

### **How do I register for a webinar?**

You can register for all LIVE and recorded webinars directly online OR you can contact our Customer Service Department at 508-879-7999 ext. 501 or [customerservice@misti.com](mailto:customerservice@misti.com) and they can take your registration.

### **What time is the webinar?**

Most webinars start at 12:00 PM Eastern Standard Time unless otherwise noted in the description of the webinar.

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

The link to the login page should be sent to you in a confirmation email once you register. On the day of the webinar, about 10 minutes before the webinar, you will be able to login to the webinar from this page. You will need to enter your name and email address that you registered with. You may need to have Flash installed on your computer. [Click here to test your system.](#)

### **How do I listen to the webinar?**

You have the option of dialing in and joining the teleconference OR using a headset on your computer. Please note that you must choose one of these two options.\*

*\*IMPORTANT NOTE: If you join the teleconference only without participating in the presentation you will NOT be eligible for NASBA Certified CPEs.*

### **Can I join the webinar using a mobile device?**

If you join via a mobile device only, you will not receive NASBA certified CPEs. The platform is compatible with most mobile devices but it does not allow active participation in the polling or chat features.

### **Will I get a copy of the slide presentation being used in the webinar?**

Yes. The morning of the webinar registered attendees will receive an email with information about the day's webinar. That email will provide a link to the presentation.

### **Do I need to mute myself on the webinar?**

No. Attendees are automatically muted upon entry to the webinar.

### **Do I qualify for CPEs for LIVE webinars?**

LIVE webinars provide 3 NASBA Certified CPE credits with participation of the webinar.\* Participants are required to answer 90% of the periodic polling questions during the webinar to verify their participation and be eligible for NASBA Certified CPEs. Failure to answer 90% of the polling questions will result in **not** being eligible for NASBA Certified CPEs.

*\*CPEs are given to registered/participating attendees only.*

### **I can't make the LIVE webinar date/time. Will the recording be made available for purchase?**

We do record our webinars, however we cannot guarantee that every webinar will be available until we review that the quality of the recording is acceptable. If the recording is acceptable, it will be posted on our website and you may purchase the recording to view for 7 days.

### **Do I qualify for CPEs for recorded webinars?**

Recorded webinar provide 3 CPE credits, however, they are **not** NASBA Certified CPE credits. Due to NASBA requirements we cannot validate participation during recorded sessions therefore cannot provide NASBA certified CPEs.

### **How do I obtain my CPE Certificate for a LIVE webinar?**

If you participated in a LIVE webinar your certificate will be automatically mailed to you the day after the webinar.

### **How do I obtain my CPE Certificate for a recorded webinar?**

Once you have completed the recorded version of the webinar please contact our Customer Service Department at 508-879-7999 ext. 501 or [customerservice@misti.com](mailto:customerservice@misti.com) to request your certificate.

### **Do you offer group discounts?**

YES! If you have 3 or more people from your organization interested in attending the webinar please contact Customer Service Department at 508-879-7999 ext. 501 or [customerservice@misti.com](mailto:customerservice@misti.com) to inquire about discounts.