



Presenters and  
Account Administrators



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TurningPoint® is a registered trademark of Turning Technologies, LLC. Other trademarked product names mentioned in this manual are owned by their respective companies.

The following regulatory statements apply to radio frequency and infrared transmitters and receivers mentioned in this manual, including the ResponseCard RF, ResponseCard RF LCD, ResponseCard IR, ResponseCard XR, ResponseCard NXT and their respective receivers.

#### **FCC Statement**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

#### **IC Statement**

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

<b>1 About ResponseWare</b>	<b>4</b>
Technical Requirements	5
System Requirements	5
Mobile Requirements	5
Device Bandwidth Requirements	6
Bandwidth Recommendations	6
<b>2 ResponseWare for Presenters</b>	<b>7</b>
Creating a ResponseWare Account	8
Creating a ResponseWare Account	8
ResponseWare Main Page	9
Reserving or Changing the Session ID	9
Enabling or Disabling Basic Mode	9
Viewing Session History	10
ResponseWare Account Page	11
Changing Your Name	11
Changing Your Login	11
Changing Your Password	12
Adding a Participant License to Your Account	12
Using ResponseWare in a Session	13
Enabling ResponseWare in TurningPoint 5	13
Enabling ResponseWare in TurningPoint 2008	16
Enabling ResponseWare in TurningPoint AnyWhere PC or Mac	17
<b>3 ResponseWare for Account Administrators</b>	<b>19</b>
Logging Into ResponseWare	20
Adding a New User	20
Editing User Information	20
<b>4 Contact Us</b>	<b>22</b>
Online Assistance	22
Customer Support	23



# 1 *About ResponseWare*

ResponseWare turns a participant's web-enabled mobile device into a virtual ResponseCard. Participants are able to respond to polling questions using a Wi-Fi or data connection.

ResponseWare allows alphanumeric entry via a cell phone style input or a QWERTY style keyboard. Questions and answer choices are displayed on the mobile device while polling is open. ResponseWare is compatible with TurningPoint 5, TurningPoint 2008 and TurningPoint AnyWhere (PC or Mac).

# Technical Requirements

ResponseWare must meet certain system, mobile and bandwidth requirements to maximize its optimal performance.

## System Requirements

The following are required for ResponseWare to properly function:

- Stable internet connection
- Microsoft Internet Explorer
- Mozilla Firefox
- Google Chrome
- Safari
- TurningPoint 5 - 5.0 or higher
- TurningPoint 2008 - 4.0.0.8224 or higher
- TurningPoint AnyWhere PC or Mac - 2.0 or higher

## Mobile Requirements

The following are required for ResponseWare to properly function:

- Internet access via Wi-Fi (recommended for optimal performance) or data connection
- A mobile web browser

### *Warning*

You may be charged by your wireless provider if you do not have an unlimited data plan. Turning Technologies is not responsible for any cellular usage charges.

## Device Bandwidth Requirements

The following are required for ResponseWare to properly function:

- Wi-Fi (recommended for optimal performance) or data connection
- Local area Wi-Fi or a cellular network capable of supporting a concentration of one simultaneous connection for each ResponseWare device located in the same coverage area on the network

### *Important*

If 100 ResponseWare devices are in use, the network must be able to support 100 simultaneous Wi-Fi connections within the area where the devices are being used.

- 1.6 kbps downstream
- 4.3 kbps upstream

## Bandwidth Recommendations

The following bandwidth settings are recommended for ResponseWare to properly function:

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 *ResponseWare for Presenters*

Turning Technologies' ResponseWare website, [www.rwpoll.com](http://www.rwpoll.com), allows Presenters to customize their ResponseWare accounts by creating unique Session IDs, editing account information and viewing session history. Presenters can use ResponseWare with TurningPoint 5, TurningPoint 2008 and TurningPoint AnyWhere (PC or Mac).

# Creating a ResponseWare Account

A ResponseWare account is required. Account Administrators can add users to new or existing accounts while solo presenters can create individual accounts.

## *Creating a ResponseWare Account*

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For users associated with an institution or organization, an Account Administrator must add your e-mail to the account as a presenter. Once you are added, an e-mail is generated including a username and temporary password. This information is required to complete the following steps.

For solo presenters not affiliated with an institution or organization, an e-mail is generated including a username and temporary password after purchasing the ResponseWare licence. This information is required to complete the following steps.

### **How to create a ResponseWare account...**

- 1** Go to **www.rwpoll.com** and click **Login** in the upper right corner.
- 2** Enter the **Username** (e-mail address) and **Password**.
- 3** Click **Login**.

The ResponseWare Presenter Main Page is displayed.

