Poll Everywhere

Student guide

SECTION 1:
Getting started

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.
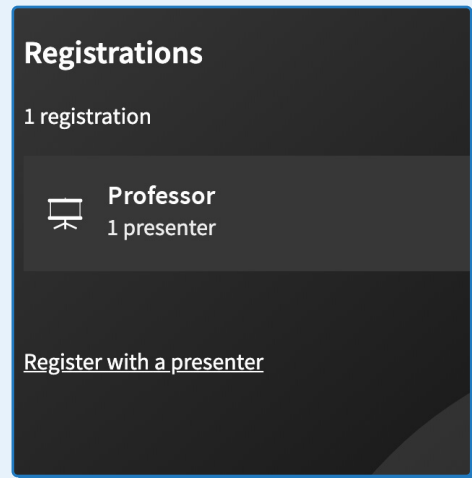
Get the response apps

If you will be using Poll Everywhere on a regular basis, it's best to download and install the mobile apps for iOS/Android, or desktop response apps for PC/Mac. With the apps, you can more quickly access activities and see your response history.

- **Download Poll Everywhere for iOS**
- **Download Poll Everywhere for Android**
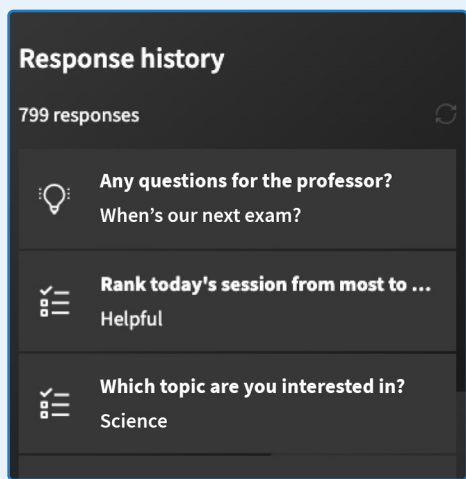- **Download the participant app for desktop**

When an instructor presents Poll Everywhere activities, launch the app and type in the instructor's username (i.e. pollev.com/username). When the instructor activates an activity/activities, you'll be able to respond from the apps in real time.

Registration with instructors

Some instructors will want to associate your school'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're doing. 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.

Read more about registration →

Registrations

1 registration

🖥 **Professor**
1 presenter

Register with a presenter

Response history

799 responses

💡 **Any questions for the professor?**
When's our next exam?

✓ **Rank today's session from most to …**
Helpful

✓ **Which topic are you interested in?**
Science

Registration with instructors

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.

Read more about reviewing your response history →

SECTION 2:
Registration

Your instructor may have created you a participant (pollev.com) account by uploading and registering your email to your school's Poll Everywhere account. If you do not already have a participant (pollev.com) account, you will receive an email that will instruct you to reset your password. Follow those instructions to access your account.
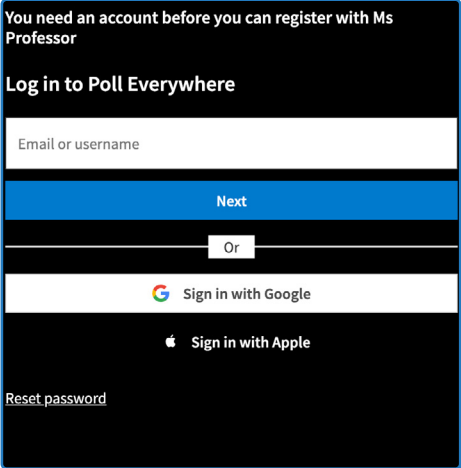
Instructor registration link

Your instructor may send a registration link by email, include it in the syllabus, or post it on a LMS/class page. It usually looks something like: **pollev.com/register?p=0123-abcd.**

Find instructor by username

If you know your instructor's username, then you can register ahead of time at **pollev.com/register.**

In-Class registration

If your professor requires registration, when you go to respond to their activity at pollev.com/username, you can simply follow the registration prompt and create a Poll Everywhere student account right there. It should only take a minute. Just be sure to use your school email, not your personal email.

FAQ

How do I enter my student ID, username, or an alternate identifier?

The instructor can always see your email address, but sometimes they'll also want students to provide a username, login, or other student ID for grading or to be inputted into the learning management system.

If you need to add this, sign in to Poll Everywhere and go to the registrations page. Click the "Details" link under the appropriate university, department, or instructor, and enter an alternate identifier.

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.

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.

I have several instructors with Poll Everywhere accounts where I have to pay, as the student. Do I need to pay separately for each of them?

No. You will only have to pay the annual cost once to be able to register on any number of accounts.your answers.

SECTION 3:
Responding to questions

Poll Everywhere accepts responses via SMS text message, from a web browser, and/or through our participant apps for mobile and desktop.

