

## GENERAL QUESTIONS

**Question:** What is webinar training and which courses are available in this format?

**Answer:** Webinar training is an online only version of learning with us! Registrants are not required to participate on screen (no camera or microphone is required) but by listening in to the courses presented lecture style. No travel is required, and sessions can be taken in from your home or office. (See technical requirements to attend under the Technical FAQ portion). Questions can be asked to our instructors through the Chat function on our streaming platform so you will still be able to connect with our presenters.

Please visit [awwoa.ca](http://awwoa.ca) for a complete list of webinars available on our current training calendar.

**Question:** How much does it cost to register?

**Answer:** Registration Fees:

- Member - \$100+GST
- Non-Member - \$200+GST

**Question:** Are there any discounts available?

**Answer:** All AWWOA Members receive \$100 discount on their registration!

**Question:** Where can I register and do I need to do so in advance?

**Answer:** Please check [awwoa.ca](http://awwoa.ca) for the latest availability of webinars. All registrations typically open when our training calendar comes out every August. Accepted payment methods are Mastercard, VISA and PO (Invoice). We recommend registering two (2) business days before the webinar to ensure you can receive the links and information to attend the session.

**Question:** When is the deadline for registration?

**Answer:** We encourage you to register as soon as possible prior to each webinar. You will not receive additional information and links to the sessions without a registration.

**Question:** Can I cancel my registration?

**Answer:** Cancellations are accepted in via email to [training@awwoa.ca](mailto:training@awwoa.ca). AWWOA will contact you for other registration and refund options. ***Please contact AWWOA directly for any cancellations.***

**Question:** Can I share my registration link with other members of my team?

**Answer:** Sharing of links for webinars is **prohibited**. Each registrant who wishes to participate must have their own registration. Additionally, your attendance is tracked individually for CEUs.

**Question:** Will CEUs be available?

**Answer:** Yes, CEUs will be available for each webinar. Once attendance is confirmed, AWWOA will issue course completion certificates via email following the webinar.

**Question:** How is attendance tracked for CEUs?

**Answer:** AWWOA will be monitoring attendance through our streaming platform for verification. A CEU form will be emailed to you following the webinar that you can use to upload to Compliance365. **BOTH** sessions for each webinar must be completed in order to receive your CEUs.

## TECHNICAL QUESTIONS

**Question:** What streaming platform will be used?

**Answer:** AWWOA hosts all of our webinar training on our streaming platform, GoToWebinar.

**Question:** When will links be sent out for each session to access the training?

**Answer:** The second step of the registration process will be emailed out prior to the first date of the webinar. This step must be completed prior to the start of the webinar. Once you have completed this portion, a link to join your sessions will be emailed to you directly from GoToWebinar.

**Question:** Which internet browser will provide me with the best experience?

**Answer:** We do recommend the use of Google Chrome for the best experience. You will not be required to download any apps for either streaming platform to take in the webinar on your computer. The GoTo application will launch automatically in your web browser once you click on the link to join from your email. Please see the Troubleshooting section of this FAQ for links to test your system.

**Question:** Can I turn on my webcam or mic during the event?

**Answer:** You will not be able to turn your camera or mic on during the webinars. You will still have the opportunity to submit your questions through the chat box within GoToWebinar to interact with the presenters.

**Question:** Can I view the webinar on a mobile device?

**Answer:** It is not recommended to join in your mobile device. We strongly encourage all participants to use laptop or desktop device for the best viewing experience.

**Question:** Will there be technological assistance available throughout the event?

**Answer:** Yes, we will offer technological assistance before and during the webinar as best as possible. An AWWOA moderator/staff member will be available to assist any questions you may have. Please see the Troubleshooting section of this FAQ.

**Question:** What is the optimal set up for this type of training?

**Answer:** A laptop or desktop computer with an updated web browser and high-speed internet connection is recommended to best take in webinar training. We have seen the best results using Google Chrome on a laptop or desktop machine with a reliable, strong internet connection.

**Question:** I am having issues with the video and/or sound for the webinar session. How can I fix this?

**Answer:** Please see the Troubleshooting section of this FAQ.

**Question:** Will I be able to ask questions during the sessions with the online format?

**Answer:** Yes, there will be Q&A time during the webinar. Each session will have a chat or question box that you can submit into the moderator so that it can be asked to the presenter.

**Question:** Who can I contact if I have technical issues or questions during the webinar?

**Answer:** An AWWOA moderator/staff member will be available on the streaming platform for any questions. There is a Questions box on GoToWebinar that you can ask the organizers and moderators questions if you are having any issues. Please check out the Troubleshooting section below.

## TROUBLESHOOTING FOR STREAMING AWWOA WEBINARS

*We recommend the following for the best webinar experience:*

**Streaming device(s):** Laptop or desktop computer

**Web Browser:** Google Chrome

**Streaming platform:** GoToWebinar (app is not required to stream webinar). Click [here](#) to test your system with GoTo. You can also [join a test session](#) to ensure your system can run this software ahead of time.

**Internet connection:** For the best audio and video experience, the most important thing is a strong internet connection. Wi-Fi or a direct ethernet cable connection will both work as long as you have a strong signal. You can test your internet speed [here](#). The recommended internet speed is at least 1 mbps (download speed).

*In case something isn't working, we suggest:*

<b>Video is working, but no audio</b>	1) Check to see if your speakers are on, ensure they are not muted, the volume is up and that no other tab is occupying your audio channel. 2) Close out of GoToWebinar. Click on the link from your email to re-join.
<b>Video feed on screen is frozen</b>	1) Close out of GoToWebinar. Click on the link from your email to re-join. 2) Reset your Wi-Fi or internet connection and re-join the session stream.

**AWWOA will be available before and during the webinars to assist with any technical issues that may arise as best as possible. If you have an issue, please use the Questions box to alert the session moderator and event organizers.**

**For inquiries prior to the webinar, you can contact AWWOA at [training@awwoa.ca](mailto:training@awwoa.ca) or 780-454-7745 x 224**