



# USER GUIDE



For Participants

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255 West Federal Street  
Youngstown, OH 44503 USA.

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# 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

- An active cellular data plan OR connection to a Internet-enabled WiFi Access Point.

**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.

- A mobile web browser.

# Creating a ResponseWare Web Account

## Step by Step Instructions

Creating your personal ResponseWare Web account

1 Open your web browser.

Open your web browser such as Internet Explorer, Firefox, Opera, Netscape, Safari, or your Mobile Web Browser.

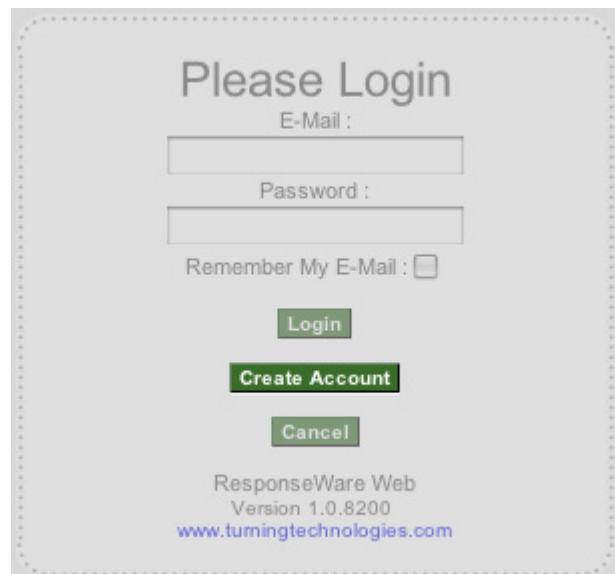
2 Go to the ResponseWare Web web site.

[www.rwpoll.com](http://www.rwpoll.com)

3 Click **My Account**.

The login screen will then be displayed.

4 Click **Create Account**.



- 5 Enter your license code, email address, and password.

Enter in your email address and password in the Create User form.

**Create Account**  
Enter License Code :  
  
E-Mail :  
  
Confirm E-Mail :  
  
Password :  
  
Confirm Password :  
  
**Create Account**  
**Cancel**  
ResponseWare Web  
Version 1.0.8200  
[www.tumingtechnologies.com](http://www.tumingtechnologies.com)

- 6 Click **Create Account**.

A confirmation screen will be displayed and an e-mail will be sent to the e-mail address you provided.

**Confirmation Screen - Account Created**

## Account Created

Thank you for registering. You may print this page for your records. An email has also been sent to [email@domain.com](mailto:email@domain.com) confirming your registration.

Account Information:

User Log In: [email@domain.com](mailto:email@domain.com)

License Valid Until: 7/31/2009 1:59:32 PM

Device ID

10000057

ResponseWare Web

Version 1.0.8213

[www.tumingtechnologies.com](http://www.tumingtechnologies.com)

# Connecting to a ResponseWare Web session

This section will cover how to connect to a ResponseWare Web session.

## Step by Step Instructions

Connecting to a ResponseWare Web session for participation.

- 1 Once you have received your new ResponseWare Web password, navigate to the ResponseWare Web page [rwpoll.com](http://rwpoll.com).

### ResponseWare Web Main Screen



- 2 Click **My Account**.

You will now be prompted for your e-mail address and password associated to your ResponseWare Web account.

- 3 Enter your **Email Address** and **Password**.

**ResponseWare Web login screen**

Please Login

E-Mail :

Password :

Remember My E-Mail :

**Login**

**Create Account**

**Cancel**

ResponseWare Web  
Version 1.0.8200  
[www.tumingtechnologies.com](http://www.tumingtechnologies.com)

**Tip** You may allow your web browser to remember your e-mail address for quicker login for ResponseWare Web in the future by check marking the “Remember My E-Mail” option under the password field.

