

TURNING ACCOUNT & LICENSE REGISTRATION - FAQs

Why do I need to create a Turning Account and License?

A Turning Account is required for the safety and security of your data. All information is encrypted and associated to you as a person. Without a Turning Account and License, you will not receive polling grades.

Where do I purchase a clicker bundle or Turning license?

Do not purchase anything until you visit the page "[Purchase Clicker/License](#)" to find the detailed information regarding the purchase.

How can I create a Turning Account and Register my clicker device?

[Click this link to view the step-by-step tutorial to create a Turning Account and register your clicker.](#)

If I forgot my Turning Account login information, what can I do?

On the Turning Account page, enter your email address and Sign In. You will then see Forgot Password. Enter your email and select Reset Password. An email will be sent to you with additional instructions.

How can I change my personal email to UTRGV email address in Turning account?

1) Log into Blackboard. 2) Select the course. 3) Locate and click the Turning Account Registration link. 4) Login the account using personal email. 5) Click profile link in dashboard and there is email change link under your name. You can change it to your UTRGV email.

How can I synchronize my UTRGV Blackboard account with Turning account?

[Click this link to view the step-by-step tutorial to synchronize your account.](#)

How can I register my Clicker Device ID?

When you create your Turning Account you will register your Device ID within the Devices area. Your Clicker Device ID is located on the back of your clicker and is 6-digits in length.

How can I register my ResponseWare license?

When you create a Turning Account you will enter your Turning Account License within the License area. Your Turning Account License is also your ResponseWare License. Once you redeem your license code, you will be able to use ResponseWare through the expiration date showing within your account.

Do I have to keep registering the clicker device & ResponseWare for each course and semester?

No. You only need to register once for all classes in Blackboard.

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