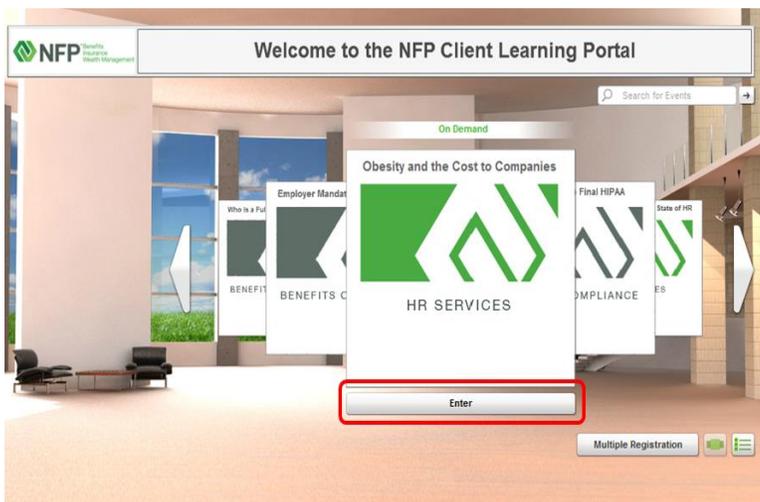


Frequently Asked Questions

Viewing the Webinar

Q1: How do I view an in-session class?

A: Visit the **Client Learning Portal**. If you've already registered and want to view the training on the day/time of the class, click the "Enter" button below the class tile. This will take you to the registration page. From there, you'll enter your email in the left column. This will take you to the in-progress class. If you haven't registered for the class yet, click the green "Register Now" button in the left column. After you enter and submit your registration information, you can join the classroom.



The Client Learning Portal home page



The class registration page

Q2: How do I view a recorded webinar on demand?

A: If you registered for the class and missed it, but want to view the on demand recording, visit the **Client Learning Portal** and click the "Enter" button below the class tile of the webinar you wish to view. You'll know that this is a recorded webinar by the "On Demand" label above the course title. This will take you to the registration page. From here, you'll enter your email in the left column (using the email address you used when you originally registered for the class). The streaming recording will automatically begin in a separate window. Any PowerPoint slides or documents that were provided to the participants will be available by clicking the "Content" button on the bottom left of the screen. If you already logged in by typing your email to view another recorded class, clicking the "Enter" button itself will automatically start the recording playback.

Q3: I never registered for the webinar. Can I still view the streaming webinar on demand?

A: If you want to view a past webinar, but didn't register for it before, start the process by going into the **Client Learning Portal** and clicking the "Enter" button below the class title of the webinar you wish to view. You'll know that this is a recorded webinar by the "On Demand" label above the course title. On the registration page, click the green "Register Now" button in the left column. Enter your registration information, and the class will automatically begin.

Q4: When will the PowerPoint slides for this class be available?

A: Anytime during the live presentation, you can click on the "Content" button on the bottom left of the screen to show you all available training materials provided by the presenters. Additionally, after the class has concluded, you can download the documents from the streaming recording by clicking the "Content" button on the bottom left of the screen.

Technical Questions

Q1: I'm hearing echoes at various points during the broadcast. Is there any way to correct this?

A: Most audio problems can be solved by clicking F5 on your keyboard to refresh your Web browser. You may also try opening the presentation in a different browser. If you're still experiencing audio issues, the problems may be caused by a poor Internet connection. Whenever possible, make sure you're logged into the call on a direct Internet connection; wireless Internet and VPN access have been known to have slower connections for participants.

Q2: I'm listening to this webinar on the road and my Internet connection is causing problems in the audio. Is there a phone line I can dial into to listen to this class?

A: The webinars are designed to be listened to through your computer speakers or headset, but there are situations when it may be necessary for you to call in, such as when you're on the road or dealing with a bad Internet connection. The Backup Attendee line for your call can be found on your registration email in the Login Details section. Alternatively, if you've logged into the call and are experiencing difficulties, our operator can provide the phone number to you via private message.

► **Log in Details**

<http://engage.vevent.com/rt/nfpchr-022613>

Username: legonzalez@nfp.com

Forgot password? [Click Here](#)

Audio will be streamed via your computer speakers, but please use the following information to access audio via your phone if you experience technical difficulties: **Backup Attendee US/Canada Telephone: (866) 543-5903** Backup International Attendee Toll Telephone: (404) 963-9996 Conference Passcode: 10080014

Q3: I registered for the class, but have not received a registration confirmation email. Can you resend the confirmation email to me?

A: We're unable to resend a registration email to a participant. If you don't have your registration email but want to attend the class, you can still join by logging into the Client Learning Portal directly. Find the class you wish to attend and type your email into the class registration page, as shown in the Join a Scheduled or In-Session Class section of the User Guide.

It's possible that your confirmations have been labeled as spam by your spam filter. We recommend you add the domain to your safe senders list to prevent future confirmation emails from being sent to your spam folder. Instructions on how to do this are provided at the following link: <http://engage.vevent.com/emailConfiguration.html?eid=2001>.

Q4: The right side of the screen is cut off when viewing the Welcome Center. What can I do to correct this?

A: This could be due to screen resolution settings. The recommended resolution for optimal viewing is 1280 x 1024. If changing your screen resolution doesn't solve the problem, contact us at trainingfeedback@nfp.com and we'll submit a quality ticket for the InterCall team to investigate.