

Registration:

New TurningPoint Users:

1. Log in to Canvas
2. Select the course you will be using 'Clickers' in
3. Once in the course, click on 'Turning Point' from the left-side menu bar
4. You will be redirected to a Turning Technologies page
5. Enter your ASU email address – Note you MUST use your ASU email address
6. Click 'Create Account' – a verification email will be sent to your ASU email address
 - a. Note - this email can sometimes end up in your spam folder
7. Click the link provided within the verification email
8. You will be brought back to the Turning Technologies sign-in page – sign on using your ASU email address
 - a. Note – ASU's single sign-on system should automatically use your ASU password to log you in
9. 'Redeem' your subscription code if you have already purchased one
 - a. If you have not purchased one, click 'Continue' – you will have the opportunity to purchase one after registration
10. Enter your clicker's Device ID (if applicable) and click 'Add'
 - a. Click 'Continue' if you do not have a clicker and are just using the mobile app
11. Click 'Continue'
12. On this page you should see a green checkmark letting you know that your account is connected to Canvas – click 'Finish'
13. You will be redirected to your Turning Technologies profile where you can view all of your information. You can edit this information at anytime
 - a. If necessary, purchase a subscription from this page – Note, you must have an active subscription in order to receive points

Returning (from Blackboard) TurningPoint Users:

1. Log in to Canvas
2. Select the course you will be using 'Clickers' in
3. Once in the course, click on 'Turning Point' from the left-side menu bar
4. You will be redirected to a Turning Technologies page
5. Enter your ASU email address and click 'Sign In' – Note you MUST use your ASU email address
 - a. ASU's single sign-on system should automatically use your ASU password to log you in
6. On this page you should see a green checkmark letting you know that your account is connected to Canvas – click 'Finish'
7. You will be redirected to your Turning Technologies profile where you can view all of your information. You can edit this information at anytime

*Some of these steps may be slightly inaccurate as the LMS team makes changes to Canvas

Responding to Questions:

Physical clickers:

1. Ensure you are on the correct channel – press the “CH” button to change your channel number
2. Keep your clicker on the ‘blank screen’ – you should only see the channel number in the top left corner, and your battery level in the top right corner
 - a. DO NOT USE THE SEND MESSAGE FEATURE
3. Wait for your instructor to open polling
4. When polling is open, simply press the button that corresponds to your answer choice – the clicker will automatically send your answer to the software
 - a. You will see a checkmark when your answer has been submitted
 - b. You can change your answer as many times as you like until polling is closed
5. Repeat 2-4 until the clicker session has ended

Mobile users:

1. Sign into the app using your ASU email address
2. Ensure you enter the correct Session ID – click “Join Session”
3. Wait for your instructor to open polling
4. When polling is open, select the answer that corresponds to your answer choice
 - a. You can change your answer as many times as you like until polling is closed
5. Repeat steps 2-4 until the clicker session has ended

Support Options:

Turning Technologies phone support:

(866)-746-3015

Available M-F, 5am-6pm Arizona time

In-person support:

ASU Technology Studios

Hours and locations: <https://uto.asu.edu/services/campus-it-resources/techstudio>

General questions:

clickers@asu.edu