Live Webinars

Why do I have to create an account to register for a webinar?

Creating an account allows the registration system to remember your information for future webinars. It also helps USAT provide better customer service by organizing your webinar history in one place.

What's my password?

If you have already created an account on the webinar system and forgot your password, click on the icon above the email box. If you don't receive your password, please email ellis.schieman@usatriathlon.org for help.

I bought the wrong webinar.

Refunds are not available for incorrectly purchased webinars.

I won't be able to attend the webinar live.

If you're not able to attend live, you can still pre-register and receive the complete recording once the webinar has aired. If you were not able to pre-register, live webinars will be available for purchase on the archives the following day.

I never got a confirmation email.

If you never received a confirmation email for a live or archived webinar, check your spam/junk folder. If you still haven't received anything, email ellis.schieman@usatriathlon.org with the title of the webinar.

How do I watch the webinar?

You will receive a confirmation email with the link to view the webinar at the appropriate time. To access the live webinar, click on the link no later than 5 minutes before the start time and enter the webinar room as a guest (you will not need a username or password). You will be placed in a waiting room until 5 minutes before the start time.

If you are unable to attend live, you will receive a post-webinar email with the complete recording after the presentation has aired.

I'm unable to enter the webinar room.

The link to access live webinars will open 30 minutes before the start time. While you can try to enter the meeting room at that point, you will not be admitted until 5 minutes before the start time. When entering the room, select the "Guest" option and request entry.

If you still have trouble, you may need to download the Adobe Connect Ad-In which can be found here:

PC: http://www.adobe.com/support/connect/updaters.html

MAC: http://kb2.adobe.com/cps/912/cpsid_91251.html

How do I ask questions during a webinar?

Enter any questions in the Q&A box on the left hand side of your screen. Questions may be answered during the presentation but are usually left to the very end.

How long do I have access to a webinar?

You will always have access to a purchased webinar (live or archived). If you lost the recording link, please email ellis.schieman@usatriathlon.org for help.

I lost the emails/recordings.

If you lost your confirmation email, contact ellis.schieman@usatriathlon.org with the name of the webinar.

How do I take the CEU exam?

You will receive instructions to take the exam in the post-webinar email. You will only have access to the exam after you viewed the webinar.

Do I have to buy the test again if I fail?

Yes, you will have to purchase the exam if you fail.

Archived Webinars

Why do I have to create an account to purchase a webinar?

Creating an account allows the registration system to remember your information for future webinars. It also helps USAT provide better customer service by organizing your webinar history in one place.

What's my password?

If you have already created an account on the webinar system and forgot your password, click on the icon above the email box. If you don't receive your password, please email ellis.schieman@usatriathlon.org for help.

If you haven't created an account, you will not have a password set and enter any password.

I can't find the webinar I want to purchase.

The default setting for the archives is by date. There are options to sort the list of webinars by topic by selecting one of the categories listed under the "USAT Webinar Archives" heading.

I bought the wrong webinar.

Refunds are not available for incorrectly purchased webinars.

I paid for the same webinar twice.

If you paid for the same webinar twice, email ellis.schieman@usatriathlon.org for assistance.

I never got a confirmation email.

If you never received a confirmation email for a live or archived webinar, check your spam/junk folder. If you still haven't received anything, email ellis.schieman@usatriathlon.org with the title of the webinar.

How do I watch a webinar?

You will receive a confirmation email with the recording link.

The webinar says "No Content Available".

Make sure you have the latest version of Adobe Flash Player (http://get.adobe.com/flashplayer/). Please be aware that some webinars are larger files and may take some time to load.

I lost the emails/recordings.

If you lost your confirmation email, contact ellis.schieman@usatriathlon.org with the name of the webinar.

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