

## Joint Provider Surveyor Training September 29, 2020 -Live Webinar Frequently Asked Questions

(updated 8/5/2020)

**Registration coming in Mid-August.**

### **Q. How do I register?**

**A.** Registration will have two components. First, you must register with Cvent. Once you register and payment is received, you will receive a confirmation email. Second, the Cvent confirmation email will have instructions and a link to register with Bluejeans, the webinar vendor.

### **Q. What happens after I register with Bluejeans?**

**A.** You will receive an email/calendar invite from [invite@bluejeans.com](mailto:invite@bluejeans.com) indicating your registration for the event has been approved. Accept the invite to place it on your calendar. Under event details you will see [Join Event](#) link. Use this link to attend the webinar on the day of the event.

### **Q. Will I receive CE Credits for this training?**

**A.** Yes, but you must be logged in for the entire webinar and complete the survey evaluation after the event. The bureau will be monitoring attendance throughout the webinar.

### **Q. Is group viewing allowed for CE credit?**

**A.** Yes, group viewing is permitted, *if necessary*. However, each person in the group that will be requesting CE credits, must be registered and paid before the training. Groups must provide attendance information (form will be provided) immediately following the webinar. Individuals who are present for the entire session will receive a link to complete an online evaluation. To request group viewing, contact Deb Jaquette at [lara-bchs-training@michigan.gov](mailto:lara-bchs-training@michigan.gov)

**Q. Can I share my calendar invite with others?**

**A.** No. Each registrant will receive their own individual link.

**Q. Is there a late registration option for JPST?**

**A.** All registrations must be received by September 21, 2020.

**Q. I registered but have not received a confirmation email?**

**A.** The confirmation email will be sent once BCHS receives payment. If you do not see a confirmation email in your inbox, check your “junk” folder, as it may appear there. Email security may identify it as an email that it can’t confirm the sender.

**Q. My company registered a group of participants, and I am the only one who didn’t receive a confirmation email?**

**A.** Contact Tammy Bagby at [lara-bchs-training@michigan.gov](mailto:lara-bchs-training@michigan.gov) to verify your email address.

**Q. How do I confirm my Bluejeans registration?**

**A.** Refer to your JPST confirmation email. Click the link and submit your name, email and company name. If you have already registered, it will request your email to resend your individualized link.

If you can’t locate your confirmation email, contact Tammy Bagby at [lara-bchs-training@michigan.gov](mailto:lara-bchs-training@michigan.gov).

**Q. Who do I contact if I am having technical difficulties with the webinar?**

**A.** **1-408-791-2830 Blue Jean Help Desk**

**Q. Will I have to download special software to participate?**

**A.** No. Special software is not needed. For additional information go to:  
<https://support.bluejeans.com/knowledge/event-instructions-attendees>

**Q. How do I sign in to a live webinar?**

**A.** Once you register with Bluejeans, you will receive an email with a web link. Log in through this link at the time of the webinar. We recommend logging in 10-15 minutes prior to the start to test your audio/video system settings.

**Q. What browser do you recommend?**

**A.** We recommend using CHROME.

**Q. Can I ask questions during the live webinar?**

**A.** Participants can interact with the facilitator through the 'question' feature available in the webinar control panel. The presenter will attempt to answer questions during the webinar, time permitting.

**Q. Can I watch the presentation any time I want?**

**A.** No, this will be a live webinar. You must be logged in and participating on September 29, 2020 to view the presentation.

**Q. Why did I receive a message indicating my registration for the event was not approved?**

**A.** Contact Tammy Bagby at [lara-bchs-training@michigan.gov](mailto:lara-bchs-training@michigan.gov).

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For all other questions, please contact us at: [lara-bchs-training@michigan.gov](mailto:lara-bchs-training@michigan.gov).