

IMPORTANT INFORMATION

In order to receive CE credit for any of our insurance continuing education webinars, you must be logged into the webinar (video and audio) before the webinar begins.

It is possible to log into the webinar in several ways, each of which is explained below. We utilize a third-party webinar platform (Citrix' GoToWebinar or GoToMeeting, depending upon the type of presentation) and their website contains comprehensive instructions, tutorials, and assistance with getting ready to join one of our webinars at <http://help.citrix.com/webinar/get-ready/>

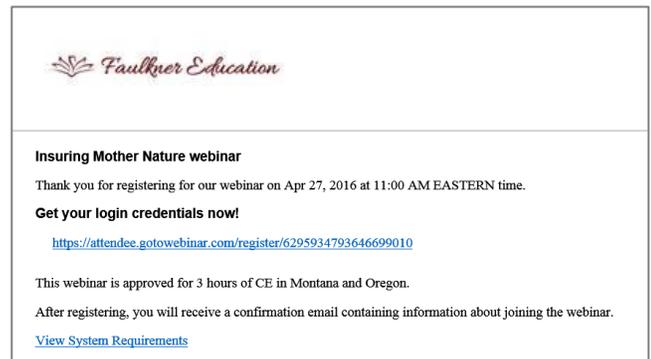
Because Linda presents all our webinars, and her assistant serves as the webinar's administrator during all our webinars, no one is available in the office to answer your phone calls or respond to your emails beginning 30 minutes before the webinar begins. If you login to the webinar at least 15 minutes before it begins, we should be able to help you before the start time; however, we are not IT providers and do not accept responsibility for technical issues you might experience.

If you are unable to log into a webinar before it begins due to technical difficulties, we will transfer your registration to another webinar, without charge or penalties, *so long as you notify us via email (at Linda@LindaFaulkner.com or Admin@FaulknerEducation.com) within 15 minutes of the webinar's start time and notify us of the date and time of your replacement webinar within 24 business hours.*

INSTRUCTIONS

Your Webinar Invitation

1. You will receive an invitation email to us that contains a link that allows you to obtain your login credentials to the webinar; **you must click this link when you receive the email, otherwise you will not be able to join the webinar**
2. If you do not receive your email invitation, email us at Admin@FaulknerEducation.com and we will email you a new invitation
3. We will begin broadcasting 15 minutes before the webinar's scheduled start time
 - a. We will be UNABLE to help you with connectivity issues after the webinar begins
 - b. We WILL be able to assist you during this 15-minute period
4. After you click the link in the webinar invitation, you will be sent another webinar that asks for your personal credentials that will be used to allow you to join the webinar and for administrative purposes so we can award you CE credit for attending.
 - a. **You must use a unique email address that CANNOT be used by anyone else attending the webinar. If you share an email address with another person, *only one of you will be able to receive CE credit.***



- b. Once you submit your credentials, you will receive an email that gives you a direct link to the webinar. That email will include the webinar ID and the phone number to call if you choose to connect to audio via the telephone. Be sure to jot down the ID number; you will be able to use it *from any computer* to join the webinar; this will be helpful if your computer is inaccessible at the time you wish to join the webinar.

Connecting to the Webinar

1. After clicking the link to join the webinar, a window will appear on your monitor
 - a. You will have two options:
 - i. Launch Application
 - ii. Do Nothing
 - b. You **must** click Launch Application to join the webinar
2. When you are connected, the GoToWebinar viewer will appear; it contains:



- a. A blue/gray Control Panel on the upper right side of your screen; this contains:
 - i. A stack of buttons at the top left of the control panel
 - ii. Two sections labeled “Audio” and “Questions”
- b. A white window that contains the name of the webinar and Linda’s name as Organizer and Presenter

At approximately 5-10 minutes before the webinar begins, the first slide in the presentation will replace the white screen'

3. You must connect to the webinar’s audio and can do this one of three ways:
 - a. Using your computer’s speakers and microphone (make sure your computer’s sounds have not been muted)
 - b. Plugging a headset or microphone into your computer (make sure this is not muted)
 - c. Dialing the telephone to connect to audio

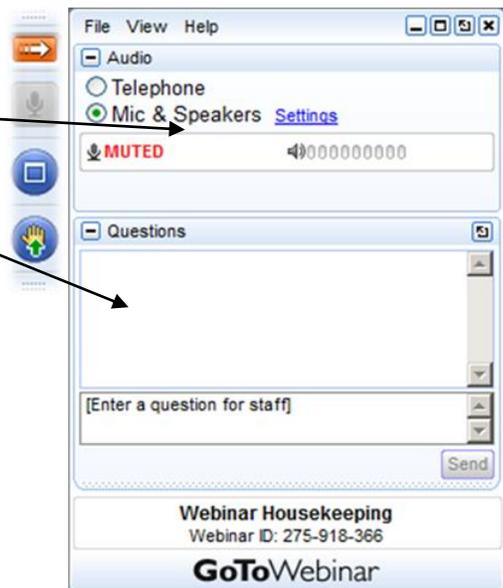
MAKE SURE YOU HAVE THE PROPER RADIO BUTTON CLICKED ON THE CONTROL PANEL UNDER “Audio”

