



RCDSO Webinar Series – Frequently Asked Questions (FAQ)

What time do the RCDSO webinars begin?

All RCDSO webinars begin at 12:00 p.m. EST (9:00 a.m. PST) and will run approximately 60 minutes.

How does the webinar work?

In general, the presenter will discuss the topic and respond to questions submitted by seminar participants through the interactive website. The presenter will do an initial presentation, using PowerPoint slides, and then engage in a question and answer session with the online participants. You will see both the presenter and his PowerPoint presentation on the screen at the same time.

How do I register?

CDSBC registrants/certificants can download a registration form from the College website, www.cdsbc.org. The registration form contains payment instructions and other relevant information, including dates, registration deadlines, topics and access codes.

What are the registration deadlines?

Registration for each webinar is due 7 days prior to the event date. In order to purchase a package of three, the registration form must be submitted before October 7, 2011.

Can more than one person view the webinar at my location?

Yes; however, only the person logged in using their email address will be eligible for the CE points.

How do I claim CE points if I pay for a webinar but watch it with a colleague who uses his/her login information?

If you have paid for the webinar but do not log in on the day of the event, please contact Joanne Loy in Quality Assurance at jloy@rcdso.org, 1-416-961-6555, ext. 4703. You must provide the College with a statement affirming that you attended the webinar along with your colleague's name so that we can also verify your attendance.

Will I be able to ask the presenters questions?

There is a question and answer period during each webinar. You may pose questions online in real time. We will try to get to as many questions as possible during the 15 minute Q&A period.



What computer technology do I need in order to participate?

Internet Browsers

The minimum requirement is Internet Explorer 5 and higher and/or Netscape Navigator 4.5 and higher.

Streaming Media Players

We recommend Windows Media Player or Real Media Player, but this will vary depending on the specific Webcast you are accessing.

For optimal playback of streaming media content, we also recommend the following as a minimum configuration:

- JavaScript supported
- Screen Resolution - 1024 x 768
- Color Quality - 16 bits (minimum)

How do I connect into the webinar?

A week prior to the webinar, you will receive detailed login instructions along with any presentation handouts. A link enabling you to test your system for minimum requirements will also be included with the email.

How do I get proof of participation for my CE records?

An email confirming your participation will be sent out after completing the post test/survey for each webinar.

Who should I contact if I have problems registering or logging in?

A representative of Bell Canada, who is hosting the webinars, will be able to help you resolve any issues relating to registering or logging in to webinars. Their contact information will be sent out with the test link one week prior to the webinar.

How can I get more information?

If you have any questions, please contact Joanne Loy in Quality Assurance at jloy@rcdso.org or 1-416-961-6555, ext. 4703.