

Joint Provider Surveyor Training September 26, 2023 - Live Webinar 8:30 a.m.- 12:00 p.m.

Frequently Asked Questions

(updated 07/01/23)

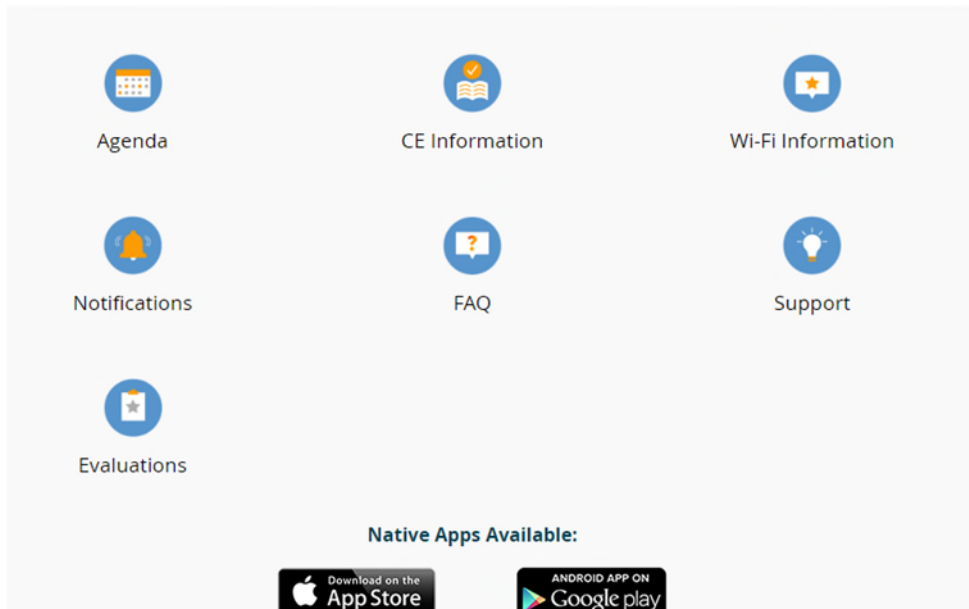
Registration coming in Mid- August

Q. Does JPST use a conference platform?

A.

- Yes, JPST will utilize a conference platform in which attendees will check in, complete the individual session evaluations and the conference evaluation. All must be completed to receive continuing education certificates.
- Please note that the check in button will appear on the agenda icon and at the session's scheduled start time. It cannot be accessed prior. (Example: You can't check in for an 8:40 am start time at 8:30 am)
- A "Know Before You Go" email will be sent out a week before the conference that includes instructions for the conference platform.

Spring 2023 Joint Provider Surveyor Training



The screenshot displays a mobile application interface with a light gray background. At the top, there is a blue header bar with the text "Spring 2023 Joint Provider Surveyor Training". Below the header, there are seven circular icons arranged in a grid, each with a corresponding label underneath:

- Agenda**: Icon of a calendar.
- CE Information**: Icon of a book with a checkmark.
- Wi-Fi Information**: Icon of a Wi-Fi signal with a star.
- Notifications**: Icon of a bell.
- FAQ**: Icon of a question mark inside a speech bubble.
- Support**: Icon of a lightbulb.
- Evaluations**: Icon of a document with a checkmark.

At the bottom of the screen, there is a section titled "Native Apps Available:" followed by two buttons: "Download on the App Store" and "ANDROID APP ON Google play".

Q. Is there a late registration option for JPST?

A. No. All registrations must be received by September 15, 2023. Due to the preparation required for the conference we are not able to accommodate late registrations.



Q. I registered online but was not given an option to pay by credit card. How do I pay?

A. The payment process has changed in order to improve security. Following registration, you will receive an email with instructions for payment. Credit card payment must be received within 3 business days of the payment instructions.

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.

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 to verify your email address.

Q. I have not yet received an email to access the conference platform.

A. A “Know Before You Go” email will be sent a week before the conference. Contact Lara-Bchs-Training@Michigan.gov if you do not receive this email.

Q. Will I have to download special software to use the conference platform?

A. No, additional downloads are not required to access the conference platform.

Q. Can I ask questions during the live webinar?

A. Participants can interact with the facilitator through the Q&A feature available in the webinar control panel. The presenter will attempt to answer questions, 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 26, 2023, to view the presentation.

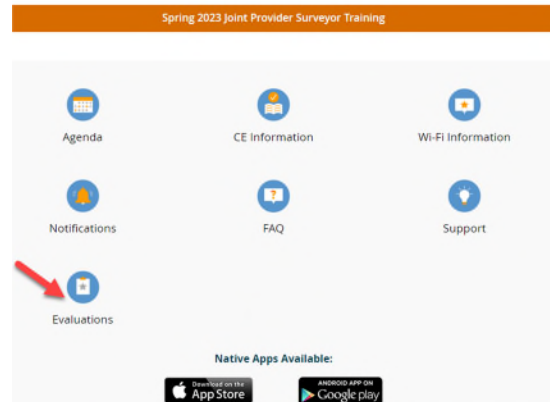
Continuing Education

Q. What types of continuing education credits will be offered?

- A.
- Nursing Home Administrators
 - Nursing
 - Social Worker
 - General attendance certificate

Q. How do I receive CE Credits for this training?

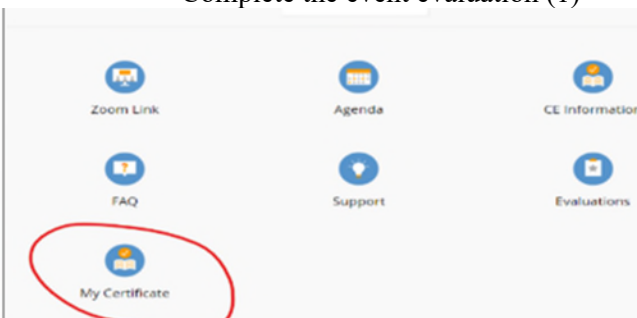
- A. You must attend the entire conference and use the conference platform to do the following:
- Check in for each session (check in buttons appear at the time the session starts)
 - Complete the session evaluation.
 - Complete the event evaluation.



Q. When will I receive my CE certificates?

A. After you complete the steps below, you will have access to download your certificates at the My Certificates icon.

- Check in for each session (2) (check in buttons appear at the time the session starts)
- Complete the individual session evaluations (2)
- Complete the event evaluation (1)



For all other questions, please contact us at: Lara-Bchs-Training@Michigan.gov.