

# Poll Everywhere for Students

## Table of Contents

<b>Getting Started with Poll Everywhere</b>	<b>2</b>
How to sign in using SSO	2
Registration with Instructors	3
View Responses & Grades	3
<b>Responding to Activities</b>	<b>4</b>
Respond via the mobile/desktop apps	4
Respond via the web	4
Respond via SMS	4
<b>Frequently Asked Questions</b>	<b>5</b>
Part 1	5
Part 2	6
<b>Support</b>	<b>7</b>
Web	7
Contact	7

## Getting Started with Poll Everywhere

Poll Everywhere is a web and SMS text-messaging student response system. During class, instructors display a Poll Everywhere activity on-screen and students respond with their devices. The results appear live on the screen for the class to discuss or for the instructor to grade. Instructors use Poll Everywhere to take attendance, give quizzes in classes, find out how well the class has understood a lesson, and generally make learning more active and the students more involved.

### How to sign in using Single Sign-On

Signing into your Poll Everywhere account is much easier when you have access to integrated single sign-on (SSO). If your institution uses SSO, you can use your institutional email to log in to your Poll Everywhere account.

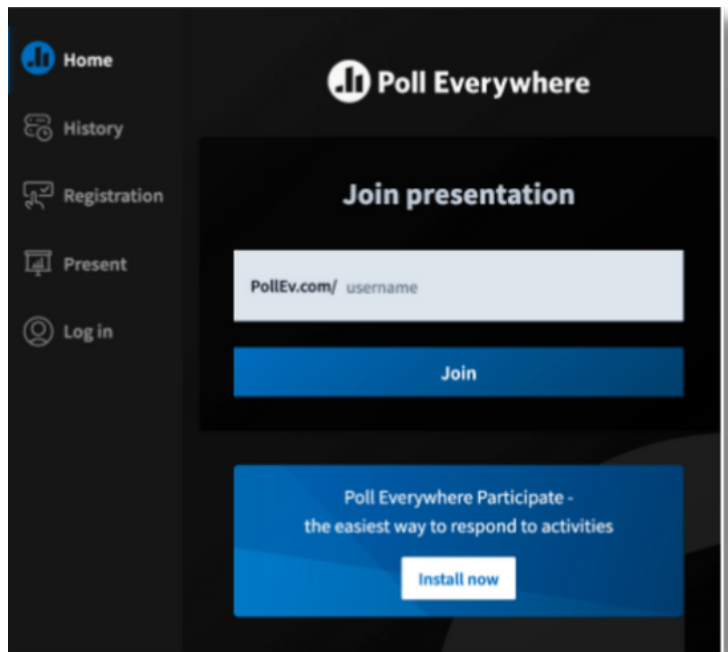
To learn more about using single sign-on, [click here](#).

#### Sample Login Window for Students:

A screenshot of the Poll Everywhere login interface. The background is black. At the top left is the Poll Everywhere logo, which consists of a white circle containing a stylized bar chart icon, followed by the text "Poll Everywhere" in white. Below the logo, the word "Log in" is centered in white. Underneath "Log in" is a white rectangular input field containing the text "Email or username" in small grey font and "test@utc.edu" in black font. Below the input field is a blue rectangular button with the white text "Log in with UTC". At the bottom left, the text "Forgot password?" is displayed in blue. At the bottom right, the text "Need an account?" is displayed in white, with "Create one now" in blue below it.

## Registration with Instructors

Some instructors will want to associate your institution's email address with the responses you submit to activities in order to give a grade, assign class participation points, or just to see how you are performing. You can see which instructors you have registered with by clicking "Registration" at the top of your screen from within your Poll Everywhere participant (pollev.com) account.



To learn more about registration, [click here](#).

## Viewing Responses & Grades

At any point, access your response history to review a question or confirm the submission of your responses by clicking "History" within your Poll Everywhere participant (pollev.com) account.

To learn more about reviewing your response history, [click here](#).