Responding 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.

Read more about [web responses →](web responses)

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

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- **Download Poll Everywhere for iOS**
- **Download Poll Everywhere for Android**
- **Download the participant app for desktop**

The participant desktop and mobile apps have the same functionality as responding through a web browser. They will also display recent instructor's usernames you have participated with and allow you to join in just a click.

Read more about responding via the [Poll Everywhere app →](Poll Everywhere app)

Responding 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.

Multiple choice questions

SMS text messaging instructions for multiple choice question activities may read, Text KEYWORD to 12345 once to join, then A, B, C, or D. The initial KEYWORD you text in is remembered so that the second time you respond to an activity, you only have to submit A, B, C, or D in your SMS text message. You'll need to leave the presenter session by texting LEAVE if you're responding via SMS text messages in another class.

Open ended questions

SMS text messaging instructions for multiple choice question activities may read, Text KEYWORD to 12345 once to join, then text your message. When you respond to a second open-ended activity you may skip submitting the original KEYWORD. You'll need to leave the presenter session by texting LEAVE if you're responding via SMS text messages in another class.

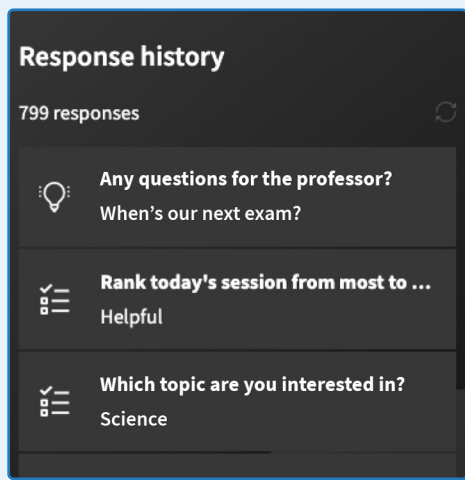### Surveys, Q&A, Ranking and clickable images

Some of the more advanced activities only work over the web, and not SMS. You'll need to respond through a web browser either on a smartphone, tablet, or laptop.

Read more about SMS text message responses →

SECTION 4:
Viewing responses and grades

You can see the full history of how you've responded to activities while logged into your participant (pollev.com) account. Log into your account and click "History". You'll be able to see all of the activities you've responded to including the question and response options - great for study review!Follow those instructions to access your account.

Response history

799 responses

	Any questions for the professor?
	When's our next exam?

Rank today's session from most to ...
Helpful

Which topic are you interested in?
Science

All of the history is displayed on screen. If some responses are missing it's likely that the instructor deleted the activity or you weren't logged in when you responded.

SECTION 5:
Redeeming bookstore and textbook codes

Depending on your instructor's account, some students need a bookstore or textbook access code to use Poll Everywhere. Access codes are a combination of digits and letters that look like 123ABCD. You may have received this code electronically or on a printed card.

To redeem a code:

1   Go to the registration page at pollev.com/register.

2   Search for your instructor by their username.

3   Sign up for a new account with Poll Everywhere.

4   Confirm the instructors details and click 'Use book code' and enter your code.

5   Done! You should receive a confirmation.

Your name and email registration information will be visible to the instructor so they can discuss or evaluate your responses. Read more about registration.

SECTION 6:
Troubleshooting

If you're having trouble using Poll Everywhere, some of these questions

may help resolve the problems:

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.your answers.

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 very 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.

Do I need to certify my phone number? If so, how do I certify my phone number?NIf 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. Although, usually you can always just reply by the web on your smartphone or laptop.

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.

It is prompting me to pay, but I have already paid?

If you are being asked to pay again, it is likely that the initial payment is tied to a separate email address. We use email addresses as the primary identifier for accounts. Try signing in with other email addresses you have such as a personal or university address.

If you are still unable to find the payment, contact our support staff. Just provide your email address and the last four digits (only the last four) of your credit card number and we will try to track it down for you.

When texting, why do I get a message about 'cannot deliver message to this shortcode' or 'message blocking is active'?

This usually means you have texting to shortcodes 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 shortcode support, 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.

It is prompting me to pay, but I have already paid?

If you are being asked to pay again, it is likely that the initial payment is tied to a separate email address. We use email addresses as the primary identifier for accounts. Try signing in with other email addresses you have such as a personal or university address.

If you are still unable to find the payment, contact our support staff. Just provide your email address and the last four digits (only the last four) of your credit card number and we will try to track it down for you.

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. If the presenter activates a different activity in the same presenter session before your response to the first activity is sent, and the current activity allows the type of response you chose, your response will end up 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. To stop responding to a presenter's activities, text LEAVE. Then join the correct presenter session by texting that presenter's username to the SMS number.