Web-based ResponseWare (www.RWPoll.com) on Your Laptop, Netbook, Desktop, or Cell Phone

1. Using your web-browser, go to [www.RWPoll.com](http://www.RWPoll.com).
2. Enter the **Session ID**.
3. Click **Join**.



## **My Account**

If you have purchased an individual subscription license, do not use a Guest Account. You will need to create a individual ResponseWare account that will store your subscription license and Device ID assigned specifically to you. Your ResponseWare account is associated with the email account you used when creating the account. You will receive any emails regarding reset passwords upon request to that email address. Your account is available for your use for the length of your purchased subscription license .

## **What happens if my device goes to sleep during a session?**

### **ResponseWare – iPhone or iPod touch**

If you have access to an active iPhone™ 3G network or the iPod touch® wireless network connection, unlock your device, and ResponseWare will rejoin the interactive polling session automatically.

### **ResponseWare – BlackBerry**

Refresh the session to rejoin the interactive polling session.

## **Still have questions?**

Additional information and instructions can be found in at:

<http://www.turningtechnologies.com/responsesystems/support/productguides/manuals/response-devicesupportdocs/>

