Webinar FAQs

Welcome! Thank you for choosing AIIA's webinar-based education. Please read through the important information below to make your webinar experience successful.

Your Education Team
Ted Kinney tkinney@aiia.org
Tangerie Underwood tunderwood@aiia.org
Michelle McKee mmckee@aiia.org (technical support)

Your Education Instructors
Ted Kinney
Frank Millsaps
Earlie Simmons
Lisa Worley

Accessing Your Webinar

You will receive an email with your unique access link prior to the webinar and again 24 hours before the program begins. You can view the webinar from any device you choose using your link. The email will come from Michelle McKee, but the email extension is customercare@gotowebinar.com. Please make sure your server accepts emails from that sender.

IMPORTANT TIPS:

- **Do not wait until the morning of the program to tell us you didn't receive your access link.**
  Waiting until the last minute may jeopardize your entry into the class and ability to earn CE.
- **Access links cannot be shared.**
  Each link is assigned to one person. If you share a link, the only person who will get credit is the person to whom the link was registered.

Attendance Check-In Polls

Webinar attendance is tracked through check-in poll questions launched randomly throughout the day. These are simple Yes/No questions (e.g., "Are you present?") that have no wrong answer. You just need to respond within the allotted 30-45 seconds that the poll question is live to verify that you are present. Poll questions take up your entire screen, so it is very apparent when a question has been launched.

IMPORTANT TIPS:

- Although the instructor sometimes provides a verbal cue, **there may be unannounced check-ins** as well.
- **Neither the instructor nor AIIA can see if you have answered a poll**. Please do not ask if we see your answer, because we will not know until after the class has closed.

CHECK-IN POLL PROBLEMS

If you are unable to submit the answers to the check-in poll questions, please do the following:

1. Make sure you have pop-ups enabled so the poll window will work appropriately.
2. If you are in full screen mode, click the Escape button to reduce the screen and then answer the poll question.

3. Reboot your system.
4. Use Chrome as your browser for optimal performance.

As a last resort, if you are still unable to answer any question after doing the above, then write down each question that you missed and the time it was asked. At the close of the class, email that **complete list of missed questions/times** to Tangerie Underwood.

- **Please do not send them individually** as we are unable to track them on an individual basis, in order for us to use an email as a check-in, all missed questions and times must be sent in one email at the close of the class!
- **You can enter them in the question area as well,** but please still send a list to Tangerie Underwood.

Class Handouts

If the webinar has a Handout, Tangerie Underwood will email attendees prior to the webinar that will also include instructions for an exam should there be an exam with the webinar. AIIA webinars do not have tests.

When you enter the webinar, you'll also see a HANDOUT section on the dashboard. There, you can find the .pdf book for the class, and download it to your computer or print it, if you like.

Questions During the Webinar

When you enter the webinar, you'll see a QUESTIONS section on the dashboard. If you have a question for the instructor, please enter the question in this area. The instructor will not be able to respond immediately; they will most likely respond either during breaks, at lunch, or at the close of the class.

Can't See Dashboard or Item in Dashboard?

- **If your dashboard is not displayed**, there will be a red/orange arrow near the top right of your screen. Click on that arrow to expand the dashboard for viewing.
- **If your dashboard is displayed but the item you are looking for is not there**, select VIEW from the menu at the top of the dashboard and check off the items you want to view in your dashboard.

Designation Classes: Exams & Updates

If this is a class for a designation or designation update, please note the following:

CIC/CRM/CISR: Prior to the class EVERYONE will receive an email about CE and Exam access. Only those people working toward the designation need to take the exam. The exam will be available online as of the Monday following the class, and you will have until that Thursday to take the exam. Taking the exam has no effect on the CE issued for the class. If you have issues with the Exam, you will need to contact The National Alliance directly.

CPIA: Webinars will be conducted by Lisa Worley from 8:00-5:00 with an hour lunch. To earn the CPIA designation, candidates are required to participate in three, one-day seminars and complete within three years.

If you are a dues paying member, you do not have to take an update course. No test is required to take any of the CPIA courses.

Property & Casualty Licensing School: Webinars will be conducted by Earlie Simmons from 8:00 – 5:15, Monday – Friday. Daily exams are given and reviewed in class. Notebooks will be mailed to participants approximately a week prior to the webinar. Participants will receive a form from Tangerie Underwood and must be completed no later than the end of Day 1 to receive a notarized Certificate of Completion. This certificate is required by the Department of Insurance and must be taken with you when taking the exam. A score of 70 or better is required to pass the exam. It is the responsibility of the participant to make arrangements for the exam but you will receive information of the exam locations. **(Please note: Before scheduling your exam, be sure you have your Certificate of Completion in hand).**

Lunch / Breaks

There will be a 10-minute break every 50 minutes or so, and a 1-hour lunch break at approximately noontime.

Technical Problems

- **Your webinar confirmation gives you the ability to check your system for compatibility; we highly recommend you do this in advance of the class.**
- It has been found that the browser that works the best is CHROME.
- Close all background programs, as they can interfere with both the audio and visual quality.
- Make sure you have **GoToWebinar** as a safe site in your internet browsers, with pop-ups enabled so you can see the polling windows.
- If you are experiencing technical problems DURING the webinar, please reboot your system.
- If you have audio issues, first make sure you have your volume adjusted. You can also reboot first, and then try accessing the system through your phone rather than your computer.
- Michelle McKee will be available for you to contact during the program, should the need arise.