Having Clicker Technology Challenges?

Follow the checklist items summarized below. If you need more detailed information, see the TurningPoint Cloud Files for students.

☐ Purchase a device

☐ Login to Turning Technologies through your Blackboard and/or Canvas class

☐ Create your Turning Technologies account with your UTK email address: netid@vols.utk.edu
  - If you created your account under a different email address, contact Turning Technologies at (866)-746-3015.

**NOTE:** You only need one (1) Turning account, but you must sync your Account to each Learning Management System on which you have at least one course using clickers. For example, if you created your Turning Account through a Blackboard course and you are also enrolled in one or more courses using clickers on Canvas, you must log into Canvas and Sign in to your Turning Account. If you created your account on Canvas, you must login to Blackboard and Sign in to your Turning Account.

☐ Register or update your clicker device

☐ Register or update a license

☐ Still having issues?
  - Check or set your classroom channel
  - Talk to your instructor to confirm your name in the student roster
  - Contact the OIT HelpDesk at (865) 974-9900 or help.utk.edu