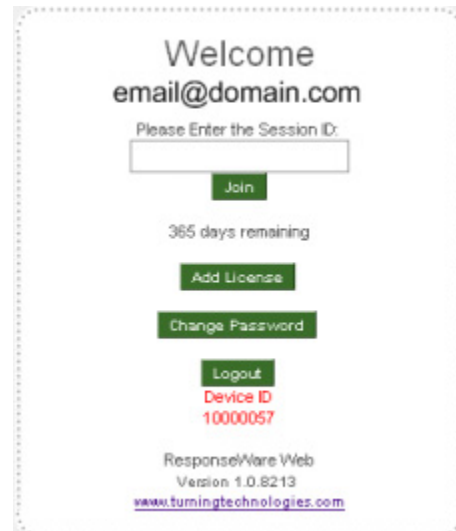
- 4 Click **Login**.

You are now logged into ResponseWare Web with your account.

**5** Enter the **Session ID**.

The session ID will be provided by the presenter or on the presentation.

**Welcome Screen - Session ID prompt**



**6** Click **Join**.

ResponseWare Web is will now connect to the session.

- a. If logging in without a pre-made account, Enter your User Information.

Firstname, lastname and user data (Student ID, Employee ID, etc.)

Welcome

Device ID :  
1000003E

First Name :

Last Name :

User Data :

**Continue**

ResponseWare Web  
Version 1.0.8200  
[www.tumingtechnologies.com](http://www.tumingtechnologies.com)

**Note** The user information fields are not required to be completed to log in. If you wish to remain anonymous, just click Continue. Any information can be entered into these fields. The text entered is not case sensitive.

The user data you enter here is critical if your presenter is auto generating their participant list. The information that is entered on this screen will be what appears in there participant list for grading, analyzing or simply giving credit for group meeting environments. If you do leave this screen incomplete, then the presenter may not be able to give you credit for your responses.

**7** Click **Continue**.

The current polling status or questioned will be displayed. This screen will auto refresh once polling is open.



**Tip** If you are using a device that doesn't support Ajax, JavaScript or HTTP requests, then you may have a Refresh button that you will need to press to advance to the questions and the results after polling is opened and closed respectively.

# Responding with ResponseWare Web

This section will cover how to use ResponseWare Web to respond to interactive presentations.

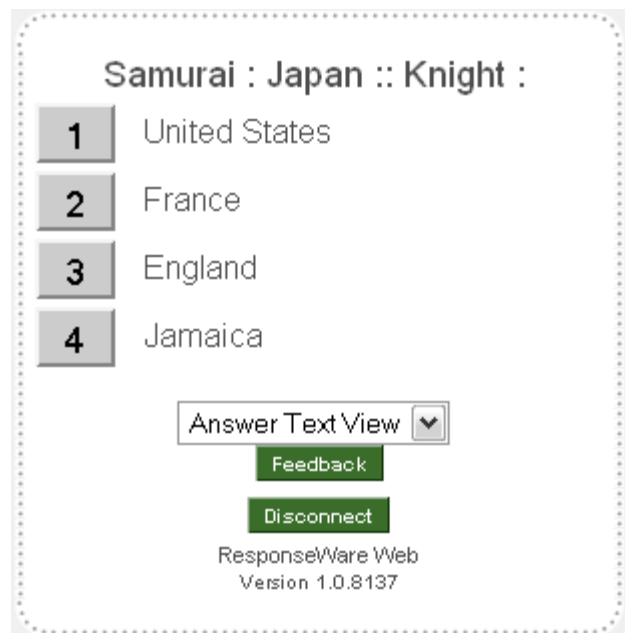
## Step by Step Instructions

- 1 Once connected (See page 6 for steps on how to connect), the current polling status will be displayed.

