

ANZIIF WEBINARS FREQUENTLY ASKED QUESTIONS (FAQS)

1 Q. Do I need to register for an ANZIIF Webinar?

- A. Yes, please register as you would for a regular professional development event. Upcoming webinars can be found on our [Events Calendar](#) or on our [Webinars page](#).

Once registered you will receive a confirmation email from ANZIIF Customer Service, which contains the link to complete your registration details on GoToWebinar.

After completing this step, you will receive a confirmation email from GoToWebinar containing your webinar access link and further information about joining the webinar.

2 Q. Is there anything I need to do before the webinar?

- A. We recommend that you complete a GoToWebinar system check to review your system compatibility, internet connection and audio settings ahead of time to ensure your session goes smoothly. Please [click here](#) to get ready for your first webinar.

Full details of the system requirements are listed [here](#).

3 Q. How do I join the webinar?

- A. Once you've registered, you will receive a confirmation email that includes specific joining information. You can use this information to join the webinar 5 minutes before the scheduled start time.

When it's time, you can join in either of the following ways:

Join link: Click the Join link in your GoToWebinar Confirmation email to be instantly launched into session.

Webinar ID: If you don't have your Join link, go [here](#) and enter the 9-digit Webinar ID and your email address.

4 Q. I registered for the session via GoToWebinar but have not yet received a link?

- A. An automatic email reminder will be sent to all registered participants the day before the webinar with details of how to join. If you have not received this by 4pm the day before, please contact the ANZIIF Events Team at events@anziif.com

5 Q. Do I need a camera or microphone?

- A. You will not need a camera or microphone to join the webinar. Questions are asked via the Q&A function. If you have any troubles with computer audio you can dial in via phone.

continued overleaf

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Q. How do I set-up my audio?

A. Once you've been launched into session, you will be prompted to set up your audio.

To use your computer's microphone and speakers:

1. Click *Computer Audio*.
2. Use the drop-down menus to select the desired audio devices.
3. Click *Continue*.

To use your telephone to dial in:

1. Click *Phone Call*.
2. Use your telephone's keypad to dial the provided phone number and enter the codes when prompted.
3. Click *Continue*.

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Q. What if GoToWebinar is blocked on my work computer?

A. If you are unable to join the webinar session due to software-installation restrictions, please find below some alternatives to joining the webinar:

- Access using the [Instant Join link](#) which does not require any downloads because it loads within your web browser.
- Download the **GoToWebinar app** on another device such as a tablet or phone. You will be able to watch the webinar entirely through the app.
- Use a **personal computer** and access the webinar by pasting the access link into any web browser.

To access via the instant join link or GoToWebinar app, you will need the webinar ID and the email address used to register with **GoTo**; these can be found on the confirmation email.

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Q. How do I ask a question for the presenters?

A. To ask a question, select Questions from the GoToWebinar control panel. This will send your question to the facilitator who can either answer during the session or respond during the Q&A.

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Q. I can't watch this session live, am I able to watch it later?

A. Webinar recordings are available exclusively to current ANZIIF members and will be uploaded to the ANZIIF Members' Centre approximately 6 – 8 weeks following the live webinar.

We recommend watching the webinar live, to ask questions and engage with the presenter through the interactive features.

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Q. How do I claim CIP Points for the webinar I attended?

A. As an ANZIIF Member, CIP Points will be automatically added to your account. These will be visible on the [CIP Register](#). For webinars that are hosted by our partners, ANZIIF Members will need to manually claim their CIP Points, please follow the instructions below:

1. Visit anziif.com/my-account/add-points
2. Log into your account (If you do not already have an ANZIIF account, click the dropdown menu in the top right corner of the page and click "sign-up")
3. Fill in details as below

DATE: Date of session/webinar attended

TYPE: Event

DESCRIPTION: Webinar title

ALLOCATE POINTS: 1 point for every hour of content
i.e. 1 hour webinar = 1 CIP Point, 2 hour webinar = 2 CIP Points

4. Click "Submit"