ORGANIZATION RATE FAQ

Below is a list of frequently asked questions about our **new** XI Organization Rate.

If your question is not listed here, or you need further assistance, please reach out to info@pwwmedia.com.

Question: *Who all can take part in the* XI Organization Rate?
Answer: Anyone who is a **bona fide employee of YOUR organization** may participate. Clients, friends, etc. who are not employees of your organization may not participate. If you are a billing company or ambulance service you are permitted to share links/handouts with your employees but not your customers or neighboring services.

Question: How will information be distributed?
Answer: Before the start of the sessions, the individual who placed the order on our website will be the individual who receives the content. This individual is the "Company Registrar". We will send the instructions, handouts, and join links to this person only. It is the responsibility of the person who placed the order to distribute the material to each bona fide employee participating in the sessions, before the start of the conference.

Question: *How does the* Virtual Conference *work?*
Answer: The Company Registrar will be e-mailed a virtual agenda which will have the join links for each session. It is their responsibility to share the agenda with all employees participating. The attendee will walk through the agenda, selecting the Go To Webinar join link for each class.

Question: *How will the* CEU certificates be distributed to my employees who participated?
Answer: The Company Registrar will e-mail a list of participants, on a virtual form provided by PWW Media, which will include the participant's name, e-mail address, and NAAC ID. The form will then be sent by the Company Registrar to: info@pwwmedia.com. If there are sessions a participant did not attend, please indicate the sessions missed. CEUs for all sessions attended will be e-mailed to each participant.

Question: *What if I cannot attend the conference due to a schedule conflict?*
Answer: We will be providing "on-demand" versions of each session following the live virtual event. You may watch whatever sessions you missed for the same credit as if you watched it live-virtual.

Access to the on-demand content will require an e-mail address and password. The only valid e-mail address is the one used by the Company Registrar to register for the organization rate. The password will be distributed by PWW Media with the information for the on-demand conference when the content is available. It is the responsibility of the Company Registrar to distribute the e-mail address and password to their employees to gain access to the on-demand content.
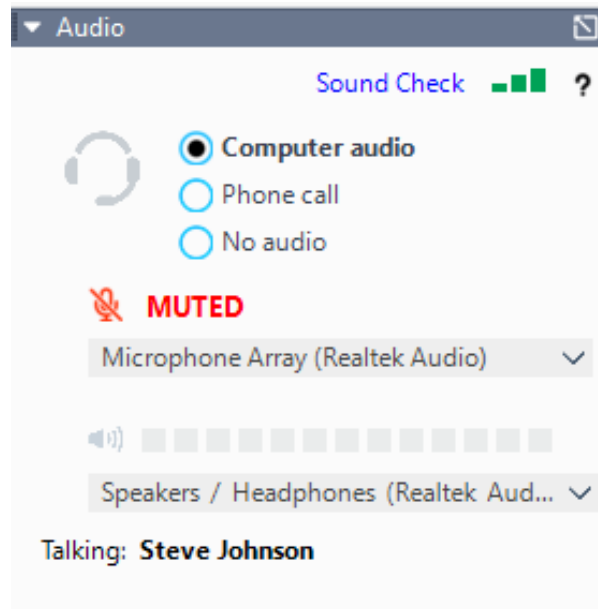
The On-Demand content will be available until 9/30/2021.

Thank You

For Joining Us *Virtually*

TECH SUPPORT FAQ'S

Keep this handy for the duration of the conference! If you need further assistance, please reach out to info@pwwmedia.com.

- **Question:** *My audio suddenly stopped working.*
  Answer: First try disconnecting and re-connecting the audio as listed above. If this does not work, you can try selecting a different speaker output from the speaker list. On the above picture, this is the **Speakers/Headphones dropdown.**

- **Question:** *I was able to join every session successfully, but now I can't get in at all!*
  Answer: Yes, unfortunately sometimes this happens, and you need to **completely log out and log back in.** To do this, completely close out of Go To Webinar. Go back to the PDF and re-select the join link. Follow the steps to join.

Still having audio issues?
Take a look at this helpful resource from Go To Webinar.

Struggling to join your session?
This resource might be able to help you!

Enjoy the sessions! And, as always – we are here to help.
Make sure to email info@pwwmedia.com with any of your technology or event-specific questions.