Instructions for responding with ResponseWare Web

When the presenter opens polling, the question along with the response choices will be displayed. If polling is closed, the screen will say "Polling Closed"

### Response Screen with Polling Open



### Response Screen with Polling Closed



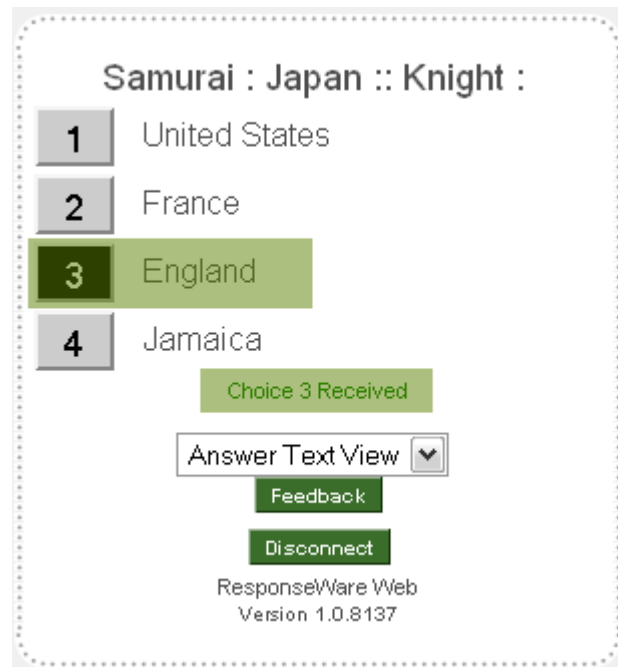
- 2 When polling is open, select your response choice. If responding with a text based answer, enter the text and click Submit Essay.

ResponseWare Web will now send your response to the presenter through the ResponseWare Web server to be tallied for the current question being polled.

**Tip** You can change the ResponseWare Web application to display a standard keypad layout by clicking Answer Text View and setting it to Keypad View.

- Once TurningPoint receives your response, ResponseWare Web will indicate on screen that your response has been received. ResponseWare Web will also display which answer choice TurningPoint has recorded for you.

**Response Received Confirmation Screen**



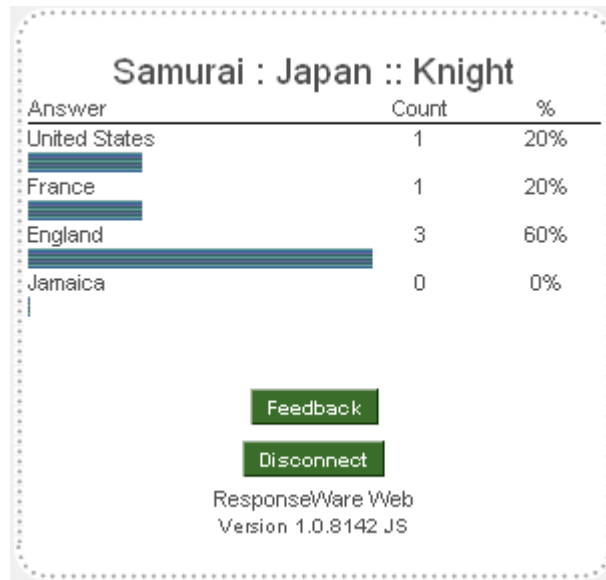
**Note** You may change your response choice at any time as long as polling is still open. TurningPoint only retains the last response sent/received.

**Tip** If you are using a device that doesn't support Ajax, JavaScript, or HTTP requests, you may have a Refresh button that you will need to press to advance to the questions and the results after polling is opened and closed respectively.

- 4 Once polling closes, the question results will be shown on your screen.

The results for all participants will be displayed after polling has closed.

**Question Results**



# Sending User Feedback to the Presenter/Host

This section will cover how to send user feedback to the Presenter/Host.

## Step by Step Instructions

Instructions for sending session feedback to the presenter/host.

- 1 While on the response screen, click **Feedback**.

The User feedback for will now be displayed.

### Feedback button on the response screen



2 Enter your feedback text.

Enter the text you wish to send to the Presenter/Host.

**User Feedback form**

The screenshot shows a web form titled "Samurai : Japan :: Knight :". It features a list of four numbered options: 1 United States, 2 France, 3 England, and 4 Jamaica. Below the list is a dropdown menu labeled "Answer Text View" with a downward arrow. A green "Feedback" button is positioned above a text input field. The input field contains the text "Feedback text for the presenter is entered here". Below the input field are two green buttons: "Send" and "Cancel". At the bottom of the form is a "Disconnect" button and the text "ResponseWare Web Version 1.0.8137".

