



Student FAQ

What if I forgot to use my school/campus email address?

You can change your email address at any time.

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 your **school email address** and click **Send Verification**.
5. Check your email and click the link to verify the change to your email address.

What if I don't see a green check in the LMS box?

You did not create your Turning Account through your Learning Management System. Complete the following steps to link your accounts:

1. Log in to your **Learning Management System**.
2. Locate and select the TurningPoint Cloud **registration link**.
3. Sign in with your school email address and Turning Account password.
4. Verify you have a Learning Management System URL listed or a green check in the LMS box.

What if I don't see a green check in the License box?

You did not redeem a license code. A license code is required to receive credit/grades in class. To redeem a license code:

1. Log in to your **Learning Management System**.
2. Locate and select the **TurningPoint Cloud registration link**.
3. Sign in with your **school email address** and **Turning Account password**.
4. Select **Profile** from the left menu.
5. Choose **Manage Licenses**.
6. Select **Add a License**.
7. Enter your **license code**.

NOTE: If you do not have a license code, proceed to Purchase a License.

I lost my license code that came with my Response Device. Can I get a new one?

Just provide proof of purchase for the Response Device and we can generate you a new code! Please contact our Technical Support Team at 866-746-3015.

Where can I purchase a license code?

Our online Student Store gives you the option to purchase a Response Device, license code, or both! The Student Store can be accessed from within your Turning Account. Sign in with your school email address to view available products for your school.

What if I don't see a green check in the Device ID box?

You did not register the Device ID for your clicker. If you are not using a clicker in your classes, this can be left unchecked. To register a Device ID:

1. Log in to your **Learning Management System**.
2. Locate and select the **TurningPoint Cloud registration link**.
3. Sign in with your school email address and Turning Account password.
4. Select **Profile** from the left menu.
5. Choose **Manage Response Devices**.
6. Click **Add a Device**.
7. Enter your **Response Device ID** and click **Redeem**.

TIP: The Device ID is located on the back of the device below the barcode. Letter A-F and number 0-9 are valid Device ID options.

NOTE: If you do not have a Response Device, proceed to Purchase a Response Device.

Where can I purchase a Response Device?

Our online Student Store gives you the option to purchase a Response Device, license code, or both! The Student Store can be accessed from within your Turning Account. Sign in with your school email address to view available products for your school.