

## Frequently Asked Live Webinar Questions

### **Q: How do I know Live Ethics Webinars are now qualified for Ethics Credit in Illinois?**

A: You may go to this Department of Insurance link: [HERE](#) Notice item 2. (a) in which the requirement has been changed to “in the classroom OR webinar ethics”. This was done August of 2018.

### **Q: Once I enroll, how do I join the webinar?**

A: Once payment is made an invitation is sent to you with the link and information to join. If you have not received it in your inbox within a few hours check your spam folder.

### **Q: What if I didn't receive an invitation to the webinar?**

A: First check your spam folder. If you cannot find an email invitation from “Dave Kirk” or Zoom, email [dave@cedaddy.com](mailto:dave@cedaddy.com) or call 618-997-6789. Please do so well before the webinar time.

### **Q: What do I need to successfully attend the webinar?**

A: PC, Laptop, iPhone and some iPads are compatible. You need a device with audio for listening, a screen to follow the information pages and a keyboard to ask questions and respond by chat.

### **Q: What if the audio doesn't work on my PC?**

A: In addition to logging in, you can call in by phone to listen to the webinar while watching and responding from your PC or Laptop.

### **Q: How do you know I attended the webinar and didn't just log on and walk away?**

A: The moderator asked questions at random intervals to which you must respond. The Webinar software creates a permanent record of your responses which are then applied along with your unique, verified log in time and your verified log out time. No responses = no credit for the webinar.

### **Q: If I do not qualify for credit for this webinar can I reschedule for another without paying a fee?**

A: Yes. CEDaddy will allow you to reschedule before or after without payment of additional fees.

### **Q: Can I enroll without making payment?**

A: Yes but you cannot log in. You will only receive an invitation with your link when payment is made.

### **Q: If I enroll and want to make payment later, how do I do that?**

A: Return to the enrollment form at CEDaddy the same way you did first time and use the link at the “**Stop Sign**” you will find at the top of the enrollment form. If you have already enrolled there is no need to enroll again.

Questions not answered here? Call (618) 997-6789 or email [admin@cedaddy.com](mailto:admin@cedaddy.com)