3 Click **Send**.

Your feedback has been send to the Presenter/Host.

**User feedback Send button**

This screenshot is a close-up of the feedback form, focusing on the text input field and the "Send" and "Cancel" buttons. The input field contains the text "Feedback text for the presenter is entered here". The "Send" and "Cancel" buttons are green and located at the bottom of the form.

# Disconnecting from a Session

This section will cover how to disconnect from an interactive session. All data sent over ResponseWare Web is sent in real time through the ResponseWare Web servers and saved in real time on the presenter PC. No data is stored locally on the participant's device or PC. Disconnecting only removes you from the current session. It does not log you off the ResponseWare Web system.

## Step by Step Instructions

- 1 While on the response screen, click **Disconnect**.

Disconnecting from a session.

You will now be prompted to confirm that you wish to disconnect from the session.

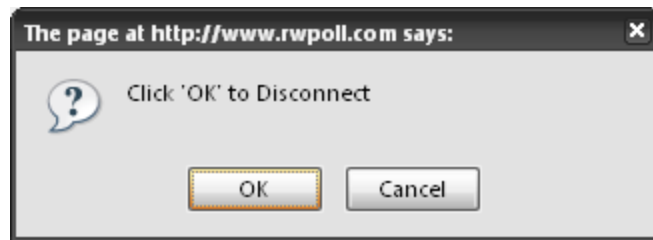
### Disconnect button on response screen



2 Click on **OK** to disconnect.

You are now disconnected from the session.

**Confirmation box to disconnect**



# Logging out

This section will cover how to log out from the ResponseWare Web session. Logging out disconnects you from the ResponseWare Web Server. You must log in again to participate in interactive presentations. If you happen to disconnect or lose your connection in the middle of a presentation, all of your responses will still count. Once you reconnect, you will join the current or next question. Logging out of ResponseWare Web closes all connections to the ResponseWare Web service.

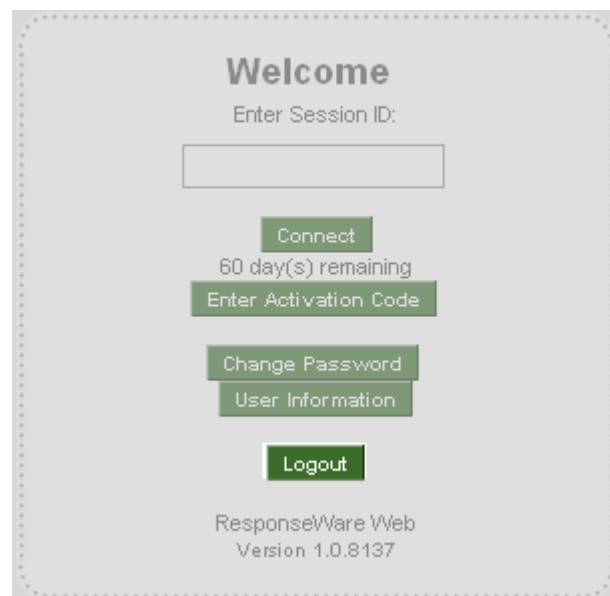
## Step by Step Instructions

Instructions for logging out of ResponseWare Web.

- 1 While on the Welcome screen, click **Logout**.

You are now logged off the ResponseWare Web server.

### Welcome screen with Logout button



# Updating User Information

This section will cover how to add user information to your new account such as your first and last name along with a user data field.

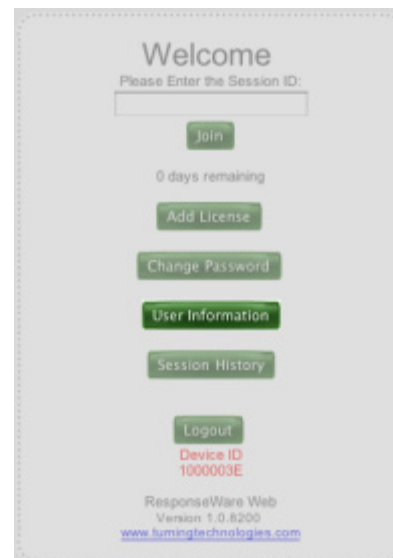
## Step by Step Instructions

- 1 On the Welcome screen, click **User Information**.

