WEBINAR PARTICIPATION GUIDE

To ensure your online-learning experience goes smoothly and you properly qualify for full continuing education (CE) credits, please refer to this guide and adhere to the following rules:

- **Attendance**: To qualify for CE credits, you must attend the full webinar. You will NOT receive credits if you log in late and/or log off early.

- **Active Participation**: To confirm your active participation, roll calls will be called randomly during the webinar. We do this using the Questions tool of our webinar platform – GoToWebinar – which time stamps all roll-call submissions. You will NOT receive CE credits from that webinar if you do not respond to all roll calls.

- **No Computer Sharing**: Each participant must register and log in individually for webinars to receive CE credits.

- **Registration Cancellation**: You may cancel your webinar registration by contacting itoledo@ibabc.org or logging in to Sign In (ibabc.org). 48-hour notice is required for a refund.

- **Technical Difficulties**: If you have trouble logging in or the webinar platform stops running during a broadcast, close all software windows and try logging in again. If that doesn't work, call GoToWebinar customer support at 1-877-582-7011. If a technical difficulty stops you from participating in a webinar for more than 15 minutes, contact itoledo@ibabc.org

IBABC reserves the right to deny CE credits to anyone who doesn't adhere to the rules above, and to notify the Insurance Council of British Columbia about anyone who does not properly participate or pay for their participation.

WEBINAR CERTIFICATE

CE certificates will be available a few days after a webinar - once participation is verified.

- Sign In (ibabc.org)
- Select "My Continuing Professional Development (CPD)"
- Click the PDF icon on the right to view your certificate
- You can print or save from this screen