

# CPL CONNECT WEBCASTING



## LOGGING INTO THE WEBINAR

You will be able to join the webinar as early as 30 minutes before the event start time.

### How do I join a webinar?

1. From the webinar reminder email COPY/PASTE the webinar event's link into your browser.
2. Enter your Checkpoint Learning account login credentials and you will be taken to the webinar's Course Activity Profile page.
3. Click the green **LAUNCH WEBINAR** button from the Course Activity Profile page left side navigation.  
*The launch button is not displayed until the webinar is within a half-hour of the start time. If you login earlier than 30 minutes before you may need to refresh the page (F5) or begin from step one above.*

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**Launch live event**

**Note:** Clicking the 'Launch' button below may open a new window which points to a third-party website.

**Launch Webinar**

**Webinar Instructions:** Login instructions and additional Webinar information will be available in this [redacted]

**Course Activity Profile**

**Course Activity Details**

<b>Title:</b>	<b>Quarterly Yellow Book Update: Q2 2021</b>
<b>Identification Number:</b>	W645T
<b>Parent Course:</b>	<a href="#">Quarterly Yellow Book Update: Q2 2021</a>
<b>Sponsor:</b>	Checkpoint Learning (Group Internet Based)
<b>Format:</b>	Webconference
<b>Media:</b>	Webinar

### After I click Launch Webinar, what should I see?

The webinar presentation will open in a new window:

Type your question here

0/300 Send

Hello, everyone, and thank you for joining us today for "Global Trade and Corruption Awareness for Professionals." This webinar will begin at 10 am Central time.

Announcements 48 min

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LIVE

Nancy Schlotter Heidi Langman gerrit wany

## DISABLE POP-UP BLOCKER

To participate in the webinar, you must disable your browser's pop-up blocker.

### **How do I disable pop-up blocker?**

To disable Pop Up Blocker in [Chrome](#):

- Top right of Chrome Window- click the 3 dots  and choose Settings then Privacy and Security
- Click on Site Settings- scroll down and click on "Pop Ups and redirects"
- Select Sites can send pop-ups

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To disable Pop Up Blocker in [Firefox](#):

- Click the three horizontal bars in the upper right corner and select Settings
- Select the Privacy and Security on the left side navigation
- Under the Permissions section uncheck the box next to Block pop-up windows
- Close the window and click OK

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To disable Pop Up Blocker in [Microsoft Edge](#):

- Top right Edge browser window- click the 3 dots ... and choose Settings, then Cookies and site permissions
- Select "Pop-ups and redirects"
- Move the Block toggle to off to allow pop-ups
- You can also add specific websites, for which you want to block and allow pop-ups

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To disable Pop Up Blocker in [Explorer](#):

- Click on Tools (gear) at top right corner of Explorer browser Click on Internet Options (a window will open)
  - Click on Privacy tab and Turn off Pop Up blocker
- 

## RESIZE THE PRESENTATION

If the webinar display is too small you can increase the zoom level on your browser to make it larger.

**For most browsers you can click Ctrl + plus sign (+) to Zoom in and Ctrl + minus - sign (-) to Zoom out.**

See below for additional ways to adjust browser Zoom levels:

### Google Chrome

At the top right of your Chrome browser click the More icon 

Next to "Zoom," click plus sign (+) to zoom in and make the presentation larger



### Firefox

Click the menu button  at the top right

Next to Zoom on the menu that opens and click the plus sign (+) to Zoom in



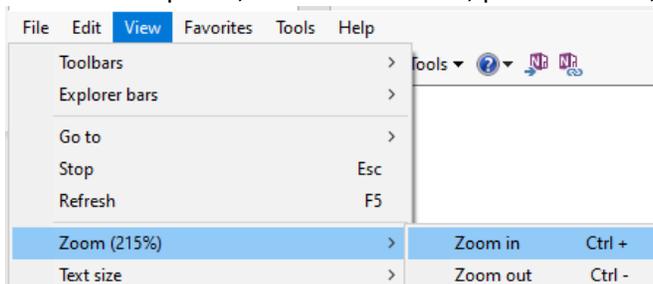
or Ctrl + scroll mouse wheel up to Zoom in

### Microsoft Edge

Ctrl + plus sign (+) to Zoom in, or Ctrl + scroll mouse wheel up Zoom in

### Explorer

In Internet Explorer, on the View menu, point to Zoom, and then select a different level