Updating your personal information to your ResponseWare Web account.

The user information form is now displayed.

### Welcome Screen - User Information Button



**Note** Your Device ID is part of your ResponseWare Web account. It will never change. However, if you are logging into ResponseWare Web anonymously, this number will change each time you log in, such as Guest\_56.

- 2 Enter your **First and Last name**.

### User Information Screen



The image shows a web form titled "User Information" enclosed in a dashed border. It contains two input fields: "First Name" and "Last Name". Below the fields are two green buttons labeled "Update" and "Cancel". Underneath the buttons, the text "Device ID" is displayed in red, followed by the value "100003E". At the bottom of the form, it says "ResponseWare Web", "Version 1.0.8200", and a blue underlined URL "www.tumingtechnologies.com".

- 3 Click **Update**.

Your user information is now updated.

# Changing your password

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

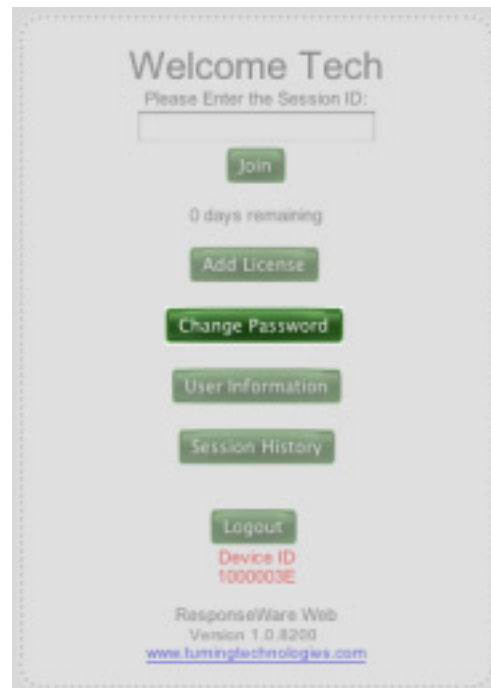
## Step by Step Instructions

Instructions for changing your ResponseWare Web account password.

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

The Change Password form will now be displayed.

### Licensed Participant: Change password buttons



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

- 2** Enter the **current password**. Enter your current password associated to your ResponseWare Web account.

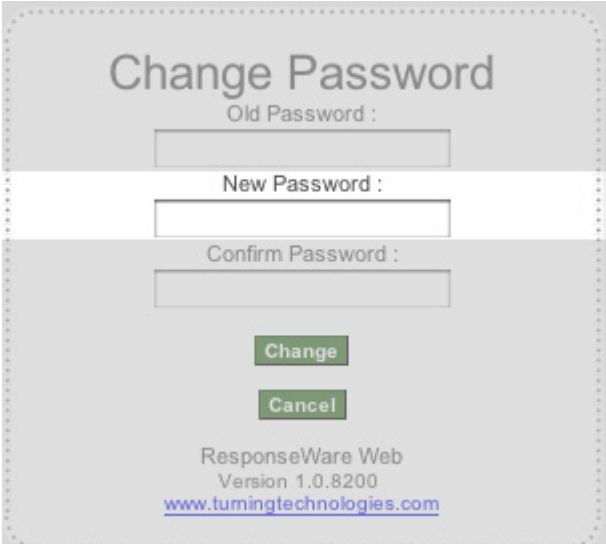
**Enter current password**



The screenshot shows a web form titled "Change Password". It contains three input fields: "Old Password :", "New Password :", and "Confirm Password :". The "Old Password" field is highlighted with a light blue background. Below the fields are two buttons: "Change" and "Cancel". At the bottom, it says "ResponseWare Web", "Version 1.0.8200", and the URL "www.tumingtechnologies.com".

- 3** Enter the **new password**. Type in your new password.

**Enter new password**



The screenshot shows the same "Change Password" form. In this view, the "New Password" field is highlighted with a light blue background. The other elements, including the "Old Password" and "Confirm Password" fields, the "Change" and "Cancel" buttons, and the footer information, remain the same as in the previous screenshot.

