Webinar Attendance & Login Requirements

You must use a unique email address--one that is not shared with anyone else attending the webinar--to receive CE credit. We urge you to review all available instructions for connecting to the webinar, which provide detailed resources relating to use of the webinar platform's software.

> Some insurance companies and insurance agencies utilize security features, especially relating to firewalls, that prevent access to the webinar platform via the email link you will be sent. Reviewing the instructions, verifying your system requirements, and testing your network settings should eliminate any connection issues.
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> If you copy your join hyperlink into the latest version of the Chrome or Firefox browsers, you should be able to use the Instant Join feature, which does not require downloading any software to your computer. View System Requirements and/or Test your Network Settings.

If you are unable to login when clicking the link in your email, either a lack of response or a spinning icon indicates that your computer, or network, has security settings preventing you from accessing the site. In most cases, the issue relates to either the default browser on your PC or device, or a firewall.

In many cases, copying and pasting the link into the latest version of a Chrome or Firefox browsers will allow you to use the link. If this does not work, you must contact your IT department to discuss the security settings that it has in place.

If you are able to attend the webinar using a personal laptop, tablet, or smartphone, that may be a workaround--if your employer permits the use of personal devices at the office.

IMPORTANT COMPLIANCE INFORMATION

- Attendees from Florida, Michigan, New York, Ohio, South Carolina, South Dakota, and Virginia have MANDATORY forms to return or state-issued compliance memos to read.

- Attentiveness and participation is required to receive CE credit in EVERY state.

- If the webinar software flags you as "inattentive," YOUR CE TIMER WILL STOP!

- Activities that turn off the timer include:

  - Clicking anywhere outside the webinar presentation and control panel.

  - Pop-up notifications on your computer, tablet, or phone.

  - Having other programs running during the webinar (e.g., email, web browsing, etc.).

  - Minimizing the presentation screen to work on other activities.

Each CE webinar is monitored. Not responding to the monitor or answering instructor questions during the webinar will result in dismissal from the course and CE CREDIT WILL NOT BE REPORTED.

In addition, participation is RANDOMLY AUDITED by the Department of Insurance in all states.

A Final Note:

Many times, I teach another class in the morning when this webinar is scheduled to begin in the afternoon *EASTERN* time. If that is the case, you may be unable to reach me or my staff on the same day of a webinar. For this reason, please be sure to check your system requirements, network settings, and ability to connect *no later than midday on the last business day before the webinar.*

With respect to ALL webinars, my staff and I will be unavailable via telephone and email beginning 30 minutes before the webinar and until at least 30 minutes after the webinar's conclusion.

We are located in Massachusetts, in the Eastern time zone. Our office hours are 9 a.m. to 4 p.m. weekdays.

Linda

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