# ResponseWare Main Page

This section covers:

- **Reserving or Changing the Session ID**
- **Enabling or Disabling Basic Mode**
- **Viewing Session History**

## *Reserving or Changing the Session ID*

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When participants join a ResponseWare Session, they are prompted to enter a Session ID. Session IDs are randomly generated by Turning Technologies software each time ResponseWare is enabled. Reserving a Session ID allows users to specify their own unique Session ID.

### How to reserve the Session ID...

1 If logged out of **www.rwpoll.com**, login and click **Reserve or Change Your Session ID**.

2 Enter a unique **Session ID** in the Session ID field.

Session IDs must be between 4 and 14 characters. Session IDs can be alpha or numeric, but must start with a letter, i.e. HISTORY101.

3 Click **OK**.

4 A confirmation message is displayed. Click **Continue**.

The ResponseWare Presenter Main Page is displayed.

## *Enabling or Disabling Basic Mode*

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ResponseWare has two modes:

- **Normal Mode** displays question and answer choices and results to participants during polling. Normal Mode features a Messaging button that participants may tap to send feedback to the presenter. The presenter can respond to participants in Normal Mode.
- **Basic Mode** does not display question and answer choices or results. Basic Mode also converts the app into a simple interface that does not require a constant connection. Ideal for lower bandwidth connections, Basic Mode features a '?' button that participants may tap to send non-textual feedback to the presenter.

### How to enable or disable Basic Mode...

- 1 If logged out of **www.rwpoll.com**, login and click **Basic Mode**.
- 2 Place a check in the box next to **Use Basic Mode** and click **OK**.

#### **Note**

If the Account Administrator for your institution or organization has enforced the use of Basic Mode, the option to disable Basic Mode will not be available.

The ResponseWare Presenter Main Page is displayed.

### *Viewing Session History*

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The View Session History option allows users to view the Session ID, start time, end time, number of participants, number of questions in a presentation or Question List and the number responses per session.

#### How to view Session History...

- 1 If logged out of **www.rwpoll.com**, login and click **Session History**.

The Session History page is displayed. From this page, users can specify the Starting Date or Ending Date and adjust the number of sessions shown per page. Session IDs, start times, end times, participants, questions and responses can all be sorted by clicking on each column header.

- 2 Click **Return to My Account** to return to the ResponseWare Presenter Main Page.

# ResponseWare Account Page

This section covers:

- **Changing Your Name**
- **Changing Your Login**
- **Changing Your Password**
- **Adding a Participant License to Your Account**

## Changing Your Name

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Users have the option to change their name on the ResponseWare Presenter Account Page.

### How to change your name...

- 1 If logged out of **www.rwpoll.com**, login and click **Your Account** in the upper right corner.
- 2 Click **Change Your Name**.
- 3 Enter the new **first name** and **last name** in the fields provided.
- 4 Click **Change**.
- 5 A confirmation message is displayed. Click **Continue**.

The ResponseWare Presenter Account Page is displayed.

## Changing Your Login

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Users have the option to change their login (e-mail address) on the ResponseWare Presenter Account Page.

### How to change your login...

- 1 If logged out of **www.rwpoll.com**, login and click **Your Account** in the upper right corner.
- 2 Click **Change Your Login**.
- 3 Enter the **new e-mail address** in the New E-mail field.
- 4 Confirm the **new e-mail address** in the Confirm New E-mail field.
- 5 Click **Change**.

- 6 A confirmation message is displayed. Click **Continue**.

The ResponseWare Presenter Account Page is displayed.

## *Changing Your Password*

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Users have the option to change their password on the ResponseWare Presenter Account Page.

### **How to change your password...**

- 1 If logged out of **www.rwpoll.com**, login and click **Your Account** in the upper right corner.
- 2 Click **Change Your Password**.
- 3 Enter the **current password** in the Current Password field.
- 4 Enter the **new password** in the New Password field.
- 5 Confirm the **new password** in the New Password field.
- 6 Click **Change**.
- 7 A confirmation message is displayed. Click **Continue**.

The ResponseWare Presenter Account Page is displayed.

## *Adding a Participant License to Your Account*

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Users have the option of adding a participant license to their account. A participant license is optional and is not required for users to participate in their own session. A participant license should only be purchased if a user would like to attend other sessions as a participant, not as a presenter.

### **Prerequisites**

A Participant license code is required. Visit <https://store.turningtechnologies.com/> to purchase a Participant license.

- 1 If logged out of **www.rwpoll.com**, login and click **Your Account** in the upper right corner.
- 2 Enter the **new license code** in the License Code field and click **Enter**.

A confirmation e-mail is sent to the user.

#### **Note**

If attending a session as a participant, login to [www.rwpoll.com](http://www.rwpoll.com) and click Attend Session as a Participant.

# Using ResponseWare in a Session

This section covers:

- ***Enabling ResponseWare in TurningPoint 5***
- ***Enabling ResponseWare in TurningPoint 2008***
- ***Enabling ResponseWare in TurningPoint AnyWhere PC or Mac***

## *Enabling ResponseWare in TurningPoint 5*

---

ResponseWare must be enabled in PowerPoint Polling or Anywhere Polling.

