

## NATIONAL ASSOCIATION OF ESTATE PLANNERS & COUNCILS

### Robert G. Alexander Webinar Series

# Your Top 10 Questions About NAEPC Webinars Answered

**Q1: How do I know if I'm registered for a webinar?** **A:** All registered attendees will receive a confirmation from ConferTel (webinars@confertel.net), our technology provider, within a short time of the initial registration. A reminder will also be sent approximately 24 hours before the program begins. The email subject line will include a program number followed by "NAEPC Webinars Confirmation". If you have not received a confirmation email, please check your email "junk" folder or contact ConferTel at 866-930-4500 to request duplicate credentials. NAEPC is not able to send duplicate credentials.

**Q2: When will I get the materials for the webinar?** **A:** Materials are distributed via a link in the confirmation email received the day prior to the program. They can also always be downloaded from the "documents" section on any live program. The type of material available varies from program to program.

**Q3: Can I get continuing education credit for a webinar?** **A:** Continuing education credit is available for Accredited Estate Planner® designees who attend the entire program. In addition, a general certificate of completion will be made available for those professionals who feel the program satisfies their continuing education requirements, are able to self-file, and have participated in the entire program. It is your responsibility to determine whether your state, discipline, or designation will allow you to self-file for a distance-learning program. Those listening to the program on-demand, after it has occurred live, must complete the survey at the end of the program to gain access to the certificate of completion.

**Q4: Should I listen to the program through the speakers on my computer or connect via telephone?** **A:** You have the option to connect either way. Should you have trouble hearing the program through the computer speakers, you can always connect via telephone mid-way through the program and mute your speakers.

**Q5: Help! I registered for a webinar and wasn't able to attend! Now what?** **A:** Within 48 hours of the webinar you will receive replay access through a special email from ConferTel. This email is the only way to access the program after it has occurred live. Access is not available until approximately 48 hours following the program.

**Q6: What is a "group gathering"?** **A:** A group gathering allows participants gathered in a single location to view the program together. You will receive one feed for the program, which can only be played in one location. You are able to add additional feeds to a group gathering for satellite locations for a fee of \$25/feed. Please contact NAEPC to facilitate the process after purchasing the initial group gathering.

**Q7: Our EPC would like to use a webinar as an on-demand program. How long after the live program must we wait to ensure that the program will be available?** **A:** 48 hours.

**Q8: Our EPC or firm wants to offer continuing education credit. Can we?** **A:** If you would like to provide CE credit outside of what is provided by NAEPC, you must check with your state governing board(s) and/or licensing bodies to learn and understand their filing and program requirements. All filings, reporting, fees, and record keeping is the responsibility of the host.

**Q9: I would like to register for the Yearly Series, how does that work?** **A:** It's a two-step process. First, register with NAEPC by using the link found at [www.naepc.org/webinars](http://www.naepc.org/webinars). **You will then receive a confirmation email that provides instructions on how to register for each program individually, which is necessary to make sure you have unique log-on credentials for each program.**

**Q10: Our council is entitled to group webinars as a part of the Council of Excellence or 5 Star Council Award! How do we gain access to the programs?** **A:** Email [webinars@naepc.org](mailto:webinars@naepc.org) to claim your comped registration.



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