

## NASW Lunchtime Webinars: Frequently Asked Questions

### Accessing Live Events

- **I am having trouble with my browser. What can I do?**

Go to [www.ec.commpartners.com](http://www.ec.commpartners.com), click on the “Support” tab, and then click on the “Run Test” button under “Test your browser”. You should see a Congratulations message. Click to continue the test and you should hear a pre-recorded audio message. If your browser does not pass this test, go to [www.flash.com](http://www.flash.com) to download the required Adobe Flash software. Once at the site, go to the “downloads” menu at the top and choose “Get Flash Player”.

- **I already logged onto the Event Center site and the slides stopped advancing or the streaming audio stops/fails, so I no longer hear anything:**

Most meeting problems can be solved by ensuring you have Flash installed. Ensure that you have the most recent version of Adobe Flash Software installed by visiting [www.flash.com](http://www.flash.com). Once at the site, go to the “downloads” menu at the top and choose “Get Flash Player”.

*You can also try the following:*

- Click the “refresh” button in your web browser.
  - Enable pop-ups in your internet browser settings.
  - Clear the cache in your web browser and close your web browser completely. Re-open your web browser and log into the event again.
  - Turn off ActiveX Filtering in your browser by going to “Settings” then “Safety” and make sure there is not a check mark next to ActiveX Filtering (For Internet Explorer).
  - Turn off your Internet Firewall through the control panel.
  - If you have tried all of the above and nothing seems to help, go to <http://www.getfirefox.com> and download Firefox web browser. After download, you will need to ensure that Firefox has the most recent version of Adobe Flash Software by visiting [www.flash.com](http://www.flash.com). Once at the site, go to the “downloads” menu at the top and choose “Get Flash Player”.
  - If none of these help, contact your IT department or internet provider.
- **I logged onto the Event Center site and can see the slides, but I have no audio at all.**
    - Check to see that the speakers are on.
    - Ensure the speakers are not muted.
    - Check the volume level and adjust accordingly.

- If you are still having problems, click the “Start” menu on your PC, then the “Control Panel” button and look for the “Sounds, Speech, and Audio Devices” link which will direct you to several repair options.
- **Can I use a Mac to access the webinars?**

Yes, you can use a Mac with a high speed/broadband internet connection using Safari or Firefox as your web browser. However, it is recommended that you use a PC with Windows and Internet Explorer 7.0 or higher. Wireless Internet is not recommended.
- **I don’t have computer speakers (or my speakers don’t work well). Can I still join a webinar?**

If you do not have speakers, or have a problem hearing with your speakers, you can request a dial-in number prior to a live event so that you may listen through your phone. Please make your request at least 24 hours in advance at [webseminars@naswdc.org](mailto:webseminars@naswdc.org).
- **How do I get the webinar access login information and directions for accessing the live webinar?**

Once your registration is complete, you will automatically receive a confirmation e-mail that includes the information and directions you need to access the live webinar. However, this e-mail goes out to the e-mail address you have on file with your NASW membership. If you need to change your membership e-mail address you can contact member services at 800-742-4089, Monday - Friday, 9 am - 9 pm ET or you can update your membership record at <https://www.socialworkers.org/nasw/membershipForm.asp>.
- **How can I tell if I am registered for a Lunchtime webinar?**

You can check to see if you are registered going to the website [www.socialworkers.org/lunchtime](http://www.socialworkers.org/lunchtime) and clicking on “My Profile”. There you will find a listing of courses you have registered for, in addition to information about post-tests you have taken.
- **When logging into a live webinar, I receive a message that the meeting is closed.**

All webinar times are listed in Eastern Time (ET).

You are able to login 15 minutes prior to the start of a live event and up to 10 minutes after the start of a live event. To meet standards for continuing education, all logins must be completed no later than 10 minutes following the start of a live event and remain logged in during the full event. If you are attempting to login to a live event outside of these parameters, you will be notified that the event is closed. However, you may still access the archived recording a few days after a live event, take the post-test, and print your CE certificate.

- **I registered for a live webinar, now my schedule has changed and I am no longer available. Can I change my registration to view the archived version later?**

There is no need to change your registration to access an archived event.

The Lunchtime webinars are available on demand 7-10 days following a live event. You can access previous courses through the Lunchtime webpage at [www.socialworkers.org/lunchtime](http://www.socialworkers.org/lunchtime).

### **After Live Webinar Events**

- **How do I access the post-test?**

The post-test is generally available within 1 hour following a live event, and immediately after reviewing an archived event through the Lunchtime webpage at [www.socialworkers.org/lunchtime](http://www.socialworkers.org/lunchtime). Select the course. Register and then click take the test. You must pass the post-test with an 80% or higher score to obtain your CE certificate.

- **Does the post-test provide us information about questions we miss on the post-test?**

No. However, it does allow you to retake the post-test so that you have time to review the course materials again as needed.

- **How do I get my CE certificate?**

The Lunchtime CE certificates are available for print from your computer once you have successfully completed the post-test at [www.socialworkers.org/lunchtime](http://www.socialworkers.org/lunchtime).

You can also access your Lunchtime webinar profile at [www.socialworkers.org/lunchtime](http://www.socialworkers.org/lunchtime) by clicking on “My Profile”, to view a listing of courses you have registered for, post-tests completed, and print CE certificates.