

Important Information for Live CISR Zoom Webinars

You will be sent **one** webinar link email from zoom webinar within 72 Hours of registration. If you do not receive this email with the link; check your spam folder or your business IT to see if the emails have been quarantined. If the emails can not be located please email yourfriends@bigimn.org

It is critical that you do not share your webinar registration link with anyone. You will also be sent reminder emails for each session one day and one hour prior to the webinar.

Morning Session

7:45 - 7:55 a.m. - Log in to the webinar waiting room early *

8:00 a.m. - 12:00 p.m. - Webinar class in session with scheduled 10 min breaks

12:00 - 1:00 p.m. - Lunch Break

Afternoon Session

1:00 - 4:00 p.m. - Webinar class in session with scheduled 10 min breaks

4:00 - 4:30 p.m. - Q&A session for individuals earning the designation**

4:30 p.m. - Webinar concludes

For Connection Issues: contact 763-235-6478 or yourfriends@bigimn.org

For CE, or National Alliance Questions: contact asaleem@bigimn.org

* Logging in early to the webinar waiting room allows time for troubleshooting if necessary.

** If you are not earning the designation and are attending only for CE and/or designation update credit, you may leave the webinar when the outline discussion concludes at 4:00 p.m.

CRITICALLY IMPORTANT: Review the following items before the scheduled start time.

1. You MUST have a stable Internet/Wifi connection and also have audio on your computer. There is no connection via phone.
2. **WEBINARS will not work within a remote desktop or hosted environment.** (A number of organizations have these set up for business email and business applications.) You must connect through an internet browser outside of the hosted environment. **Option 1:** Forward the email to an email you can get outside hosted environment (i.e. gmail). Then just click on the Join Webinar button and a browser will open and connect the webinar. **Option 2:** Right click on the Join Webinar button and copy the link. Open an internet browser outside of the hosted environment and paste the link in the browser to get connected to the webinar.
3. Log in at least 15 minutes prior to start time. This allows time for any necessary troubleshooting.
4. Pay close attention to your instructor's opening comments for important rules, including the attendance policy. If you fail to comply with any of the rules, you may be removed from the webinar and unable to receive CE credit.
5. If you are having connection issues or if the webinar starts buffering, the cause is likely due to your local bandwidth or wifi load. **Click F5 key to refresh your browser.** Close ALL other open applications. Turn off the wifi on ALL other devices in your house (phones, ipads, TV streaming, and kids on wifi). If these don't work try to close out the webinar and go back in through the link in your email and try to make a new connection. *Big I MN can not be responsible for local Internet Connection/Wifi issues*

Attendance Checks: Random attendance checks occur each hour of the presentation. You must reply to every attendance check and be on-line for the entire duration of the webinar to earn CE credits or designation update credit.

FULL ATTENDANCE IS REQUIRED FOR EARNING CE CREDITS AND DESIGNATION UPDATE.

Requesting CE Credits: You will be able to request CE credits 1 day before the webinar. To request CE for your webinar, go to the National Alliance website at www.scic.com and sign in to your PROfile page. Requesting CE needs to be done by the completion of the webinar.

How Will the Test Work? The link to the exam will be available on your PROfile page automatically during the 96 hour exam window to take the test electronically. The exam will be open and available Monday - Thursday of the week following the course. You will have one hour to complete the test once you begin. All exam-takers will need a disinterested third-party to proctor them. Information and requirements can be found at <https://scic.com/proctor-monitor-rules> Your exam results will be available almost immediately when you complete the test on your PROfile page through The National Alliance.

The National Alliance will file your CE credits with the state insurance departments within 10 days of course completion.

Cancellation Policy: Full refund or transfer will be granted if request is received in writing within 7 days prior to the seminar. Requests received after that date will incur a \$35.00 fee. No refund/transfer will be granted for no shows. You must complete the program in its entirety. Refunds and transfers will not be granted due to partial attendance.