

# ResponseWare™

## Students FAQ's

### Getting Started

#### What is ResponseWare?

ResponseWare is a solution that allows students to use web enabled devices such as laptops, iPhone™, iPod touch® or BlackBerry® to respond to interactive questions during class. ResponseWare requires one of the following user interfaces:

- Web browser to access [www.rwpoll.com](http://www.rwpoll.com)
- ResponseWare App. for iPhone or iPod Touch
- ResponseWare App. for BlackBerry

#### What devices are compatible with ResponseWare?

ResponseWare is compatible with:

- Apple® iPhone™
- Apple® iPod touch™
- BlackBerry® smartphones
- Netbooks, Laptops or Desktops
- Windows Mobile® devices
- Web-enabled mobile phones that support one of the following web browsers: Internet Explorer® 7 or higher, Firefox® 2 or higher Netscape® 8 or higher or Safari® 3 or higher



#### What do I need to get started?

Before you start you will need to decide if you prefer use the web browser-based ResponseWare interface ([www.rwpoll.com](http://www.rwpoll.com)) or one of the ResponseWare applications available for iPhone™, iPod touch® and BlackBerry® devices.

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

The ResponseWare App. is **FREE** to download from the following locations:

- iPhone and iPod Touch – iTunes or Apple App Store
- Blackberry - <https://www.rwpoll.com/download.aspx>

#### Do I need to purchase a licence to use ResponseWare?

No. A ResponseWare software license has been purchased by your institution for you.

#### Do I need internet access or a data plan on my phone to use ResponseWare?

Yes. ResponseWare requires Internet access in order to send and receive data to the interactive presentation. If you do not have access to a Wi-Fi network you will need a data plan on your phone.

#### How much bandwidth does ResponseWare use?

ResponseWare uses approximately 1 kilobyte per second that you are connected to the session.

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

If you use your data plan to connect to the 3G network, standard data charges will apply. It is recommended that you use a local Wi-Fi network to avoid charges from your mobile phone provider.

Please contact your service provider for information on data usage pricing. It is the responsibility of the user to monitor their usage to avoid charges which may be incurred if the plan's data allowance is exceeded. (Keepad Interactive is not responsible for any mobile phone service or usage charges).

## Setting up an 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. Select the check box beside **"I have not purchased a license, but would still like to create an account."**
6. In the **Create Account** section, enter your **email address**, **password** and **secure text**.
7. Select **Create Account**.
8. 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.
9. Select **Continue**.

### 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 lecturer is asking me to register my Device ID. 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 into/join an interactive session?

### *Using ResponseWare Application for iPhone and iPod touch®*

1. Select the ResponseWare application on your device.
2. Select the **Identify Myself As** field.
3. Enter your First Name and Last Name.
4. Select **Save**.
5. Select the **Session to Join** field.
6. Enter the **Session ID** provided by the presenter and select **Join**.

### *Using ResponseWare Application for BlackBerry*

1. Select the ResponseWare application on BlackBerry.
2. Select **Join Session**.
3. Enter the **Session ID** provided by the presenter.
4. Enter your **First Name** and **Last Name**. (If requested).
5. Select **Save User Info**

### *Using Web-based ResponseWare (www.rwpoll.com) on your Laptop, Netbook, Desktop, or Mobile Phone*

1. Using your web-browser, go to [www.rwpoll.com](http://www.rwpoll.com).
2. Enter the **Session ID**.
3. Click **Join**.
4. Enter your **First Name** and **Last Name**. (If requested).
5. Click **Continue**.

How do I respond to questions?

1. Questions will display on your device as they appear on the presenter's screen.
2. Submit your answers by selecting your answer choice or choices.
3. You may change your answer, while the voting is open, by making another selection.
4. Once voting is closed the results are displayed.

What is a Session ID?

The Session ID is a unique number code associated with an interactive polling session. It will be provided to you at the beginning of the lecture. Typically the Session ID is listed on the presentation screen.

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 iPod touch*

You 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 Mobile 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 you email address:**

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

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

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

If you have access to an internet connection, unlock your device, and ResponseWare will rejoin the interactive polling session automatically.

#### **ResponseWare – BlackBerry**

Refresh the session to rejoin the interactive polling session.

## What are the System Requirements?

### ResponseWare Webpage ([www.rwpoll.com](http://www.rwpoll.com))

- Internet connectivity
- A web browser that supports AJAX, JavaScript™ and HTTP requests such as:
  - ✓ Internet Explorer® 7 or higher
  - ✓ Firefox® 2 or higher
  - ✓ Netscape® 8 or higher
  - ✓ Safari® 3 or higher

### ResponseWare App. for iPhone™ and iPod touch®

- iPhone or iPod Touch OS 2.0 or higher
- Wi-Fi or cellular connection (for optimum performance, a Wi-Fi connection is recommended)

### ResponseWare App. for BlackBerry® smartphones

- BlackBerry OS version 4.2.0 or higher
- Wi-Fi or cellular connection (for optimum performance, a Wi-Fi connection is recommended)

**NOTE:** If you are experiencing connection issues on your Blackberry, it is possible that your carrier may require an APN setting to use ResponseWare on your mobile device. Please consult with your carrier for the APN that will allow you to access port 80.

### Still have questions?

User Guides and additional information can be found under Support at: [www.keepad.com](http://www.keepad.com)