

Frequently Asked Questions (and Answers)

1. How do I register?

You need a personal invitation email to register. Anyone who is registered can invite you! See question 7.

2. How do I log-in?

If you have already registered for the series, please go to: webinars.customlearning.com and you will see the login field. Login using your email address and the password you previously created. If you have forgotten your password please click *'I forgot my password'* and you will receive an email from us asking you to reset your password.

If you have additional challenges logging into the webinar please contact webinars@customlearning.com or 1.800.667.7325 x202

3. I don't know my Sponsor Code, so what do I put in the field?

Your Sponsor Code is pre-populated after you register from the link in your emailed invitation.

4. It is the day before a webinar and I have not received the Learning Guide. How do I get it?

We will be sending out a reminder email with a link to download your Learning Guide 24 hours prior to each webinar. The email will come from *HCAHPS - Custom Learning Systems*. Please check your Spam/Junk mail to see if the email has landed there.

If you still have not received the email, be sure that you have registered, go to the appropriate webinar and download by clicking the *Access Learning Guide* link. We will be adding the new Learning Guide 24 hours in advance of each webinar.

5. Can I get CEUs from the HCAHPS Breakthrough Webinar Series?

Unfortunately, we do not issue CEUs for this webinar series. You can contact your governing organization to see if they are able to issue them for you.

6. I'm going to be late for the webinar or miss it entirely, can I still watch it? How long do I have to watch it?

Yes, you can begin the webinar any time after it airs at its set time. We don't want you to miss it, so if you join late it will take you right to the beginning as we are recording it for the archive file. If the entire webinar has passed, you can log-in to your account and access it anytime. You will have access to the webinar series for 1 year from the date the webinar originally aired.

7. How do I add/invite others to the watch the webinar series?

Once you are logged in, on the top right side of the screen, click the *Invite Others* button. Enter their email address, click *add email*, then click *Send Invitations Now*. They will receive an email invitation to register for the webinar series.

8. How do I access the tools mentioned in the webinar including the certificate?

In order to access the tools you will need to complete the evaluation form in one of two ways:

The first way is electronically. Once the webinar has finished, you will be re-directed to a website.

After you complete your evaluation, there is a link that you can click to access all of the tools, including the certificate.

The second way to access the tools is to complete the paper copy of the evaluation form, and fax or email it to our office.

Fax: 403-228-6776 or email webinars@customlearning.com

Our office will be in contact with you via email with the link to the tools.

9. Is there a phone number for me to call in to hear the webinar?

No. There is no phone number or conference line for you to call. You will need speakers on your computer.

If the video is playing, you should also be hearing the audio since they are part of the same stream.

If you have no sound, double check the basics:

- 1 Make sure you have speakers
- 2 Verify that the speakers are plugged in
- 3 Make sure the speakers are not "muted"
- 4 Make certain the volume of the speakers is turned up
- 5 Check to see if the speakers are working in another application.
- 6 If your audio is not working in any other application, try restarting the system before turning to your computer manufacturers' support
- 7 Some sound cards are only able to play audio from one source at a time, so make sure no other applications are using your sound card/speakers

For additional sound issues, please contact your institution's technical support team.