

Troubleshooting Resources

The following resources are effective December 2015. Additional resources will be available upon our next release for Fall 2016. To be up-to-date on all changes, it is suggested that stay in contact with your Account Executive, review the Product Update Page, as well as sign up for the Product Update RSS feed at <https://www.turningtechnologies.com/about-turning-technologies/product-updates>.

Receiver Licensing



Please note you may see this message when open TurningPoint Cloud 6.2 and above with a receiver plugged in. This may happen on your work, personal and/or classroom computer. It is okay to press “Update License”. The pop-up will disappear and you may continue with your use of TurningPoint Cloud.

NOTE: This receiver will no longer work with TurningPoint 5 or TurningPoint Cloud versions below 6.2.

Microsoft Office Updates

Microsoft Office 2016, Mac and PC, are compatible with TurningPoint Cloud 7.

Browsers

Windows 10 and Mac OS El Capitan, Microsoft Windows 7 or 8 (32- or 64-bit), OS X v10.9 and 10.10 are compatible with TurningPoint Cloud 7.

Student Support – Web and Support Documentation

A student support site is available to assist students with their Turning Account creation as well as registering their device and redeeming their license codes. Have your students visit: <http://turningtech.info> for all the details.

Want The Facts??? Solving the Student Registration Puzzle is a handout you can share with your students to help them with their Student Registration woes. This document will help them maneuver through their Turning Account to update missing information quickly and easily and is available by visiting: <http://turningtech.info>.

Turning Account Licenses – KEEP YOUR RECEIPT (Clickers, Licenses, Books)

Students should always retain their receipt for purchases. If a student has not registered their license they have the following options to get registered:

- Locate their license and redeem the code.
- Locate their receipt or proof of purchase (credit card statement, bookstore receipt, etc.) and contact Turning Technologies for a new code 866-746-3015, and redeem the code.
- Purchase a new license from the Bookstore or Turning Technologies and redeem the code.

Software Updates



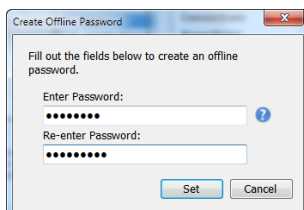
It is important to ensure that all computers that you use TurningPoint Cloud on (i.e. home, office, laptop, classroom) are up-to-date and on the most current software for TurningPoint Cloud. To update your software, simply select the TurningPoint Cloud icon on the bottom, center of the dashboard. This will open up the information screen for TurningPoint Cloud and allow you to check for Updates.

Region Selection



You may or may not see this screen when logging in to TurningPoint Cloud for the first time. This screen will set your region as US or International as it relates to the servers. Please **Select** North/South America. You will not be prompted to select a region again.

Setting Offline Password



Setting an Offline Password is beneficial should you lose Internet connectivity. To set your Offline Password go to Preferences, Software, Offline Password, Set Password. You can use the same password associated to your Turning Account.

NOTE: You will need to complete this process on any computer you use to lecture.

NOTE: You will not be able to set an Offline Password if your school is using Single Sign-On (SSO).

PowerPoints

- Make sure you have updated your PowerPoints to the most current version you have.

- It is not good to run in “Compatibility Mode” or to use version “97-2003”.
- To update your PowerPoint file version simply:
 - Select File
 - Select Save As
 - Select Save As Type
 - Select PowerPoint Presentation at the top of the list
 - Select Save

Exporting Files (Participant Lists and Session Files)

User Guide Resource:

<http://help.turningtechnologies.com/TurningPointCloud/PC/#TPC/Sessions/ISM/ExportingSessions.htm>

When Exporting files it is important to remember that TurningPoint Cloud encrypts your files. You will need to export the files from the software and associate a password to them. This will help your TA(s)/GA(s) and Technical Support assist you quickly and easily.

- Select the Manage Tab
- Select Participant List or Session
- Select Export
- Select the File(s)
- Select the ellipse (...) to define the location to save your files
- Select OK
- Select Save
- Enter Password (8 digits, no special characters are required)
- Re-enter Password
- Select Save

Review Reports – The asterisk “ * “ in Student Data

When reviewing student data after a class session, you may see the following information in your reports:

**This participant's license is not active or the Turning Account Instructor License does not have enough seats. Individual responses and scores cannot be viewed.*

An asterisk “ * “ symbolizes that a student **has not** redeemed a Turning Account License within their Turning Account. **Please Note** - the software is still collecting their data for each session, however, you will not be able to review or export the results to your Learning Management System for that student until they have redeemed their Turning Account license code.

Student Registration – Understanding Your Participant List

	Device ID(s)	Last Name	First Name	User ID	Email	Status
1	B4945A; 11015888	Last Name	Melissa		Melissa@email.com	Active
2		Last Name	Cody			Inactive
3	B74079; 11016FE7	Last Name	Zackery		Zackery@email.com	Inactive
4	11017176	Last Name	Victoria		Victoria@email.com	Active

1. The student **Created** a Turning Account, **Redeemed** their license code, and **Registered** their Device ID.

STATUS – Ready to GO!

2. The student **did not Create** a Turning Account, **Redeem** their license code, or **Register** their Device ID.

STATUS – Not Complete!

RESOLUTION – The student needs to create their Turning Account, redeem their license code, and register their Device ID. See that all fields are blank (except for their name) and the *Inactive* License Status (last column). If you are using an LMS, please create your Turning Account within the LMS system.

A **2nd Resolution** would be for the student to login to their Turning Account within the LMS to connect their Turning Account to the school system.

3. The student **Created** a Turning Account and **Registered** their Device ID, but **did not Redeem** their license code.

STATUS – Not Complete!

RESOLUTION - The student needs to redeem their license code. See the *Inactive* License Status (last column).

4. The student **Created** a Turning Account, **Redeemed** their license code, but **did not Register** their Device ID.

STATUS – Not Complete!

RESOLUTION - The student needs to register their Device ID. Note the first column does not have a 6-digit, alpha-numeric Device ID.

Updating your Participant List

User Guide Resource:

<http://help.turningtechnologies.com/TurningPointCloud/PC/#TPC/Sessions/RM/UpdatingPListsfromanLMS.htm>

It is important to update your Participant List one last time to ensure all unregistered users that have registered last minute for your class are accounted for and points are associated to their account.

- Select the Manage Tab
- Select Your Participant List
- Select Results Manager
- Select Integrations
- Select LMS (if necessary)
- Enter URL (if necessary)
- Enter your LMS User Name and Password (if necessary)
- Select Continue
- Select Update List
- Select Update

Updating your Grade Center – Exporting Grades

User Guide Resource:

<http://help.turningtechnologies.com/TurningPointCloud/PC/#TPC/Sessions/RM/ExportingSessionstoanLMS.htm>

After updating your Participant List is important to consider re-uploading your session files to help ensure all students are receiving their full points for the semester.

- Select the Manage Tab
- Select Your Participant List
- Select Results Manager
- Select Integrations
- Select LMS (if necessary)
- Enter URL (if necessary)
- Enter your LMS User Name and Password (if necessary)
- Select Continue
- Select Export Session(s)
- Select the Sessions you wish to export
- Select Export
- Select Export again
- Select OK regarding students who will not be included because they are not registered
- Select OK to respond to the export pop-up