

## CEA Webinar FAQs

Frequently asked questions about CEA's public and private webinars, including harassment prevention training.

### **How do I log on to the webinar?**

The registration link and handouts will be emailed out to the participants 2 days prior to the event. Be sure to check your junk folder if you don't see it in your inbox! Better yet, add @employers.org to your email safe list. Please log in 20 minutes prior to the webinar to ensure everything works correctly before the presentation starts.

### **I can't make it to the webinar anymore. Can I get a refund or switch sessions?**

Yes, refunds are available. If you can't attend a webinar for any reason, CEA will issue a refund. If you want to attend another webinar, please go back onto our website and register for whichever session you would like.

### **I'm running late. Can I still join?**

If you're running late for any reason, contact CEA immediately at 800-399-5331. Depending on the content of the webinar and the timing, we will help you log in or reschedule.

### **I want to transfer registration to another employee. How can I do that?**

Please call CEA at 800-399-5331 or email [marketing@employers.org](mailto:marketing@employers.org) and we will update the name and email address on the reservation.

### **Can multiple employees watch from one computer?**

It depends. To receive continuing education (CE) credits, each attendee must be registered and logged in individually. If CE credits are not important to you, then your team can watch around one computer with one log in. **For Harassment Prevention Training**, it is the employer's responsibility to document compliance with all training requirements. Having individual registrations can provide this documentation. **For privately sponsored webinars**, users can sit around one computer and still receive CE credits; it is the responsibility of the employer to ensure engagement.

### **Can I watch from my phone?**

It is possible, however we suggest watching from a computer. We have received reports of issues when logging in with mobile phones which need to be resolved by the GoTo platform. Harassment Prevention Training must be taken on a computer.

### **My computer doesn't have speakers. What can I do?**

If your computer doesn't have audio, please dial in using a phone. Once you log in using the registration link provided, you will be able to choose "dial in" as an option.

**Will I get a certificate? If so, when?**

For harassment prevention trainings only, certificates are available upon request. They will be emailed out within a week. Please note certificates are not proof of compliance. For proof of compliance, the employer needs to have their employees sign the acknowledgment form in the participant guide and keep it on file. The employer is responsible for ensuring each employee was present and engaged for the entire training.

**Do I get Continuing Education (CE) credit for this?**

Yes. CEA provides HRCI and SHRM credits, and if you're attending a private webinar, your organization may provide additional credits. Your CE credit codes will either be emailed out after the event once the organizers confirm participation, or announced at the end of the presentation. We will let you know how to expect the codes at the beginning of the webinar.

**For any additional questions, give us a call at [800.399.5331](tel:800.399.5331) or email [marketing@employers.org](mailto:marketing@employers.org).**