### **How to enable ResponseWare in TurningPoint 5...**

- 1 Open TurningPoint 5.  
The TurningPoint Dashboard opens.
- 2 Click **Click to Connect** in the upper right corner of the TurningPoint Dashboard.

The ResponseWare Window opens.

### ResponseWare Window - PC

### ResponseWare Window - Mac

### 3 Enter your ResponseWare **Username** and **Password**.

Optionally, place a check in the box to remember your login information.

If connecting through a proxy server, check the box next to 'I connect to the internet through a proxy server.' Click on the Settings icon to configure the proxy settings.

### 4 Choose to either **Allow Guests** or **Require Login**.

- **Allow Guests** - Allows participants who do not have a ResponseWare account to attend the session.
- **Require Login** - Requires participants to login to the session with their ResponseWare Participant credentials.

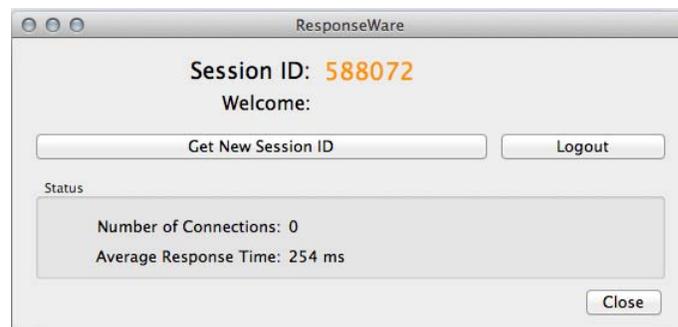
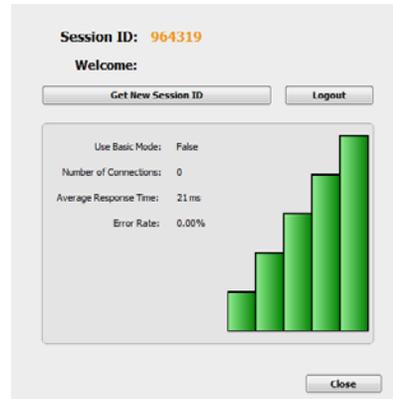
### 5 Optionally, select **Do not prompt participants to enter user information**. If checked, participants will not be prompted to enter their user information prior to joining the session.

- 6 Optionally, enter a **Reserved Session ID** if one is saved within your ResponseWare account. If a Reserved Session ID is not entered, a Session ID will be randomly generated.
- 7 Click **Login**.

If connecting for the first time, the Privacy Terms and Terms of Use Agreement Window appears. Accept or Decline the terms.

The ResponseWare Session ID Window opens.

### ResponseWare Session ID Window - PC



- 8 Click **Close**.

The ResponseWare Session ID Window does not need to be open for ResponseWare to be enabled. ResponseWare will remain enabled until TurningPoint 5 is closed.

- 9 Select either **PowerPoint Polling** or **Anywhere Polling**.

## Enabling ResponseWare in TurningPoint 2008

ResponseWare must be enabled in TurningPoint 2008.

### How to enable ResponseWare in TurningPoint 2008...

- 1 Open TurningPoint 2008.
- 2 Click **Tools** on the TurningPoint toolbar and select **ResponseWare**.

The ResponseWare Window opens.

**ResponseWare Window**

The screenshot shows the 'ResponseWare' window with the following elements:

- ResponseWare** (Title)
- Login** (Section Header)
- Server URL:
- Username:
- Password:
- Save Information
- I connect to the internet through a proxy server
- Participant Options** (Section Header)
- Required: select one of the options below*
- Allow Guests**  
Participants can attend your session without logging in.
- Require Login**  
Participants must log in to participate in your session.
- Reserved Session ID** (Section Header)
- Reserved ID:  (Optional)
- 

- 3 Enter your ResponseWare **Username** and **Password**.

Optionally, place a check in the box to remember your login information.

If connecting through a proxy server, check the box next to 'I connect to the internet through a proxy server.' Click on the Settings icon to configure the proxy settings.

- 4 Choose to either **Allow Guests** or **Require Login**.
  - **Allow Guests** - Allows participants who do not have a ResponseWare account to attend the session.
  - **Require Login** - Requires participants to login to the session with their ResponseWare Participant credentials.
- 5 Optionally, enter a **Reserved Session ID** if one is saved within your ResponseWare account. If a Reserved Session ID is not entered, a Session ID will be randomly generated.
- 6 Click **Login**.

If connecting for the first time, the Privacy Terms and Terms of Use Agreement Window appears. Accept or Decline the terms.

The ResponseWare Session ID Window opens.