4. If you dial in by telephone:
 - a. Use the phone number, access code, and PIN on your screen to connect to audio
 - b. Long distance charges will apply
 - c. **We recommend using a landline and NOT a cell phone or smartphone; using a cell phone or smartphone does NOT provide the same quality of sound a landline does**
5. **We can only help you with connectivity issues BEFORE the webinar begins.** We will be happy to provide assistance during the 15 minutes prior to the start of the webinar. Here are some tips for issues that attendees often experience:
 - a. No sound
 - i. Is your headset muted?
 - ii. Are the sounds on your computer muted?

- iii. Using the Control Panel on your computer (this can usually be found on your Start Menu), check the Sound settings and the software settings for your particular speakers and/or microphone
- iv. Close your browser to disconnect from the webinar and re-join the webinar
- v. Hang up the telephone and dial back in
- b. Screen saver keeps disconnecting you from the webinar's video
- c. Click on your computer's Start Button
 - i. Click Control Panel
 - ii. Click Personalization
 - iii. Click Screen Saver
 - iv. Choose the "None" option in the drop-down list to shut off the screen saver
 - v. Click Okay
- 6. **If you are unable to join the webinar from your own computer, or using the login email you are sent,** open a browser on any computer and type GoToWebinar.com in the address bar. When the page opens, click Join a Webinar at the top right-hand side of the page, enter the Webinar ID noted in your login email, and follow the instructions above.

Using the Control Panel

1. This is the Audio settings
2. These buttons are on the Grab Tab
3. This section contains your question/chat window
4. You can minimize each section by clicking the minus [-] sign to the left of the words "Audio" and "Questions"
5. The Grab Tab contains four buttons:
 - a. The white arrow inside the red box
 - i. This collapses and expands the Control Panel so it appears/disappears from view
 - ii. To keep the control panel in view at all times, click the word "View" at the top of the Control Panel and UNcheck "Auto Hide the Control Panel"
 - b. A grey button containing a microphone
 - i. When you join the webinar, this button will be greyed out and your voice will NOT be able to be heard during the webinar
 1. This button will remain greyed out *and you will be unable to be heard during the webinar if you do not have a microphone on your computer or attached via USB or a plugin*
 - ii. This button will be green when the instructor UNmutes so you can speak
 - c. A blue button containing a square; this button allows you to toggle your viewer between full screen and minimized



- d. A blue button with a yellow hand in the middle, on top of which is a green arrow pointing upwards
 - i. This button allows you to raise and lower your hand when you want to ask a question (or when you are asked to raise your hand)
 - ii. If the button shows a green arrow, your hand is NOT raised; clicking the hand raises it and signals to the presenter and organizer that you a) have a question or b) have responded to a request to raise your hand
 - iii. If the button shows a red arrow, your hand IS raised
6. If you want to type a question in the chat box, or respond to our request to type in the chat box:
- a. Click in the lower of the two text areas and type your question
 - b. Press the Send button when you are finished typing
 - c. We will respond to your question verbally or by typing a response that will appear in PINK in the text area above the box where you typed your question

Contacting us During the Webinar

Because Linda presents all our webinars, and her assistant serves as the webinar's administrator during all our webinars, no one is available in the office to answer your phone calls or respond to your emails starting 30 minutes before the webinar begins.

If you are unable to connect to the webinar before it begins, experience technical difficulties that prevent you from connecting, or experience connectivity issues that boot you off the webinar once it has begun, we will gladly allow you to attend a future webinar without charge if you notify us of your technical issues within 15 minutes of the beginning webinar AND reschedule within 24 business hours. Although we will be unable to respond to your phone call or email when you make it, we will do so immediately upon the webinar's conclusion.

Check Your System BEFORE the Webinar

Here are some links you can use BEFORE the webinar to verify that a) your computer is compatible with our webinar platform, and b) will familiarize you with what you will see on the screen during the webinar.

- [Run a system check to see if your computer/laptop can run the webinar](#)
- [Check your system's compatibility](#)
- [Review the system requirements of the webinar platform](#)

Make Sure to Read our Registration/Refund Policy ASAP

Our [Registration Policy can be found online](#) and addresses how we process requests for refunds and course transfers when licensees fail to attend a course for which they registered or if they wish to cancel or transfer their attendance at a course. **We do not honor refund or transfer requests:**

- Received on the day, or after the date, of an insurance CE webinar
- For individuals who registered but failed to attend and did not notify us until after the webinar began (we consider these individuals *no-shows*)
- For individuals who are dismissed from a webinar for inattentiveness
- For partially completed webinars