

WEBINARS

FREQUENTLY ASKED QUESTIONS

- 1. Typically webinars are: (Please check the webinar calendar)**
 - 12pm-1pm Eastern Standard Time
 - 11am-12pm CST
 - 10am-11am MST
 - 9am-10am PST

- 2. How do I register?**
 - Please visit our website at: www.taps.org/professionaleducation
 - On the right, there is a gray box which has a button to “Register”
 - Please fill in all required fields with the red asterisk.

- 3. Registration FEES**
 - Free of charge for military personnel; Department of Veterans Affairs employees; Give-an-Hour Volunteers.
 - \$25.00 Program fee for civilians wanting to attend the program as well as civilians who want to attend and receive Continuing Education Credits (CEUs).

- 4. I am active duty and/or work for the Department of Veterans Affairs. I was told I could attend free of charge, even if I am receiving CEUs. How do I register free of charge?**
 - Please select the code DVA or MILITARY under the subheading of AFFILIATION. If you do this, we must match a DVA or Military email address to your registration.

- 5. We are a large military/DVA group who are going to watch the webinar in our office. Do we need to each register individually?**
 - You only need to register individually if you are seeking Continuing Education Credits (CEUs) for the program, or if you are logging into the Webinar separately.

- 6. After I registered I did not receive information about how to “log-on to the webinar that day. Will you be sending it to me?**
 - Yes, TAPS will be sending a “reminder” email with all the Webinar login information the week of the Webinar. This email will be sent to the email you entered when you registered.

- 7. I did not receive a confirmation after I registered?**
 - All participants should receive a confirmation. If you did not, please send us an email and we will resend (education@taps.org).

- 8. What type of equipment do I need to “attend” the webinar?**
 - You will need a computer with Internet Access to login to the Webinar. You will also need to verify you can access the website: www.GoToWebinar.com. Some organizations block this site and you will need to speak with your IT department to see if it can temporarily be unblocked.
 - You will need a telephone to listen to the audio portion.
 - Please visit <http://www.taps.org/webinars/faq/> for more information regarding technical requirements

- 9. Can I get a copy of the presentation?**
 - A copy of the slides will be posted 5-7 business days after the webinar.

10. Can I participate in the training after the event?

- At this time we do not archive the event for post-event participation.

11. How do I receive my CONTINUING EDUCATION CERTIFICATE?

- You MUST fill out the online evaluation (located on the Event Info Page) after the training and within 30 days. You MUST include your state and license number. You will receive the certificate via EMAIL within 4-8 weeks after the event.
- Please check with your state licensing board for acceptance of continuing education credits.
- Each INDIVIDUAL seeking credits MUST fill out an individual evaluation.

12. Where can I go for additional help if I have technical issues regarding the Webinar?

- Please visit <http://www.taps.org/webinars/faq/> for more information

TAPS Contact Information

Email: education@taps.org * 202-588-8277
<http://www.taps.org/professionaleducation>