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

Enter your new password a 2nd time to confirm.

**Confirm new password**

Change Password

Old Password :

New Password :

Confirm Password :

ResponseWare Web  
Version 1.0.8200

- 5 Click **Change**.

Your password has been successful changed.

**Change password confirmation**

Password Changed

Password was successfully changed

Device ID  
10000057

ResponseWare Web  
Version 1.0.8213  
[www.turningtechnologies.com](http://www.turningtechnologies.com)

- 6 Click **Continue**.

# Lost or Forgotten Password Reset

This section covers the steps to reset a lost or forgotten password for your ResponseWare Web user account.

## Step by Step Instructions Recovering a lost password.

- 1 Go to **rwpoll.com**.

**rwpoll.com Main Screen**



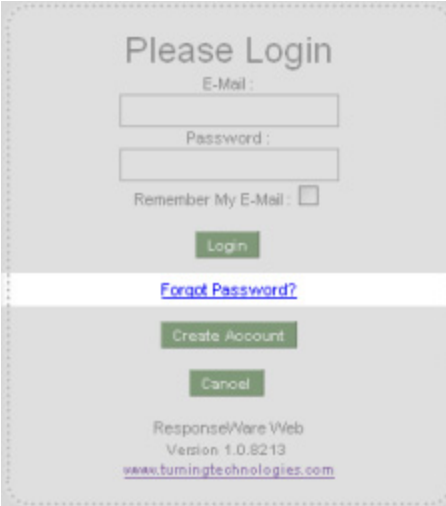
- 2 Click **My Account**.

**My Account Button**



- 3 Click **Forgot Password?** link.

**Forgot Password Link**



The screenshot shows a login form titled "Please Login". It contains fields for "E-Mail:" and "Password:", a "Remember My E-Mail:" checkbox, and a "Login" button. Below the login section, the "Forgot Password?" link is highlighted in blue. Other buttons visible are "Create Account" and "Cancel". At the bottom, it displays "ResponseWare Web Version 1.0.8213" and the website URL "www.turningtechnologies.com".

- 4 Enter your ResponseWare Web account email address.

**Forgot Password Form**



The screenshot shows a form titled "Forgot Password". It features an "E-Mail:" input field, a "Send E-Mail" button, and a "Cancel" button. At the bottom, it displays "ResponseWare Web Version 1.0.8213" and the website URL "www.turningtechnologies.com".

- 5 Click **Send Email**.

An email will be sent to the email address provided. If the email address provided does not have a ResponseWare Web 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.

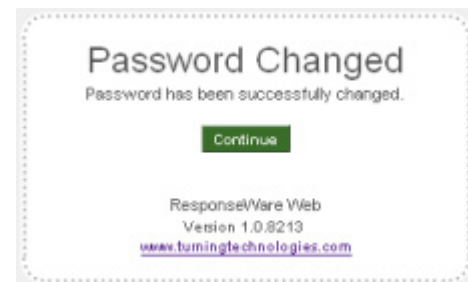
- 7 Enter your new password. Then confirm your new password.



The screenshot shows a web form titled "Change Password". It contains two input fields: "New Password:" and "Confirm Password:". Below the fields is a green button labeled "Change". At the bottom of the form, it displays "ResponseWare Web", "Version 1.0.8213", and the URL [www.turningtechnologies.com](http://www.turningtechnologies.com).

- 8 Click **Change**.

A box will confirm that the password has been changed.



The screenshot shows a confirmation message titled "Password Changed". The text below the title reads "Password has been successfully changed." Below this is a green button labeled "Continue". At the bottom, it displays "ResponseWare Web", "Version 1.0.8213", and the URL [www.turningtechnologies.com](http://www.turningtechnologies.com).

