



## **Webinar FAQ**



### **Do I need a microphone?**

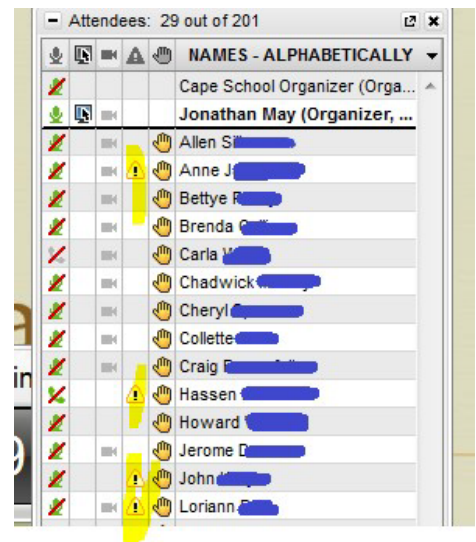
No, students in continuing education webinar classes will not need a microphone. If you have one, it will get muted anyway to avoid excessive background noise and feedback.

### **Is there an exam?**

No, continuing education webinars do not require a graded final exam. (The only exception to this are the NY Exchange classes for the SHOP and Individual Marketplace.)

### **How do they know I'm there and paying attention?**

The program keeps track of your attendance and shows us if there is something else open on your computer. The instructor will ask you to "raise your hand" periodically which will require you to click a button. The instructor will also occasionally bring up review questions at which point you will need to select an answer and submit. These questions are not graded, but they are required to show consistent participation. After class, some students will also need to sign and return an affidavit of attendance that will be emailed to you. By signing this form and returning it to us, you are attesting that you attended and participated in the entire course.

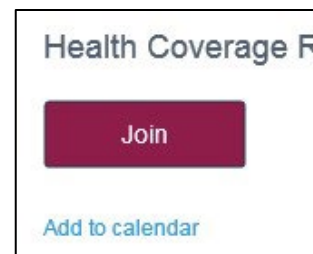


### **Do I need a webcam?**

No, you do not need a webcam.

### **How do I access the class?**

Following registration, you will be sent an email with the links and information you need to join the class. You can do this from any computer or mobile device with a stable internet connection. If you plan to attend using a tablet or smartphone, you will need to download the GoToTraining© application from your app store.





### **Can I sign in early?**

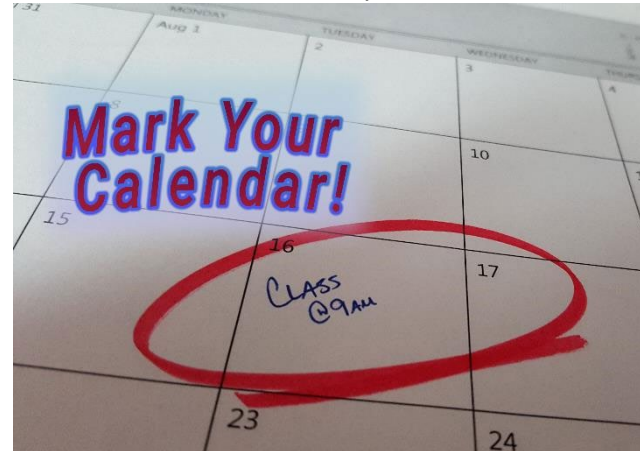
We encourage you to sign in about 15-20 minutes early to make sure everything loads and is working properly. Once logged in, you can minimize the program until class is ready to begin.

### **What if I lose power or internet connection during class?**

If your connection drops for any reason, we recommend you try to get logged back into class right away. If it goes out indefinitely and you're not able to get logged back into class within 5-10 minutes, you will need to reschedule. If you need to reschedule for technical reasons, there is no extra cost to you.

### **Can classes be taken at any time?**

No, webinars are live classes taught by a live instructor so they are on a set schedule. In order to take a webinar class, you need to be logged in at the specified date and time.



### **Where can class be taken? Does it have to be on a computer?**



You can attend class from any computer, tablet, or smartphone with a stable internet connection. When using a mobile device, you will need to download the GoToTraining® app which can be found for free in the Google Play® or Apple® store. We do not recommend using a mobile device due to connection stability issues.

### **Do I have to sit and be present the whole time?**

Yes, you are required to attend the full class in order to receive credit. There will be breaks given each hour. In case of an emergency that causes you to be unable to attend the full class, we will allow you to reschedule for another time. Partial credit cannot be given.



## Do you offer special package pricing for webinar classes like you do with the others?

Yes, if you register for 15 or more credits in one transaction, it does give you a package pricing deal.

## What is the telephone number and access code to dial into class?

If you do not have working computer speakers, you can use your telephone to listen to the audio portion of the webinar class. The telephone number, access code, and pin number you need to dial in for the audio portion of the class can be found in the Audio section of the control panel once you are logged in. The numbers are also available in the registration email you would have received from GoToTraining®. You must remain logged into class via your computer while you use your telephone for the audio portion.

## Are there breaks?

Yes, there is a 10-minute break every hour during class.



## Do webinars count as classroom credits?

Most states do recognize webinars as live classroom credits. If you have a question about your specific state, please feel free to give us a call.

## Are webinars approved as an acceptable form of delivery for continuing education in my state?

Webinars are an approved method of delivery in all states. If a class is listed on our website under your state, then it has been pre-approved to qualify for CE credits. Each individual class is labeled with what type of credits it satisfies in each state.

## Do you report my credits?

Yes. There is a form you will need to sign and return to us after class. Once we have received that form, we will report your credits to your respective state within 5-7 business days.



## Do I have to print any material?

There is a link to class materials in the registration confirmation you will receive from GoToTraining®. You will want to print the one labeled Student Manual prior to class. This material is provided for you to take notes and follow along. You will need to have it printed because having the PDF open on your computer may affect how the program tracks your attendance.

Materials

Health Coverage Reform Landscape - The Affordable Care Act

 **Health Coverage Reform Landscape -ACA.pdf**  
**Student Manual** - PLEASE PRINT prior to class so you can follow along and take notes  
399 KB

## If my husband/wife/coworker/friend is taking the same class I am, do we need to be logged in separately?

Yes, each student needs to be logged in separately in order for the program to track attendance and participation properly. If you have several (more than 5) agents in the same office wishing to attend the same class, you are welcome to speak with our corporate sales department about making other arrangements.