

## Webinar Frequently Asked Questions

### **How long is a webinar?**

All WATCH webinars are one hour long and begin at 11:30 am (CST).

### **How do I pay?**

You can pay at our website with a credit card or mail a check made out to WATCH. The mailing address is 608 2<sup>nd</sup> Ave South #465, Minneapolis, MN 55402. If you need an invoice please write [watch@watchmn.org](mailto:watch@watchmn.org) with your request including your mailing address and fax number.

### **How will I know if you received my payment?**

We will send you an e-mail confirmation as well as the log-in information for the webinar. This may take a day or two so please be patient.

### **Can more than one person sit in on the webinar?**

Your purchase entitles you to participate from one computer and one phone line. You may gather as many people around as you like.

### **Can I sign up for more than one webinar at a time?**

Yes. Simply type in the number of webinars you are paying for in the quantity box. Then send us an e-mail letting us know which ones you want to participate in.

### **Do you offer continuing education credits?**

No. We can provide you with a letter acknowledging your participation in the training so that you can apply independently.

### **I did not receive the log-in information. What happened?**

The information was sent to the person who registered and/or paid for the conference. Check with them first. Prior to the day of the conference you can contact [ddougherty@watchmn.org](mailto:ddougherty@watchmn.org) for the log-in information. The day of the conference you can call WATCH at (612) 341-2747 x 0 and the receptionist will help you.

### **What if I have trouble logging on or calling in?**

When you register you will be sent a link to test your computer's compatibility. Please test your computer several days beforehand so that you can resolve any problems. Our webinars are hosted by ReadyTalk and any computer problems should be directed to them at [www.readytalk.com](http://www.readytalk.com) or (800) 843-9166.

### **I logged on to the website but there was no sound. What happened?**

In order to hear the webinar you must call in by phone. Sound is not transmitted through your computer speakers.

### **What if I miss the webinar due to an illness or emergency?**

We are not able to offer reimbursements for webinars. We will credit your account so that you may participate in a future webinar. There may also be the possibility for a one-on-

one webinar on the topic you missed, but we are not able to guarantee that. Please contact [ddoutherty@watchmn.org](mailto:ddoutherty@watchmn.org) to make arrangements.