TurningPoint Mobile App FAQs

Faculty

1. What is TurningPoint App?

TurningPoint App turns a participant's web-enabled mobile device or tablet into a virtual Clicker. Participants are able to respond to polling questions through a Wi-Fi or data connection. TurningPoint App allows you to respond to multiple question types, such as multiple-choice, alphanumeric, multiple response and essay questions. Questions and answer choices are displayed on the web-enabled device while polling is open. TurningPoint App is compatible with TurningPoint Cloud.

2. Do faculty require a TurningPoint (TP) account to use TurningPoint App?

All faculty will require a TP instructor account to use TurningPoint App. The account will be pre-created. Faculty will need to accept the invite thru NTU email to complete the registration (as below). Please check your spam/junk folder if you did not receive the email. Email intulearn@ntu.edu.sg if you require an instructor account.

3. How do faculty create a TP account?

As in (2).

4. What if I did not receive TP email notification to activate account?

To activate a re-send, instructors can do a password reset by entering their NTU email address and clicking forgot password at https://account.turningtechnologiessg.net/. This will then resend the same email to have them create a new password and allowing them to access their account.

5. Is TP5 slides still supported?

Yes, TP5 slides are compatible with TPC. However some conversion may be needed (click HERE)
6. **What is TurningPoint Cloud (TPC)?**

TurningPoint Cloud (TPC) is the latest version for use with TurningPoint App (software clickers). The TurningPoint App is available from AppStore / GooglePlay. Please set the region to "East Asia" during installation.

7. **How to install TPC?**

   Download [TPC software](#)

8. **How to manage TPC?**

   Click [HERE](#) to see guide.

9. **Is TPC the same as TP5?**

   TurningPoint 5 (TP5) is the ONLY available version for use with hardware clickers. TP5 slides can be used in TPC. However, do not mix hardware clickers with ResponseWare in the same class (refer to item 16).

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10. **What are the TP software available in LTs / Tutorial Rooms?**

    Coming semester, all Lecture Theatres and Tutorial Rooms will be installed with TPC Only

11. **How do I create participant list in TPC?**

    Click [HERE](#) for guide

12. **How do I enforce student to login to TurningPoint App for attendance taking?**

    If you would like to use TurningPoint Cloud with TurningPoint App in your class for attendance taking, do the following:
    - Download the participant’s list to TPC (refer to above item 13)
    - Set up TurningPoint App and enable "Require Participant Account" from TurningPoint Cloud (Click [here](#) for details)
    - Student can join your session only with the valid Turning Account. This will enforce student login to participate in your session

13. **How do I manage hybrid classes (hardware and software Clickers)?**
Hybrid classes are not supported, please advise all non-first-year students to create a TurningPoint account to be used on a single platform.

TurningTechnologies is retiring the hardware Clicker solution soon. Ultimately, TurningPointCloud and TurningPoint App will be the only viable solution for campus wide deployment.

14. How do I manage session for polling?

- Activate TPC on your laptop, Click to connect <ResponseWare>

- Select <Random> or <Reserved> session, <Start Session>

- You should see <Session ID> as below, faculty will release ID to students to participate in session
15. Problem with polling, session unable to close, LT PC or laptop appeared to be hung?

These are issues relating to the PPT slides. The vendor recommend that we re-create the charts for these slides. Please follow the instruction as below:

- Open PPT slides from TurningPoint Cloud from your laptop
- Locate slide with polling question and chart
- Delete the existing chart
- Goto Objects > Charts > Select Vertical to create new chart (see below)
- Ensure all charts in your PPT slides are replaced
- Save and test your PPT

16. How do I check the number of student’s seats allocated to me?

Starting the TurningPointCloud application, login to your TPC dashboard (see below).
If your account is created successfully, you should see the **500 seats** allocated to your account.

![TurningPoint Cloud Dashboard](image)

**Students**

1) **Does student need a TurningPoint account?**

   *All Year One students’ Turning Account will be created by vendor. Please remind students to accept account verification email from Turning Technologies (check spam folder) and change your password*

   *All Other Year Students will continue to **create account** through NTULearn using NTU email (xxx@ntu.edu.sg without the ’e’) **ONLY**. You need to create your account **ONLY** once. **Goto Course site >Tools >TurningPoint Account Registration**. Faculty may advise student’s account creation in class using this **PPT**.*
2) **Where do download the app?**

   Download TurningPoint App from AppStore / GooglePlay. Please set the region to "East Asia"

3) **Is there an app for Windows Phone?**

   Currently, there is no app for Windows Phone. However, student may access this website ([https://responseWare.turningtechnologiestsg.net/responseware](https://responseWare.turningtechnologiestsg.net/responseware)) using standard browsers (Chrome, IE, Firefox, Safari) to participate in polling sessions

4) **Can I use browser to access ResponseWare?**

   As above item (3)

5) **Can I use hardware Clicker in my lesson?**

   Your faculty will advise accordingly. Bear in mind that a single technology will be used. Strictly no hybrid usage of Clickers and ResponseWare.