START HERE: Having trouble with your clicker?

In order to register your clicker for your class(es), you will need to create a Turning Technologies account.

If the clicker was purchased NEW from the University Bookstore, there will be a license code in the box. It will be printed on a business card.

If the clicker was purchased NEW from Turning Technologies’ website in the bundle package, the license will be applied to your Turning Technologies account.

If the clicker was purchased USED from the University Bookstore, from another retailer (like Amazon.com), or you got it from a friend/relative, you will need to purchase a license code from Turning Technologies.

Do you have a Turning Technologies account?

Do you have a valid license code?

You need to purchase a license code in order to use your clicker for your class(es).

Enter your Device ID under Response Devices in your Turning Technologies account.

If you have a Turning Technologies account, a valid license, and have your clicker listed under Response Devices:

1. Make sure your clicker is on the correct channel in class.

2. Ask your instructor to reload their participant list (must be done to update the list once someone has registered their clicker).

As a last resort...

3. Make sure your clicker is on Polling Mode and not Instructor Response Mode which can be done by clicking the back arrow on the clicker.

4. Contact the TLT Student Help Desk at 1-631-632-9602.

Important Information:

When contacting the TLT Student Help Desk, please provide your:

1. Name and NetID.

2. Device ID (6-digit code on the back of the clicker).

3. The course you need the clicker for (i.e. BIO 101.01).

Does the license code work?

No.

Is your clicker registered with your Turning Technologies account under the Response Devices tab?

No.

If the Turning Technologies website says the license code has already been used or if you receive an error message about connecting to the LMS, you need to call Turning Technologies for assistance: 1-866-746-3015.