Live Webcasts offer the experience of attending a Classroom Training session from any location. When registering, choose the Live Webcast offering that works best for you (note that all times are Eastern Time zone). Once registered, you will receive a confirmation email with details on how to join the webcast on the day of the event.

** Please review the following important information about Live Webcasts, before registering. **

**SYSTEM REQUIREMENTS**

Webcasts are viewed in your computer's Internet browser. To hear the audio, you need speakers or headphones. A high-speed Internet connection is also required.

It is not recommended that you view the webcast from a mobile device, as not all webcast features may be available to you in the mobile environment.

**IMPORTANT** - Minimum system requirements must be met to successfully view a webcast.

**TEST YOUR SYSTEM NOW**, to see if your system meets minimum system requirements:

- Test your access to the conference room from the computer and network you will be using during the actual webinar. Go to http://www.webinato.com/conftest/.
- A high-speed Internet connection with a download speed of at least 3 mbps is required. A speed of 5 mbps or higher is recommended. To test your Internet speed, click here, then click “Go”. Please make sure you are testing from the location where you will be during the webcast and using the same computer.
- If you are on an office network, check with your administrator to confirm your office security settings. Reference article here.
- If using Google Chrome and you receive a message that you do not have the Flash Player plug-in, reference this article for instructions.

What are the webcast attendee registration options?

Attendees may register individually or as a group:

*Individual attendees* – Choose this option to register one or more individual attendees who will watch the webcast separately from their own computers. A unique email address must be provided for each individual attendee. Each attendee receives a confirmation email with webcast access information. Individual attendees receive continuing education credits based on their response to attendance monitoring during the webcast.

(continued on next page.)
**Proctor group** – Choose this option if two or more attendees will be viewing the webcast together from one computer. A group must include a group administrator (the group proctor) and one or more proctored attendees (maximum of 10). The group proctor registers each proctored attendee, but only the proctor receives a confirmation email with access to the webcast. (A unique email address must be provided for each attendee registered.) The group proctor accesses the webcast for the group and is awarded continuing education credits based on his or her response to attendance monitoring during the webcast. After the event, the group proctor certifies that the other members of the group were in attendance and the proctored attendees receive an email with their continuing education certificate details. Proctored attendees receive a $20 discount per attendee.

**What is the refund policy for Live Webcasts?**

Full refunds requested in writing within 72 hours of the purchase date. To cancel a registration to the Live Webcast, please email cancellation requests to Education@DrakeSoftware.com. Registrants who are "no-shows" for the Live Webcast will not qualify for a refund.

**How is continuing education awarded for attending a webcast?**

Attendees receive continuing education credits based on their professional designation and response to attendance monitoring during the webcast. Respond to 75% or more of the presence manager pop-ups during the presentation to confirm participation. Within 24-48 hours after the webcast, participants will receive an email with instructions for accessing continuing education credit certificates.

**Partial credit** - Attendees who attend only part of the webcast may request partial credit for the time attended by submitting a CPE time sheet (available for download during the event). Complete the CPE time sheet and email a scanned copy to Education@DrakeSoftware.com or fax to 828-349-5713.