FAQ

1. **How do I login for the WCIvirtual Webinar?**
   After you register for the event, you will receive an email from GoTo webinar that is unique for you. The email will provide a link that will direct you to the   webinar. Feel free to utilize this attendee video as a reference: https://support.goto.com/webinar

2. **I forgot to pre-register! Can I still register for the event while it is occurring?**
   Yes. Feel free to register at any time and join the webinar.

3. **I am having technical difficulty- what do I do?**
   - Utilize this link to ensure your computers system allows for GoTo webinar access: https://support.goto.com/webinar/system-check-attendee-av

   - If you are experiencing a delay, try refreshing your browser. **GoTo webinar recommends Google Chrome** as the best search engine for this platform.

   - If the software installation was stalled or unsuccessful, the most likely culprit is a firewall or browser issue. Whether you're trying to get into the session immediately or you're trying to prepare for a future session, we've got multiple options laid out for you.

   - Check why your system isn't connecting here: https://support.goto.com/webinar

4. **Which internet browser should I use for optimal viewing of the sessions?**
   This platform works best on Google Chrome. You can download the browser here: Google Chrome.

   It is recommended you do this PRIOR to the event beginning on Thursday, November 12th.

5. **How do I communicate with speakers or other attendees during a session?**
   Attendees are automatically muted during these webinars. If you would like to connect with other individuals in the webinar, or ask the speaker(s) a question, utilize the chat feature on the right-hand side of your screen during the webinar.

6. **How do I know what session is coming up next? How do I watch a session?**
   You do not need to press play in between sessions. The videos will play automatically at the scheduled start times. *Please note due to the editing process, some of the videos may run short or a little longer than described in the agenda, which could affect the full 15 minutes allotted for breaks in between sessions.*

7. **How do I download session handouts?**
   On the right-hand side of your webinar screen, there will be a handout option on the panel for you. Click on the handouts icon and press download to obtain your handout.

8. **What CE credits are offered for this course?**
   Please refer to the List of Approved Continuing Education.

9. **How do I receive my CE credits?** After the event you will receive an attendance verification form via email that must be filled out and returned to WCI within 7 days. In order to receive full credit for this course, you must attend at least 50 minutes of each session provided. If you have additional questions related to CE credits, please email: kathy@wci360.com.

10. **I have already taken the course this year and received credits. Can I take it again for more CE's?** No. If you have already taken this course, you are not eligible to receive duplicate credits.

11. **What happens during the breaks?**
    Please stay logged on during the breaks to learn more about our sponsors.