

FREQUENTLY ASKED QUESTIONS ABOUT NCADV WEBINARS

I can't make the webinar at the scheduled time. Can I view the webinar at a later time?

Yes, we will be recording the webinar and will send out a follow-up email to all paid and member registrants 1-2 business days after the webinar with a link to the recording, as well as slides and handouts.

What time is the webinar?

All NCADV webinars are scheduled in Eastern Standard Time (EST). Convert EST to your time zone [here](#). Please reference the [NCADV website](#) or your confirmation email for specific webinar times.

How do I log in to the webinar?

A confirmation email from GoToWebinar containing the link to the login page will be sent to you once you register for the webinar. Be sure to check your junk email folder if your confirmation email does not appear in your main mailbox. At the specified time and date, about 15 minutes prior to the start time, click the link in the confirmation email that says "Join Webinar" to join. Note: this link should not be shared with others; it is unique to you. Prior to joining the webinar, be sure to [check system requirements](#) to avoid any connection or audio issues.

How do I register for the webinar?

NCADV members register for webinars via the [Member Portal](#). Non-members will pay the \$50 fee via this [link](#). For non-members, once you have made your payment, you will receive a receipt from NCADV with instructions to complete your webinar registration through GoToWebinar. Please note, your registration is not complete until you click the link provided in your confirmation email and complete your webinar registration through GoToWebinar. If you do not receive a receipt from NCADV within 24 hours of registering, please contact webinars@ncadv.org. Again, please be sure to check your junk email folder if you cannot find the confirmation email in your main inbox.

Is there a deadline to register?

The deadline to complete registration is close of business (COB) the day prior to all scheduled webinars. Those who complete the GoToWebinar registration form after the deadline are not guaranteed access the webinar, nor can NCADV guarantee a response to registration requests made after the deadline. Requests to register for the webinar on the day of or during the webinar, unfortunately, cannot be honored; however, we will respond following the webinar.

Are webinars free?

NCADV's 2017 webinars are free for NCADV Members and \$50 each for Non-Members. Not a NCADV Member? [Become a member](#) of NCADV and attend all 2017 webinars for FREE!

Can I get a copy of the slides being used in the webinar?

Yes, NCADV will send out an email to everyone who registered for the webinar 1-2 business days after the webinar with a link to the recording, as well as slides and handouts.

Are slides available prior to the webinar?

No. Unfortunately, we do not share the slides before the webinars. They will be sent out in an email shortly after the webinar has ended.

I am trying to register and the form asks me for my member number? How do I find that?

For questions about membership, please call (303) 839-1852 x103 or email membership@ncadv.org.