



## **Webinar FAQ**

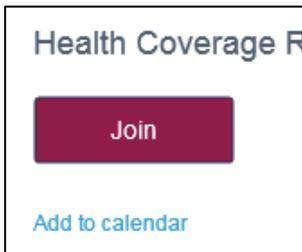


### **Do I need a microphone?**

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.

### **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.

### **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.

### **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. Also, when using a mobile device, we recommend having access to a wi-fi connection. If you're using your 3G/4G connection, data use charges will apply.

### **Can I take this class from my phone?**

If you have a smartphone and have downloaded the GoToTraining© app, you can take it from your phone. *If your phone does not have internet capabilities or supported software, then you will also need to be logged in on a computer.*



### 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.



### What is the telephone number and access code to dial into 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®.

### 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, if your state requires, you 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. States that require an affidavit are New York, Michigan, Florida, South Carolina, and South Dakota.





**Is there an exam?**

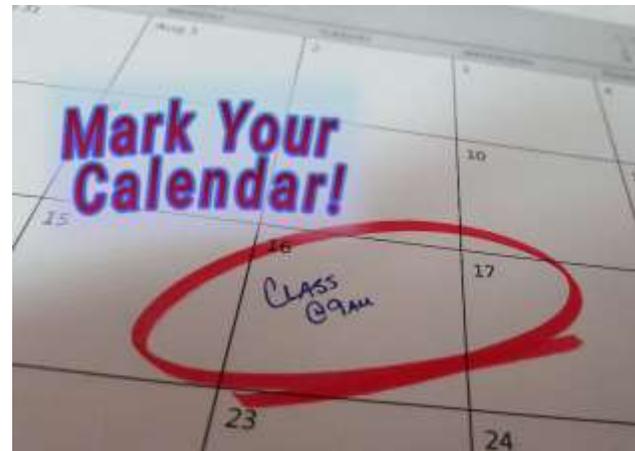
No, continuing education webinars do not require a graded final exam. (The only exception to this are the NY Exchange classes for the SHOP and Individual Marketplace.)

**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.

**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.



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

Yes, you have 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.

**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. The only one that does not at this time is Illinois – they have a classroom Ethics requirement that the webinars *do not* satisfy.

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

At this time, webinars are an approved method of delivery in all states except Hawaii. 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. If you are in NY, FL, MI, SD, or SC 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. All other states, your credits are reported within 5-7 business days.

**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.

**For more detailed information on how to join a training once you've registered, please [click here](#)**