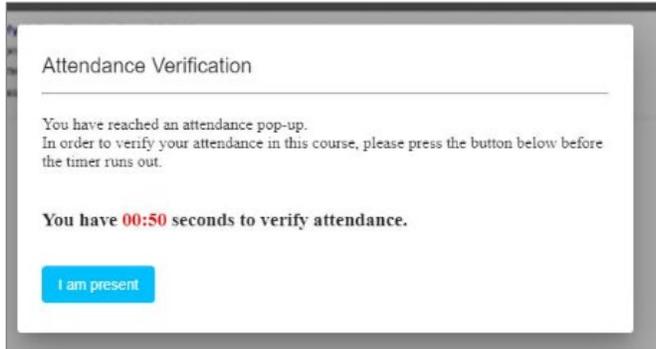


## CPE CREDIT INFORMATION

### How will attendance tracking work?

- There will be attendance verification pop-ups. When a pop-up occurs, you will hear an audible cue and have one minute to respond. Please click the I am present button before the timer expires.

Attendance pop-ups look like this:



**Note:** Please do not view the webinar in picture-in-picture mode. Your attendance verification pop-up responses may not be recorded properly.

### How will I get my CPE Certificate?

- Your CPE certificate will still be available in the Activity History section of your Checkpoint Learning account.

### When will I get my CPE Certificate?

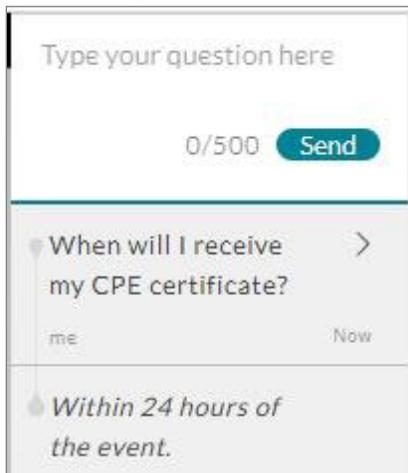
- If you meet the minimum attendance check requirement, your certificate will be in your account within 24 hours. If you did not meet the minimum attendance check requirements your certificate will not be available in your account and you may call 800.431.9025 Option 2, 2. We will then review your request.

**Note:** Because group moderator forms are processed manually, if you are attending as a group and sending in a moderator form, please expect a 5 business-day turn around (although most likely shorter).

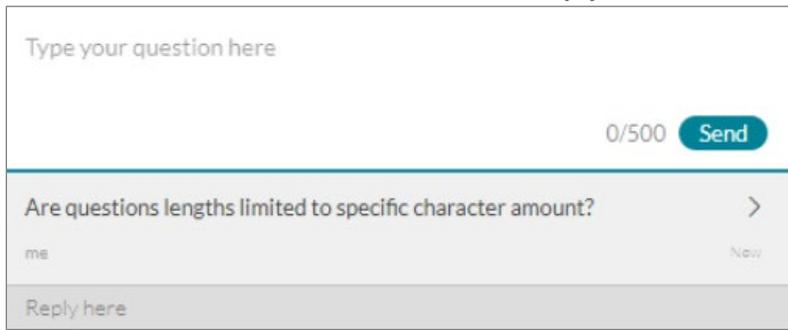
## Q&A FUNCTION

### How do I ask a question or send a message to the moderator or presenter during the live event?

- The Q&A panel is on the upper right side of your screen. Type your message and click the **Send** button. The message will then appear below.



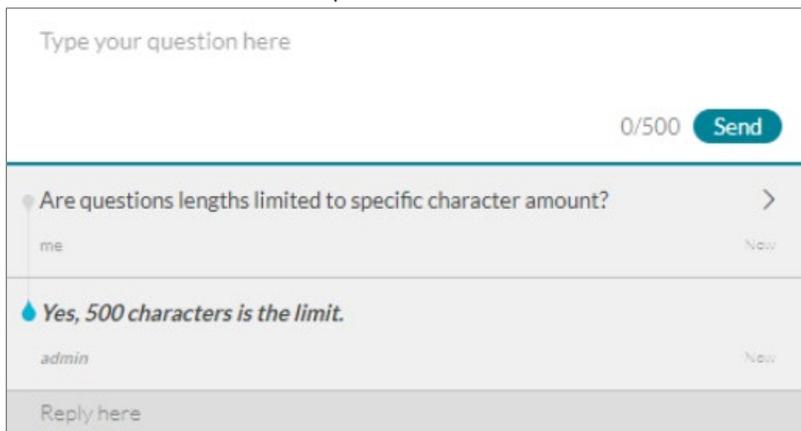
- There is a limit of 500 characters per question so if you would like to add additional information, click the thread below and enter extra text in the **Reply here** text box.