### ResponseWare Session ID Window



#### 7 Click **Close**.

The ResponseWare Session ID Window does not need to be open for ResponseWare to be enabled. ResponseWare will remain enabled until TurningPoint 2008 is closed.

## *Enabling ResponseWare in TurningPoint AnyWhere PC or Mac*

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ResponseWare must be enabled in TurningPoint AnyWhere PC or Mac.

### How to enable ResponseWare in TurningPoint AnyWhere PC or Mac...

- 1 Open TurningPoint AnyWhere PC or Mac
- 2 Click **ResponseWare:Click to connect** on the launchpad.

The ResponseWare Window opens.

### ResponseWare Window

**3** Enter your ResponseWare **Username** and **Password**.

Optionally, place a check in the box to remember your login information.

If connecting through a proxy server, check the box next to 'I connect to the internet through a proxy server.' Click on the Settings icon to configure the proxy settings.

**4** Choose to either **Allow Guests** or **Require Login**.

- **Allow Guests** - Allows participants who do not have a ResponseWare account to attend the session.
- **Require Login** - Requires participants to login to the session with their ResponseWare Participant credentials.

**5** Optionally, enter a **Reserved Session ID** if one is saved within your ResponseWare account. If a Reserved Session ID is not entered, a Session ID will be randomly generated.

**6** Click **Login**.

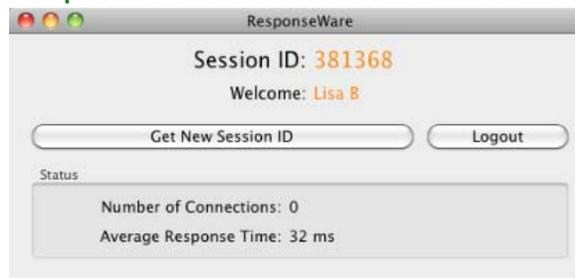
If connecting for the first time, the Privacy Terms and Terms of Use Agreement Window appears. Accept or Decline the terms.

The ResponseWare Session ID Window opens.

### ResponseWare Session ID Window - PC



### ResponseWare Session ID Window - Mac



**7** Click **Close**.

The ResponseWare Session ID Window does not need to be open for ResponseWare to be enabled. ResponseWare will remain enabled until TurningPoint AnyWhere PC or Mac is closed.



# 3 *ResponseWare for Account Administrators*

ResponseWare Account Administrators can view, modify or create Presenter and Administrator Accounts. Account Administrators can also view the current site license, restrict Presenters to Basic Mode, reserve Session IDs, view session history and edit account settings.

## *Logging Into ResponseWare*

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A ResponseWare Administrator Account is created by another Account Administrator from the institution or organization or by a Turning Technologies representative. Once the account is created, an e-mail is generated including a username and temporary password. This information is required to complete the following steps.

### **How to login to ResponseWare...**

- 1** Go to **www.rwpoll.com** and click **Login** in the upper right corner.
- 2** Enter the **Username** (e-mail address) and **Password**.
- 3** Click **Login**.

The ResponseWare Account Administrator Main Page is displayed.

## *Adding a New User*

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Account Administrators can add new presenters to the account.

### **How to add a new user...**

- 1** If logged out of **www.rwpoll.com**, login and click **ResponseWare Account Administration**.
- 2** Enter the **new user's e-mail address** in the New User E-Mail field.
- 3** Click **Add New User**.

The new user is sent an e-mail with login information and is added to the user list.

## *Editing User Information*

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Account Administrators can edit user information, designate other users as Account Administrators, enable Basic Mode, disable user accounts and require all participants to purchase ResponseWare licenses.

### **How to edit user information...**

- 1** If logged out of **www.rwpoll.com**, login and click **ResponseWare Account Administration**.
- 2** Click **Edit** next to a user.

3 Adjust the following options as necessary:

Option	Definition
First and Last Name	Fields are provided to edit a user's first and last name
Active	Unchecking this option disables a user's account
Admin	Checking this option allows a user Account Administrator access
Only Basic Mode	Checking this option restricts a user to Basic Mode
Site License User	Unchecking this option requires each <i>participant</i> to purchase a ResponseWare license

4 Click **Update** when finished.



# 4 *Contact Us*

If you have questions or concerns, additional resources are available online or by calling a Turning Technologies representative.

## Online Assistance

Turning Technologies offers online assistance through its website at **[www.turningtechnologies.com](http://www.turningtechnologies.com)**.

Go to the Support page of the website to find more information, such as support guides and manuals, online tutorials and product training.

# Customer Support

Turning Technologies' Customer Service Department offers first class technical support second to none.

Technical Support is available Monday - Friday, 7:00 a.m. - 9:00 p.m. 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 the United States please call +1.330.746.3015.

Customer Service may also be reached via e-mail at [support@turningtechnologies.com](mailto:support@turningtechnologies.com).

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