Turning Account for Participants

The Turning Account website provides participants the ability to purchase a Turning Account license, register response devices, view license information and manage their Turning Account.

This document covers the following topics:

Creating a Turning Account
Purchasing or Redeeming a License
Adding a Device
Enroll
Enrolling in a Course
Removing a Device
Managing Your Account
Editing Your User Information
Changing Your Password
Changing Your Email Address

Creating a Turning Account

A Turning Account is a unique identifier that is used to tie together all software accounts and response devices. A Turning Account is required for use with Turning Technologies products.

2. Enter your school or organization email address and click Create.

   IMPORTANT
   If your email address belongs to a defined organization in Turning Account, the following message is displayed:
   Your Turning Account needs to be connected to your school’s Learning Management System to track your participation. Sign-in to your LMS and click on the Turning Account Registration link under any course that uses clickers.

3. Check your email and click the link to verify your Turning Account.

   NOTE
   If you did not receive the verification email, click the Resend button in Turning Account.

4. Enter all required fields as noted by the asterisks.
5. Enter and confirm your password in the fields provided.

   NOTE
   The password must be at least eight characters long and contain one lowercase letter, one uppercase letter and one number.

6. Select the box labeled By checking this, you agree to comply with the End-User License Agreement and Terms of Use.
7 Click Finish.
8 If you have a license code and/or device ID enter them in the appropriate box and click Redeem and/or Register.
9 Click Finish.
The Turning Account Dashboard is displayed.

**Purchasing or Redeeming a License**

**IMPORTANT**
You must purchase a Turning Account license. This license is required for instructors to be able to view session information and scores.

**NOTE**
The Student Store is only available to Higher Education Organizations.

A Turning Account license is required for responses from response devices or ResponseWare to be tracked and used in TurningPoint Cloud and Learning Management Systems (LMS). The Turning Account license also includes a ResponseWare license.

1 Sign in to your Turning Account.
2 Select Profile from the left menu and click Manage Licenses.
3 Do one of the following:
   - If you have already purchased a license code from your bookstore, click Add License and enter the code in the License Code field and click Redeem.
     **NOTE**
     A license code could have come within the ResponseCard box.
   - If you have not purchased a license code, click Add License and then click Purchase a License. Your browser will be directed to the Turning Technologies Student Store.
     a Select an item.
     b Click Add to Cart.
     c Click Review Selections.
     d When you are ready to checkout, click Checkout.
     e Enter your billing information and click Review Order.
     f After reviewing your order, click Complete Purchase.
     g After the purchase is made, a confirmation screen is displayed.
     h Click Access Turning Account to be redirected to your Turning Account.

**NOTE**
The license is automatically applied to your account.
Adding a Device

If your instructor requires the use of a ResponseCard (clicker) in class, you must add the device to your Turning Account in order to receive credit in class. Up to ten devices (9 Clickers and 1 ResponseWare) may be added to your account.

**NOTE**
If you are using ResponseWare, your ResponseWare Device ID is automatically added to your Turning Account.

1. Sign in to your Turning Account.
2. Select **Profile** from the left menu.
3. Click **Add a Device**.
4. Enter the **Response Device ID** and click **Redeem**. The Device ID is located on the back of the device below the barcode.

**TIP**
Letters A - F and numbers 0 - 9 are valid Device ID options.

Enroll

**Enrolling in a Course**

**IMPORTANT**
Skip this task if your school uses a Learning Management System (LMS, e.g., Blackboard, Moodle, Sakai).

There are three scenarios for enrolling in a course.

You have created a Turning Account and received an email invitation to join the course.

If a Turning Account has been created prior to the instructor sending out an invitation to join the course, you will automatically be enrolled in the course. Turning Technologies will send an email to notify you that you have been added to the course.

An instructor sent you an email invitation and you do not have a Turning Account.

If you do not have a Turning Account, you will receive an email from Turning Technologies inviting you to create an account. Once the account is created, you are automatically enrolled in the course.

An instructor has not invited you to join the course.

If an instructor has not invited you to join the course, it is your responsibility to manually join the course. Follow the steps below to enroll in the course.

1. Sign in to your Turning Account.
2. Select **Enroll** from the left menu.
3 In the Search field, enter the course name, course ID, instructor name or EXACT instructor email address.

TIP
Searching by the exact instructor email address is the most accurate way to search for available courses.

4 Press Enter.

5 Use the arrows to navigate through pages.

6 When the course is located, select it and click Enroll.

Removing a Device
Response devices should only be removed from your Turning Account if you no longer have access to the device. If you remove a device, the device is no longer associated to you in any future sessions.

EXAMPLE
You may remove a device at the end of the semester because you sold it to the bookstore.

IMPORTANT
A ResponseWare ID cannot be removed from your Turning Account.

1 Sign in to your Turning Account.
2 Select Profile from the left menu.
3 Click Remove below the device.

Managing Your Account
You can make any necessary adjustments to your Turning Account information from the Profile tab.

Editing Your User Information
1 Sign in to your Turning Account.
2 Select Profile from the left menu.
3 From the User Information section, you can edit your:
   • First and last name
   • Market
   • User ID
   • Country
4 Click Save.
Changing Your Password

1. Sign in to your Turning Account.
2. Select Profile from the left menu.
3. Click Change Password.
4. Enter a new password in the Password field.
5. Re-enter the password in the Confirm Password field.
6. Click Save.

Changing Your Email Address

NOTE
If the current email address belongs to an organization, the change email option will not be available.

1. Sign in to your Turning Account.
2. Select Profile from the left menu.
3. Click Change Email below your email address at the top of the screen.
4. Enter the new email address in the area provided and click Send Verification.
5. Check your email and click the link to verify the change to your email address.
Contact Us

For additional help, contact Turning Technologies Technical Support.

Technical Support is available from 8 a.m. - 9 p.m. EST.

From within the contiguous United States, you can reach Technical Support toll-free by calling 866.746.3015. If you are calling from outside of the United States, please call +1 330.746.3015.

Technical Support may also be reached via e-mail at support@turningtechnologies.com.

We want to hear from you! To submit a product enhancement request, visit us at http://www.turningtechnologies.com/product-enhancement-request-form.

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