The event moderator will respond to your questions by replying in the Q&A panel, or your questions may be answered aloud by the presenter.

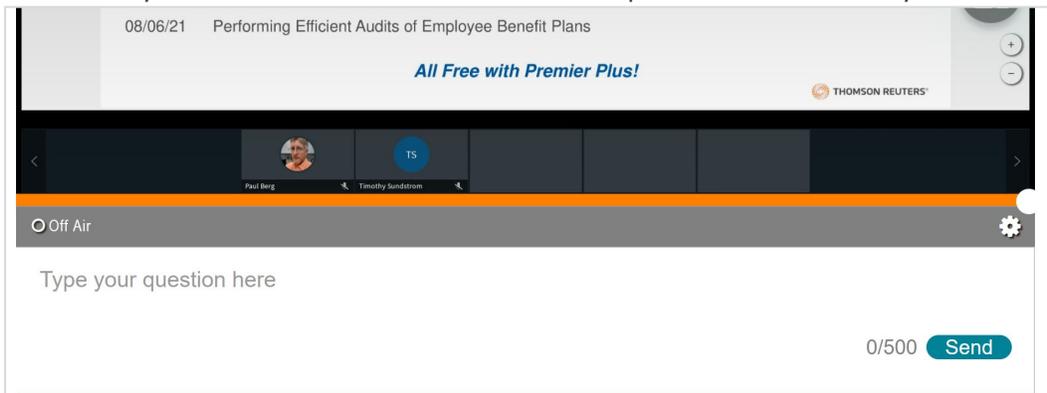
### How do I view the response to a question?

- When you receive a response to your message, you will see a blue dot indicating a new response is available.
- Click the thread to view unread messages. If you want to ask a follow up to the same question, you can use the **Reply here** text box below the moderator’s answer. Or, you could use the “Type your questions here” field to start a new topic.



### What can I do if the Q&A panel isn’t showing up on the right side of my screen?

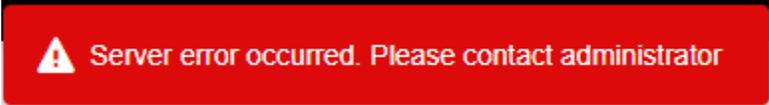
- Try refreshing the page by pressing F5 on your keyboard.
- If you increase your Zoom level so the presentation is covering the whole screen the Q&A panel will move to the bottom of your screen. Scroll down to see the Q&A panel at the bottom of your screen.



Use the scroll bar on the right side of your screen to display the Q&A panel below the presentation.

## TROUBLESHOOTING

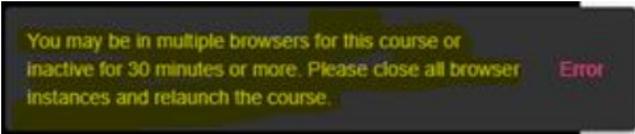
**I'm getting a server error after I click LAUNCH WEBINAR.**



⚠ Server error occurred. Please contact administrator

- The easiest thing to do if you're receiving a server error is to switch to a new browser. For example, you're using Chrome, you can switch to Edge.

**I'm getting an error during the webinar.**



You may be in multiple browsers for this course or inactive for 30 minutes or more. Please close all browser instances and relaunch the course. Error

- The message means that your CPE attendance check responses are no longer being recorded by the system even if you are still receiving the popups. Please follow the instructions in the error message to close all browser instances and relaunch the webinar.

**I'm not hearing anything.**

- Make sure your computer speakers are not muted and are turned up.

**I'm getting a blank screen.**

- Make sure your pop-up blocker is off. See Disable Pop-up Blocker section above for more information.

**The presentation appears to be frozen.**

Due to connectivity issues your screen might appear to be frozen. If this happens:

- Try refreshing by pressing F5 on your keyboard.
- Use a stable internet connection & avoid shared routers or hotspots.
- Try clearing your cache.
- Set up your computer close to your internet router.
- Try disconnecting from VPN.

## SYSTEM REQUIREMENTS

### Desktop Browsers

OS	Browser Name	Supported Browser Version
Windows	Internet Explorer	IE 11
Windows	Edge	Latest official version
Windows, OS X	Firefox	Latest official version, Latest Extended Support version
Windows, OS X	Chrome	Latest official version
OS X	Safari	Latest official version