Infinitec Webinar FAQ
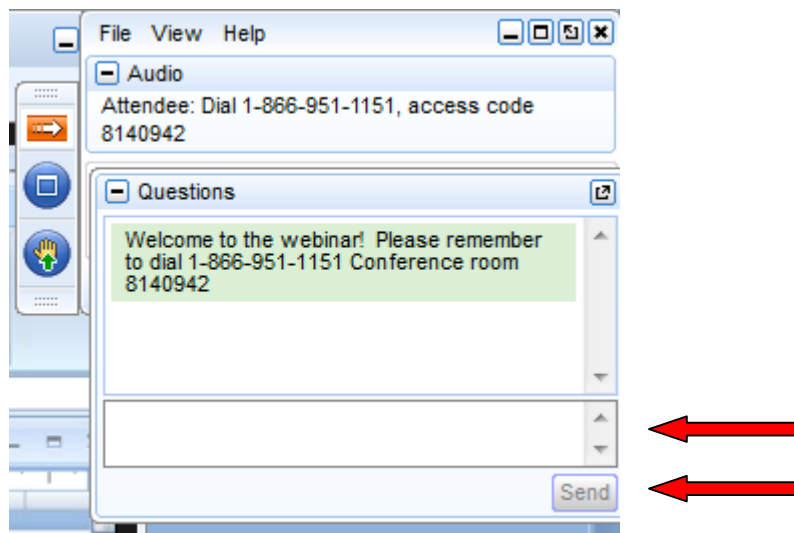
➢ **Is there a fee & how do I register?** *No, the webinars are free! Go to www.myinfinitec.org and go to the calendar section. Click on the desired webinar to register.*

➢ **How will I know what the webinar is actually about—beyond the name?** *Go to www.myinfinitec.org and go to the calendar section. Click on the desired webinar and a description will be provided.*

➢ **If I miss the webinar will it be archived (recorded)?** *Yes, all webinars are archived. All participants who register will get an archived link within a day of it airing live. Some webinars are archived for 2 weeks only per the presenter's request. It will be stated in the description of the webinar, which is located by clicking on the webinar title under the calendar section of the website, "archived for 2 weeks only". If it states only "archived" that means it will be permanently archived.*

➢ **How will I know the website to go to for the start of the webinar?** *After registering you will be provided a link and audio information via e-mail.*

➢ **Should I plan extra time to download the program?** *Yes, if you're new to the webinar process, please click your link about 10-15 minutes before the start. This will let you get all components ready to go.*

➢ **How do I know when I am "online"? (entering the webinar)?** *After registering you will be provided a link via e-mail. By clicking on the link you will be guided thru the process. There is also a Log in Guide emailed to all participants and a login guide on www.myinfinitec.org home page that will take you step by step thru the process.*

➢ **How will I hear the audio?** *The audio is done through your phone or thru your speakers. The information will be provided in your confirmation email.*

➢ **Can a group of people attend together?** *Yes*

➢ **If my co-workers are speaking in the background will people online hear it?** *No, you are muted.*

➢ **Will I be able to ask a question?** *Yes, you can ask your question by typing into the questions box and clicking 'send'.*

➢ **Can the moderator or anyone else identify me (who is online**)? *The moderator knows who is attending the webinar. The other attendees do not know who you are during the webinar.*

➢ **Will I get handouts?** *Yes, if there is a handout the presenter will e-mail it to you or provide a Wiki.*

➢ **How many people attend a webinar at one time online?** *1-100!*

➢ **Do I need a special program on my computer to participate?** *Yes, when following the link provided after registration you will be prompted to download the program.*

➢ **Will I get continuing education credit for attending a webinar?** *Yes, you will get a certificate for attending all live webinars. Your presenter will provide specific instructions on how to obtain your certificate at the end of the webinar.* A basic certificate will be distributed for 'Resources for All Learners' and Group Buy webinars.

***For further questions contact Jennifer Skalitzky at jskalitzky@ucpnet.org   9.13.16