# Activating a ResponseWare Web license

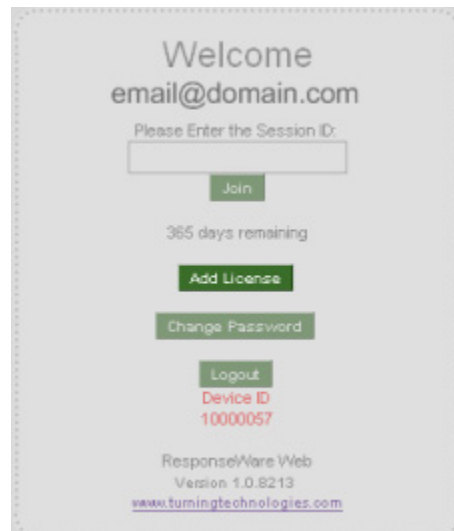
If your ResponseWare Web license has expired, this section will cover how to activate a new license for ResponseWare to your ResponseWare Web Account. A license would be purchased via an e-commerce site or through a bookstore. The license code you receive will be entered under the Add License button.

## Step by Step Instructions

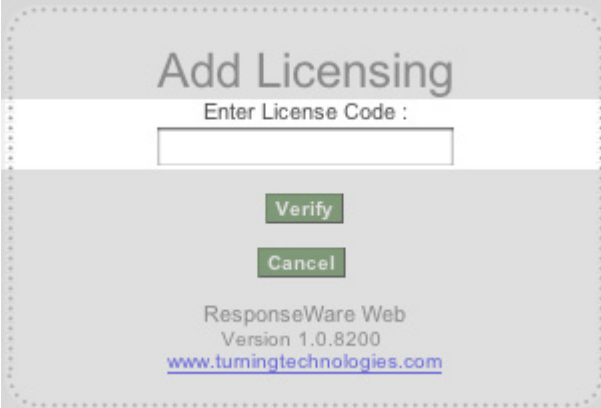
Activating a ResponseWare Web license.

- 1 From the Welcome Menu, click **Add License**.

### ResponseWare Web - Add License

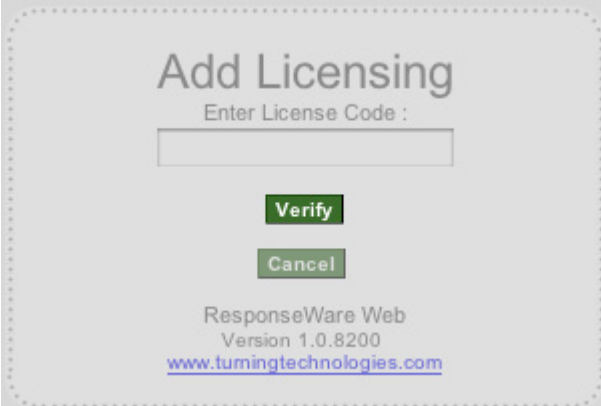


- 2 Enter **license code**.



The screenshot shows a dialog box titled "Add Licensing". Below the title is the text "Enter License Code :" followed by an empty text input field. Below the input field are two buttons: "Verify" and "Cancel". At the bottom of the dialog, it displays "ResponseWare Web", "Version 1.0.8200", and the URL [www.tumingtechnologies.com](http://www.tumingtechnologies.com).

- 3 Click **Verify**.



This screenshot is identical to the one above, showing the "Add Licensing" dialog box with the "Enter License Code :" field empty and the "Verify" and "Cancel" buttons visible.

# 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 Web to communicate back and forth with a specific presentation. This allows the device connected with ResponseWare Web 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](http://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](http://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.

# Frequently Asked Questions Continued

**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.

# Customer Support Resources

For further assistance with ResponseWare Web, our Customer Support Specialists can be reached at [support@keepad.com](mailto:support@keepad.com) .

Freecall within Australia: 1800 463 279

International: +61 7 3440 8000

Via the web: [www.keepad.com](http://www.keepad.com)

Via email: [support@keepad.com](mailto:support@keepad.com)

## Corporate Headquarters: Sydney, Australia

42 Richmond Road,  
Homebush, New South Wales, 2140  
Sydney, Australia

Tel: + 61 2 9390 9000

Fax: +61 2 9390 9001

## Office Locations:

Europe

Japan

Singapore

Australia

New Zealand