

## Webinar Training: Frequently Asked Questions

### 1 What is an On Demand Recording?

An On Demand Recording is a recording of the live webinar. It includes a power point presentation and audio of the live event. You are able to pause and rewind the recording and can access it wherever there is an internet connection. You can access the recording an unlimited number of times for a year from the date of the live event.

### 2 How long do I have access to the On Demand Recording?

You will have access to the On Demand recording for one year from the date of the live webinar and you can listen to the recording an unlimited number of times.

### 3 What do I need to access a live webinar?

To access a live webinar you will need the link and unique PIN number that will be emailed to you 24 hours prior to the live event. You can listen through your computer provided that it has audio and speaker capabilities. You can also access the webinar via phone by dialing in with the toll free number provided in the access instructions email.

### 4 How are the instructions for accessing the webinar or recording sent?

The instructions will be emailed to you from [orders@columbiabooks.com](mailto:orders@columbiabooks.com). They will be sent to the email address you provided in the ship to section of check out.

### 5 When will I receive my dial in or access instructions for my webinar or recording?

If you purchased the live event, the instructions will be emailed to you approximately 24 hours before the event. If you purchased the On Demand option, the instructions will be sent to you approximately 48 hours after the event.

### 6 Can more than one person access the live event?

Yes, however your purchase is restricted to a single access point or phone line if you have more than one attendee. If multiple people want to listen in on the live event, we suggest hosting the event in a conference room. All of the registration instructions will be sent to the main registrant you indicated in the ship to field, and the PIN number can only be accessed by one person at a time. Additional access point can be purchased by calling 1-888-265-0600 Additional lines are available for \$60.00 per location.

### 7 Can more than one person access the recording?

Yes, more than one person can access the recording. However, your access is limited to ten playbacks total. The PIN number can only be accessed by one person at a time.

### 8 How can I get the handouts/presentation slides for the webinar?

Once you are listening to the webinar, you will be able to download these PDFs under the "conference materials" tab at the top of the page. If you are having trouble locating this tab or downloading the materials, you can email [customerservice@columbiabooks.com](mailto:customerservice@columbiabooks.com).

### 9 Who will be sending me my instructions?

Your registration instructions will come via email from the address [orders@columbiabooks.com](mailto:orders@columbiabooks.com).

### 10 I did not receive my instructions, who do I contact?

Please check your junk or spam folder as the dial in instructions may be there. If you are still unable to find the instructions, call customer service at 1-888-265-0600 or email [customerservice@columbiabooks.com](mailto:customerservice@columbiabooks.com). Please call or email the morning of the live event to guarantee plenty of time to receive your instructions.

### 11 What do I do if I am receiving an Invalid Object ID error when accessing the On-Demand recording?

First, try clearing your computer's cache. If this doesn't work try using a different internet browser (Internet Explorer, Fire Fox, Chrome, etc.) For further assistance, please contact customer service at 1-888-265-0600 or email [customerservice@columbiabooks.com](mailto:customerservice@columbiabooks.com).