

Webinar FAQs

Massachusetts Association
of Insurance Agents



Welcome! Thank you for choosing MAIA's webinar-based education. Please read through the important information below to make your webinar experience successful.

Your Education Team

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Accessing Your Webinar

You will receive an email with your unique access link approximately 2 days before the webinar, again 24 hours before, and again 1 hour before the program begins. You can view the webinar from any device you choose using your link. The email will come from Heather Kramer or Nick Fyntrilakis, but the email extension is customercare@gotowebsinar.com. Please make sure your server accepts emails from that sender.

IMPORTANT TIPS:

- **Do not wait until the morning of the program to tell us you didn't receive your access link.** Waiting until the last minute may jeopardize your entry into the class and ability to earn CE.
- **Access links cannot be shared.** Each link is assigned to one person. If you share a link, the only person who will get credit is the person to whom the link was registered.

Attendance Check-In Polls

Webinar attendance is tracked through check-in poll questions launched randomly throughout the day. These are simple Yes/No questions (e.g., "Do you like coffee?") that have no wrong answer. You just need to respond Yes or No within the allotted 30-45 seconds that the poll question is live to verify that you are present. Poll questions take up your entire screen, so it is very apparent when a question has been launched.

IMPORTANT TIPS:

- Although the instructor sometimes provides a verbal cue, **there may be unannounced check-ins** as well.
- **Neither the instructor nor MAIA can see if you have answered a poll.** Please do not ask if we see your answer, because we will not know until after the class has closed.

CHECK-IN POLL PROBLEMS

If you are unable to submit the answers to the check-in poll questions, please do the following:

1. Make sure you have pop-ups enabled so the poll window will work appropriately.
2. If you are in full screen mode, click the Escape button to reduce the screen and then answer the poll question

3. Reboot your system.

As a last resort, if you are still unable to answer any question after doing the above, then write down each question that you missed and the time it was asked. At the close of the class, email that **complete list of missed questions/times** to the Education staff person coordinating the program for that day.

- **Please do not send them individually** as we are unable to track them on an individual basis, in order for us to use an email as a check-in, all missed questions and times must be sent in one email at the close of the class!
- **Please do not use the Question area for poll question problems;** they cannot be tracked this way.

Class Handouts

When you enter the webinar, you'll see a HANDOUT section on the dashboard. There, you can find the pdf book for the class, and download it to your computer or print it, if you like.

Questions During the Webinar

When you enter the webinar, you'll see a QUESTIONS section on the dashboard. If you have a question for the instructor, please enter the question in this area. The instructor will not be able to respond immediately; they will most likely respond either during breaks, at lunch, or at the close of the class. **Please do not put any type of technical issue into the question box; it will not be answered.**

Can't See Dashboard or Item in Dashboard?

- **If your dashboard is not displayed**, there will be a red arrow near the top right of your screen. Click on that arrow to expand the dashboard for viewing.
- **If your dashboard is displayed but the item you are looking for is not there**, select VIEW from the menu at the top of the dashboard and check off the items you want to view in your dashboard.

Designation Classes: Exams & Updates

If this is a class for a designation or designation update, please note the following:

AILP: On the day of the class, if you are taking the exam and working towards the designation, please email Lynne McLain at lmclain@massagent.com and request exam access. This request should be sent by 1:30 p.m. on the class day. You will receive emails (2) back with exam access information. The exam will begin at 4:30 p.m. on the day of the class, and will close 24 hours later. Taking the exam and/or passing the exam has no effect on the CE issued for the class.

CIC/CISR: On the day of the class EVERYONE will receive an email about CE and Exam access. Only those people working toward the designation need to take the exam. The exam will be available online as of the Monday following the class, and you will have until that Wednesday to take the exam. Taking the exam has no effect on the CE issued for the class.

CRIS/MLIS: On the day of the class, if you are taking the exam or need update credit, please email Colleen Lahna at clahna@massagent.com and request exam access or update status. This request should be sent by 2:00 pm on the class day. She will send you an email with your exam access code and directions. If it is for an update, she will inform IRMI.

Study / Lunch Breaks

There will be a 10-minute personal review/study break every 50 minutes or so, and a 1-hour lunch break at approximately noontime.

Technical Problems

- **Your webinar confirmation gives you the ability to check your system for compatibility, we highly recommend you do this in advance of the class.**
- It has been found that the browser that works the best is Chrome.
- Close all background programs, as they can interfere with both the audio and visual quality.
- Make sure you have **GoToWebinar** as a safe site in your internet browsers, with pop-ups enabled so you can see the polling windows.
- If you are experiencing technical problems DURING the webinar, please reboot your system.
- If you have audio issues, first make sure you have your volume adjusted. You can also reboot first, and then try accessing the system through your phone rather than your computer.
- A MAIA staff person will be available for you to contact during the program, should the need arise. The instructor will announce their name and access information at the beginning of the class.