



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. Register here: <https://www.wci360.com/virtual/>

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 Wednesday, January 13th.

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. If your computer seems to be stuck at a break, hit F5 to refresh your screen and see if the next session has begun.

12. How do I access the Zoom Social?

Join us after the last session to wrap up the WCIvirtual Reboot Series with networking, prizes, and a live music from Jill's Cash Box!

Join Zoom Meeting

<https://zoom.us/j/93749478479?pwd=L2FUeXNJbzd0YkROM29FSnhCZHd2QT09>

Meeting ID: 937 4947 8479

Passcode: 859887

One tap mobile

+13126266799,,93749478479#,,,,,0#,,859887# US (Chicago)

+16465588656,,93749478479#,,,,,0#,,859887# US (New York)

Dial by your location

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+1 646 558 8656 US (New York)

+1 301 715 8592 US (Washington D.C)

+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San Jose)

+1 253 215 8782 US (Tacoma)

Meeting ID: 937 4947 8479

Passcode: 859887

Find your local number: <https://zoom.us/u/a5LeaHLPF>