



# Infinitec Webinar FAQ



- **Is there a fee & how do I register?** *No, the webinars are free! Go to [www.myinfinitec.org](http://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](http://www.myinfinitec.org) and go to the calendar section. Click on the desired webinar and a description will be provided.*
- **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. 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 to Webinars on [www.myinfinitec.org](http://www.myinfinitec.org) home page that will take you step by step thru the process. You will know you are connected when you see the presenter's screen. You should also see a little toolbar in the top right of your screen.*

*Opens/closes additional controls*

*Opens full screen mode.*

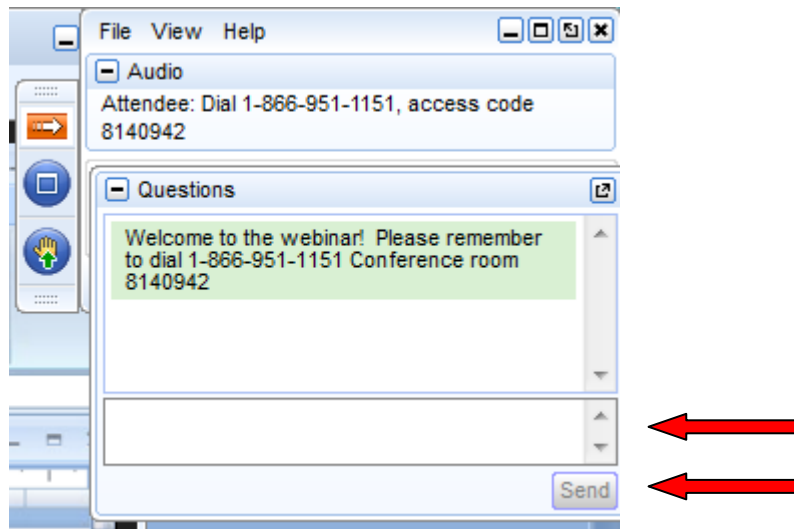
*Allows you to 'raise your hand'. Organizer may have you ask questions differently.*



- **How will I hear the audio?** *The audio is done via a phone & conference call number provided thru an e-mail after registering.*

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- **Can I put the phone on speaker & a group of people attend together?** *Yes*
- **If my co-workers are speaking in the background will people online hear it?** *Yes, but you can mute the phone by pressing \*2. The presenter will state that in the beginning of the webinar.*
- **Will I be able to ask a question?** *Yes, you can ask your question two ways - by speaking or 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. They know who you are if you type a question. They will not know who you are if you ask a question out loud.*
- **Will I get handouts?** *Yes, if there is a handout the presenter will e-mail it to you.*
- **How many people attend a webinar at one time online?** *1-100! Usually around 10*
- **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. Your presenter will provide specific instructions on how to obtain your certificate at the end of the webinar.*

\*\*\*For further questions contact Jennifer Skalitzky at [jskalitzky@ucpnet.org](mailto:jskalitzky@ucpnet.org)