# Responding to Activities

## Respond via the mobile/desktop apps

For quick, regular access to Poll Everywhere, it's best to download and install the associated participant response apps:

- [Download Poll Everywhere for iOS](#)
- [Download Poll Everywhere for Android](#)
- [Download the participant app for desktop](#)

To learn more about responding via the Poll Everywhere apps, [click here](#).

## Respond via the web

During class, an instructor will display a Poll Everywhere activity on-screen. The visualization will display the instructor's username for you to be able to join: **pollev.com/username**. From your phone, laptop, or tablet you will enter the web address and be taken to a screen that allows you to respond to the activity in real time.

To learn more about web responses, [click here](#).

## Respond via SMS

If SMS responding is enabled, the instructions on screen will appear slightly different. Here, you will be texting your instructor's username instead of inputting it into a web browser as a URL.

To learn more about SMS text message response, [click here](#).

# Frequently Asked Questions

*We have provided some answers to some frequently asked questions:*

**1. I already have an account / my email address is already taken. Do I need to delete this account to register as a participant on an instructor's account?**

No. Simply log in to your account first (you can reset your password if you forgot it) and then click the participant registration link your instructor has distributed.

**2. My instructor hasn't received my responses, even though I have registered on their account.**

If you are responding with a web device, make sure you are signed in before responding to your instructor's polls. It is also possible that you have accidentally created two or more accounts under different emails. If you have a personal or another university email - your responses may be associated there. If you are responding via text message, make sure you have certified your mobile number. Once you have certified your number your previous 'unregistered' responses will be tied to your account.

**3. Do I need to certify my phone number? If so, how do I certify my phone number?**

If your instructor requires you to register to participate (usually to see participation or attendance) and you are responding via text message instead of the web, you will need to certify your number so your instructor can identify your responses. To certify your number, log in and go to your settings page under your account settings. Make sure to type in your mobile phone number and click the certify link. Follow the instructions to send your certification text message.

**4. What information can my instructor see about me?**

Unless your instructor is running an anonymous activity, your name and email will always be available to them next to your answers. If you provide an alternate identifier, they can also see that.

**5. If I choose to respond via SMS, will my phone number be shared?**

Your full phone number is never shared with them, but in some reports they can see the last four digits of your phone number. The main purpose of this is to help verify that your certified phone number is correct. This helps you troubleshoot any problems with getting credit for your answers.

## **6. When texting, why do I get a message saying “cannot deliver message to this shortcode” or “message blocking is active?”**

This usually means texting to shortcodes is disabled for your specific cell phone subscription plan with your mobile carrier. Usually, calling your carrier’s customer service (611) and making sure texting to shortcodes is enabled takes care of the problem. If you cannot enable shortcodes, you may text in your responses to our backup 10-digit number: (747) 444-3548. Please note that this number is to be used sparingly and only by those who cannot otherwise text to the US-based shortcodes we offer. You will not receive confirmation reply messages from this number.

Keep in mind that to certify your phone number, you’ll need to text to this backup number instead of the shortcode. If you continue to have issues responding via SMS-text message, you should always be able to reply to polls by going to the URL displayed on your professor’s activities.

*Please note, it is generally recommended that you use the web browser or the Poll Everywhere Participant apps to respond to Activities as SMS relies heavily on a strong cellular network.*

## **7. My response went to the wrong activity. What’s going on?**

The presenter may have moved on to another activity just before you sent your response. Your response will be recorded in the activity that is currently active.

For example, if the first activity contains multiple choice responses like A, B, and C, you might respond by texting “A”. However, if the presenter moves on to the next activity before your response is received, and that poll also allows “A”, then your response will go to the active activity.

One other possible cause could be that you have not joined the correct presenter session. Check with your instructor before class to make sure that you have joined the correct session.

👉 Pro Tip: It is recommended that you use the web browser or the Poll Everywhere Participant app to respond since SMS relies heavily on strong cellular service.

# Support

## Web

**Main Support Page:**

<https://support.polleverywhere.com>

## Contact

**Email:** support@polleverywhere.com

**Phone:** (800) 388-2039

**Hours:** 8 am - 8 pm EST (M-F)