

STAR Webinar FAQ (updated 5/23/2017)

ARE S.T.A.R. WEBINARS CONSIDERED LIVE INSTRUCTOR-LED CREDITS? (our most common question): YES, because they are presented LIVE and we are measuring interactivity. Our software will report to us when you arrived, whether you were paying attention (more than one 'OPEN' screen) and when you left. That interactivity measurement will determine whether (or not) we can award a certificate to you. **IMPORTANT NOTE:** In a very recent ruling by the TMB (May, 2017) recordings of original live events are NOT considered to be instructor-led classes. STAR events are NOT recordings; they ARE in real-time and there is a way to ask questions of the presenter during the broadcast.

DO I NEED SPECIAL EQUIPMENT? No, a compatible computer (PC or Mac) with speakers will work just fine. Participants DO have to have a good (high speed) internet connection. After you register for the event, there's a step to get signed up on the webinar 'platform'. That step does give you the chance to ensure compatibility. Even if you had a microphone, it would be muted by us during the presentation. Compatible tablets and smart phones also work, although we don't recommend smart phones because the images are too small.

FOR A TABLET OR SMART PHONE, WHAT DO I NEED TO KNOW? If you can download and install the (FREE) app called GoToWebinar, your device will work. We'll provide a 9 digit webinar number a few days prior to the event. A few people that have tried both a PC and a tablet actually preferred the tablet experience. Again, you'll have to have a good internet connection during the broadcast and possibly your charger cable in case your battery gets low.

IS THERE AN EXAM? Not per se, but there are poll questions asked at random intervals throughout the presentation. At the end, we'll know who did (and who did NOT) answer these questions.

HOW DO I GET MY CERTIFICATE? After we receive the interactivity report (about 15 minutes after the webinar, we will review it to verify you've earned the credits. If you have, we'll send your certificate (as a PDF) to the email address you used to register for the event.

WHAT'S NEEDED TO REGISTER? Sign up and pay through the website. In the confirmation email from our website, you'll receive a link for the webinar platform pre-registration (not the same as signing up and paying for the event). Not later than one

week prior to the event, we'll send you a special link that again contains the webinar platform pre-registration link and additional details and information about the upcoming webinar you will use. By using this pre-registration link sooner rather than later, you'll receive email reminders for that upcoming webinar (one day prior and one hour prior). Additionally, that pre-registration link will verify that your computer is compatible with webinar software.

MY AREA IS EXPECTING BAD WEATHER AT THE TIME OF THE SEMINAR. We're all subject to weather and internet connectivity issues. If problems happen on YOUR end, we can't award credit if you're not there, but we will certainly allow you to attend a subsequent webinar free. If S.T.A.R. or the guest instructor have electrical/internet problems which can't be quickly resolved, we'll have to reschedule. The audience would be notified by email of the make-up date. That date would probably be within 48 hours. (By the way, this hasn't happened to us yet.)

DURING THE WEBINAR, WHAT HAPPENS IF MY SCREEN FREEZES? You've probably lost connectivity. Log off and log back in as quickly as you can and shoot a comment to the moderator explaining what happened.

DURING THE WEBINAR, WHAT HAPPENS IF THE SCREENS CONTINUE TO CHANGE, BUT I LOSE AUDIO? We've been told that if your internet connection speed is reduced, the audio signal is the first to be negatively affected. First try logging off completely as quick as you can. Possibly your internet connection will be better. If not, in your little webinar control panel will be an option to be connected to audio by telephone; (this IS a long-distance call). You'll have to dial that special 10 digit phone number and provide the "PIN" (also shown). You'll then be watching by computer and listening by phone.

Alternately, DURING THE WEBINAR, WHAT HAPPENS IF THE SOUND IS GOOD, BUT I'M SEEING A BLANK OR NON-CHANGING SCREEN? Again, you've lost full connectivity. You'll need to completely log off and then log back in as quickly as you can. Then shoot the moderator a quick comment in the question/comment box (within the webinar program) to explain what happened to you.

BATTERY-POWERED DEVICES: It should go without saying that S.T.A.R. is not responsible for your situation if the batteries go dead on your end during a webinar. DO have the appropriate charging cables available to ensure that you are connected for the entire broadcast.