

## **Joint Provider Surveyor Training**

**April 27, 2021 -Live Webinar**

**Frequently Asked Questions**

*(updated 2/11/21)*

**Registration coming in Mid-March**

### **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 Zoom, the webinar vendor.

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

A. You will receive an email from [Tammy Bagby <no reply@zoom.us>](mailto:Tammy.Bagby@zoom.us) thanking you for registering for the JPST webinar. Under Join you will see **the Zoom** link. Use this link to attend the webinar on the day of the event. Do not share your link.

At this point you will also want to add it to your calendar. You will see the buttons underneath the link.

### **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 April 19, 2021.

**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](mailto:lara-bchs-training@michigan.gov) to verify your email address.

**Q. How do I confirm my Zoom 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. Will I have to download special software to participate?**

A. No. Attending a Zoom Webinar is as straightforward as clicking on a link. Webinar attendees do not need their own Zoom account to join a Webinar. For additional information on Zoom click [here](#).

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

A. Once you register with Zoom 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 of the webinar to test your audio/video system settings.

**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 April 27, 2021 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).