

## Webinar Frequently Asked Questions

**Please Note:** For technical assistance with Zoom webinars, please go to:  
<https://support.zoom.us/hc/en-us>

**1. How do I register for a webinar?**

Answer: Register for a webinar by clicking on the registration link on the Alzheimer's Orange County (AlzOC) website, which can be found here: <https://www.alzoc.org/professionals/webinars/>

**2. I am licensed in more than one field and would like CE credit for another license area as well – but the registration page only allows me to click on one license type.**

Answer: If you request credit for more than one license area that the webinar is approved to provide, add the other license type(s) and number(s) in the next open-ended question that asks for your license type and number.

**3. After I have registered for a webinar, how do I join the webinar on its scheduled date & time?**

Answer: Once you have registered, you will receive a confirmation e-mail with the link to join the webinar, and also reminder e-mails one-day and one-hour before the webinar. Scroll down in the e-mail and click on the blue button that says: 'Join Webinar'.

WAYS TO JOIN THIS WEBINAR

- Join from PC, Mac, iPad, or Android

Join Webinar

If the button above does not work, paste this into your browser:  
<https://us06web.zoom.us/j/89089892429?tk=4sQ87sKGVE2R5mU6qvD-nTxgpo.DQMAAAUVivgTRZmRmZnSmVPZVlzTzBQYnZ>

**4. I registered for a webinar, but did not receive a confirmation e-mail with the link to join the webinar.**

Answer: You should receive an e-mail confirmation (with the link to join the webinar) immediately after you register. If you do not receive the confirmation e-mail, you may not have provided your correct e-mail address when registering. Therefore, the system can not contact you. You will need to register again using the correct e-mail address.

**5. I received the e-mail with the blue button link to join the webinar, but I'm still having trouble connecting to the webinar at the start time.**

Answer: If the blue button doesn't work, paste the link found under the blue button into your browser.

Note: In some cases, your company or organization may have a security protection program that blocks access to outside websites. If so, you may need to request access to the Zoom link from your company's IT department.

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Join Webinar

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#### **6. I am not able to answer the poll questions, what do I do?**

Answer: If you can not click the box to answer the poll question or submit your answer, type your answer into the Chat Box, and mention that the poll question slide is not working for you.

Please Note: Using a device other than a computer (such as phone or iPad), or switching from one device to another (such as mobile phone to computer) during the webinar can interrupt the system's ability to access poll questions or verify poll question responses -- if the system does not verify your poll question responses, you will NOT receive CE credit.

#### **7. The survey did not appear after exiting the webinar, how can I access the survey?**

Answer: If you joined the webinar using the Zoom application, the survey will automatically pop up as you exit the webinar. Sometimes it's takes several seconds for it to appear, so be patient.

However, if you joined the webinar using the web browser, the survey will not appear as you exit the webinar.

A follow-up email from Zoom is sent to all webinar attendees 24 hours after the start of the webinar. If you did not submit the survey feedback after the webinar ended, there will be a link to take the survey in the follow-up email. If you did submit the survey feedback after the webinar, there will not be a link to the webinar survey.

#### **8. I attended the webinar, but was told that there is no record of my attendance and I will not receive CE credit.**

Answer: If you accidentally registered twice for the same webinar using two different e-mail addresses, and attended under one of the e-mail addresses, the system will send you a notice at the other e-mail address saying that you did not attend the webinar and were missed. If this is the case, there will be a record of your attendance under the e-mail address you used to attend the webinar.

Also: Using a device other than a computer (such as phone or iPad), or switching from one device to another (such as mobile phone to computer) during the webinar can interrupt the system's ability to verify your attendance – if the system does not verify your attendance, you will NOT receive CE credit.

Note: If you attend a webinar in audio mode only, your attendance will not be recorded.

## **9. When will I receive my certificate of completion?**

Answer: If you qualified for Continuing Education (CE) credit, you will receive a certificate of completion by e-mail within one week of the webinar.

## **10. I missed a webinar or attended a webinar that I would like to see again. How can I view a recording of that webinar or any other previous webinars?**

Answer: Most webinars are recorded and posted on the AlzOC website for anyone to view anytime for free. Webinar recordings are available approximately one week after the live presentation. However, CE credit can not be earned by watching a webinar recording.

Go to: <https://www.alzoc.org/professionals/webinars/>

Scroll down to the 'Online Webinar Archive' to view webinar recordings. The 'Previously Recorded Webinars' can be found on the left side of the screen, just click on the topic to find the webinar you want to view.