

## **FAQ's**

### **Q: What is a webinar?**

A: A webinar is a live, instructor-led CE course. These are broadcast during specific times of the day. All Webinar start times are hosted in CST.

### **Q: What type of credit is given for AHEC webinars?**

A: Currently, all AHEC webinars are approved through AHRA for Category A credit.

### **Q: Do I need my microphone or camera?**

A. No, Webinars do not require the use of your camera or microphone. To direct any questions to the instructor, please use the chat box or Q&A box.

### **Q: How/when will I receive my certificate?**

A: You will receive your certificate as a PDF attachment to the email address given at registration within 1 business day after the course ends.

### **Q: What is the refund/cancellation policy regarding the webinars?**

A: There are NO refunds for webinars or simulcasts unless AHEC is responsible for cancelling the event. There are NO refunds given for no-shows.

### **Q: Is there a posttest?**

A: No, but you must complete the Course Evaluation Survey, which should automatically open in your browser after the webinar ends.

### **Q: How do I register/pay for an event?**

A: Registrations for any webinar can be placed online at [aheconline.com](http://aheconline.com), or taken over the phone during regular business hours (Monday – Friday, 8:00 am – 5:00 pm CST).

### **Q: When does registration close for webinars?**

A: Online and phone registrations for live webinars close 1 hour before the event start time, which is in Central Standard Time (CST).

Please give us a call at 1-800-239-1361 for all online registrations placed for webinars that will take place the same day to ensure you get your link to view the course.

### **Q: Is there a late fee for the webinars?**

A: No, webinars do not have a late fee.

### **Q: Can I use my tablet or mobile device for webinars?**

A: Yes! You can download the mobile application for Zoom on your iOS or Android devices through the Apple App Store or the Google Play Store.

### **Q: Can I complete the download process before the seminar?**

Y: Yes, use this link: <https://zoom.us/support/download>.



(Zoom is a free download!)

AHEC Live Webinars are hosted through [Zoom](#). You can use a computer, tablet, or any smart phone to view your webinar.

To download [Zoom](#) on your computer, visit: [www.zoom.us/download](http://www.zoom.us/download) and download [ZOOM Client for Meetings](#).

To download on your phone or tablet, go to your app store and download [ZOOM Cloud Meetings](#).

**\*You must watch the entire session. If you log in 15 minutes after the broadcast has started, you will not be issued a certificate. The system we use monitors interactivity and will provide us with a report.\***

# AHEC TIME ZONES



Pacific	Mountain	Central	Eastern
5 AM	6 AM	7 AM	8 AM
6 AM	7 AM	8 AM	9 AM
7 AM	8 AM	9 AM	10 AM
8 AM	9 AM	10 AM	11 AM
9 AM	10 AM	11 AM	12 PM
10 AM	11 AM	12 PM	1 PM
11 AM	12 PM	1 PM	2 PM

AHEC's start times are based around CST.

If you are confused on when your course begins, please call us at 800 - 239 - 1361

# SYSTEM REQUIREMENTS:



internet  
connection



speakers/  
headphones

## Operating Systems:

- MacOS 10.6.8 (Snow Leopard) or later
- Windows 8/8.1
- Windows 7
- Windows Vista with SP1 or later
- Windows XP with SP3 or later

## Web Browsers:

- Windows Internet Explorer 7+
- Firefox
- Chrome
- Safari 5+
- Opera 12+

## Tablets:

- Surface PRO 2 with Windows 8.1
- iOS and Android devices

## Advanced Health Education Center, Ltd.

### Cancellation & Refund Policy for Live Events and Webinars:

#### For Webinars:

- Advanced Health Education Center (AHEC) decides 1 day prior to the webinar date if an webinar will be cancelled. If AHEC cancels a webinar, the participant will be awarded one of the following: a full refund, a tuition credit to be used within the next year, or a transfer into another webinar course of equal or lesser value (before discounts). If the participant chooses to transfer to a webinar of higher value, the participant is responsible for the price difference.
- Attendees that cannot log in due to technical difficulties beyond their control may be eligible for a refund or tuition credit, but must contact AHEC on the day of the webinar before the conclusion of the course. No refund will be made if you do not contact AHEC before the close of the event.
- Participant cancellations received by 5pm CST the day prior to the course date will be allowed a tuition credit, however no refunds will be made for participant cancellations.

#### For Live Events:

- AHEC reserves the right to cancel a Live Event course if the minimum number of attendees is not met. Customers are eligible for a full refund if AHEC cancels a course.
- AHEC is not responsible for travel costs incurred by attendees, including non-refundable airline tickets.
- Refunds, minus a \$20 processing fee, will be granted for cancellations received prior to two weeks before the program. Cancellations received within two weeks of the program are not eligible for a refund and will receive tuition credit toward a future AHEC course or home study, minus the \$20 processing fee. No refunds will be made after the course starts/occurs.

#### For Webinars AND Live Events:

- If a participant neglects to contact AHEC prior to the course and does not attend, the tuition paid is forfeited to AHEC and no tuition credits are granted.
- AHEC reserves the right to substitute an instructor's program if the initial instructor program is not available.