

This page contains answers to most questions you have have about the NAADAC Institute Webinar Series. Click a general topic below to find answers:

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**About the NAADAC Institute Webinar Series**

### **What is a webinar?**

A webinar is an online seminar. Participants will be able to view and hear the presentation from any Internet-connected computer/smartphone equipped with a pair of speakers or headphones. You may also connect to the audio through your phone.

### **Where can I see a full list of upcoming webinars?**

A frequently updated webinar schedule is posted here: [www.naadac.org/education/webinars](http://www.naadac.org/education/webinars)

### **Where can I see a full list of archived recorded webinars?**

A frequently updated archived webinar listing is posted here: [www.naadac.org/education/webinars](http://www.naadac.org/education/webinars)

### **How often are live webinars held?**

Wide range of current topics based on results of the NAADAC membership survey premiere each month.

### **How long is a webinar?**

Webinars range from 30 minutes to 3 hours, depending on the topic. Conveniently fits in between clients, during lunch, after a long day of work, or on the weekend.

### Who is appropriate to attend a webinar?

Addiction professionals, social workers, mental health counselors, professional counselors, psychologists, employee assistance professionals, and other helping professionals that are interested in learning about addiction-related matters

### Where can I get education about specific topics?

Search for NAADAC education by subject here: [www.naadac.org/education/ces-by-subject](http://www.naadac.org/education/ces-by-subject)

### Registering for a Webinar

#### How do I register for a webinar?

1. Open the email that contains the Webinar Invitation.
2. Click the link provided in the email to register for the webinar.
3. Complete the Registration form.
4. Click **Register Now**.
5. You will receive a confirmation email providing you with a unique link to join the webinar as well as a link to add the event to an Outlook or Lotus Notes calendar.

#### I am having trouble registering for a webinar. □ Who can I contact?

Contact Sarah Skarda at Orion Healthcare at [sskarda@orionhealthcare.com](mailto:sskarda@orionhealthcare.com) or Misti Storie at NAADAC at [misti@naadac.org](mailto:misti@naadac.org)

### **I submitted my registration and haven't received confirmation. What should I do?**

The GoToWebinar email system typically sends that email within 30 minutes after registration, however, volume of requests may increase that time period. Please wait at least 4 hrs to receive confirmation. Make sure to search your Spam Mail and Junk Mail for wrong delivery. If you still have not received confirmation at that time, contact Sarah Skarda at Orion Healthcare at [sskarda@orionhealthcare.com](mailto:sskarda@orionhealthcare.com) or Misti Storie at NAADAC at [misti@naadac.org](mailto:misti@naadac.org).

### **How can I obtain my NAADAC membership number?**

You can have your NAADAC membership record # emailed to you completing this request form: [www.naadac.org/component/user/remind](http://www.naadac.org/component/user/remind)

### **If I want to coordinate a group watching a live webinar together, do all participants have to register for the event individually?**

No, not all participants watching in a group are required to register for the live event. Feel free to use the webinar series as a component of clinical supervision or watch with your colleagues over lunch. Note: Each individual must complete his or her own online CE quiz to earn CE credit.

### **Cost of Participating in a Webinar**

### **How much does it cost to participate in a live webinar?**

All NAADAC webinars are free for anyone to watch live or download later. In other words, the education is free for everyone 24/7. Improve your skills and learn at your convenience.

### **How much does it cost to watch a recorded/archived webinar?**

All NAADAC webinars are free for anyone to watch live or download later. In other words, the education is free for everyone 24/7. Improve your skills and learn at your convenience.

### **Obtaining CE Credit for a Webinar**

#### **How can I obtain CE credit for a webinar I completed?**

You can earn CE credit for any webinar you complete, either by participating in it live or by watching the recording as an archive. Simply complete the CE Quiz for that webinar, along with payment (if applicable). The quiz must receive a passing score in order to qualify for credit. Your CE certificate will be emailed to you.

#### **I am a NAADAC member. □ How do I obtain my free CEs through the webinar series?**

1. Participate in a webinar. A frequently updated webinar schedule is posted here: [www.naadac.org/education/webinars](http://www.naadac.org/education/webinars)
2. Successfully pass the associated online CE quiz that is related to the webinar content.
3. NAADAC will email you a Certificate of Completion within 21 days (most likely sooner).

### **I am not a NAADAC member. How do I obtain CEs through the webinar series?**

1. Participate in a webinar. A frequently updated webinar schedule is posted here: [www.naadac.org/education/webinars](http://www.naadac.org/education/webinars)
2. Successfully pass the associated online CE quiz that is related to the webinar content.
3. Pay for the CE credit either online, by fax or email. Or, become a member of NAADAC to receive all CEs earned through the webinar series for free.
4. NAADAC will email you a Certificate of Completion within 21 days of receiving your payment/membership application (most likely sooner).

### **How much does CE credit cost per webinar?**

Each webinar ranges from 1 to 3 hours and is eligible for CE credit for its corresponding length. The fee structure is as follows, depending on length of webinar:

- \$15 for 1 CE, 1 hour webinar - make payment [online](#) or by [email/fax](#)
- \$20 for 1.5 CEs, 1.5 hour webinar - make payment [online](#) or by [email/fax](#)
- \$25 for 2 CEs, 2 hour webinar - make payment [online](#) or by [email/fax](#)
- \$30 for 2.5 CEs, 2.5 hour webinar - make payment [online](#) or by [email/fax](#)
- \$35 for 3 CEs, 3 hour webinar - make payment [online](#) or by [email/fax](#)

### **How can I become a member of NAADAC and obtain free CEs through the webinar series?**

The NAADAC Institute Webinar Series includes over 75 hours of free continuing education on a wide range of topics that will enhance your knowledge and skills of addiction-related topics most in demand by the profession. Join NAADAC to receive all 75+ CEs for free! [www.naadac.org/join](http://www.naadac.org/join)

[in](#)

### **Is NAADAC continuing education accepted and approved for my professional license/certification?**

Click [here](#) for a list of professional organizations that approve and accept NAADAC continuing education.

### **Where will I find the quiz for CE credit?**

The CE Quiz for each webinar is located on the main information page for each webinar. You can access an entire list of NAADAC Institute Webinars here: [www.naadac.org/education/webinars](http://www.naadac.org/education/webinars)

### **How long does it take to get my CE certificate?**

CE certificates are emailed to the email address provided within 21 days after the passing CE Quiz notification (transmitted automatically) and payment (if applicable) are received by NAADAC. Certificates are most likely released sooner than 21 days, but it is not immediate.

### **My certificate only prints on half of the page. What can I do?**

After clicking the link in the notification email you receive for your Certificate, it will pull up a screen with a medium sized image of your certificate. From here, click "Download" or "Print", depending on your preference. Attempt to print it either from the newly downloaded PDF file on your computer or through the Print feature.

### **I can't find the PowerPoint Presentation for a webinar I completed. Where is it?**

The PowerPoint Presentation for each webinar is located on the main information page for each webinar. You can access an entire list of NAADAC Institute Webinars here: [www.naadac.org/education/webinars](http://www.naadac.org/education/webinars)

### **I asked a question during the live webinar. Where will a response be posted?**

The Questions and Answers from the live event for each webinar are located on the main information page for each webinar. You can access an entire list of NAADAC Institute Webinars here: [www.naadac.org/education/webinars](http://www.naadac.org/education/webinars)

### **Who should I contact if I have questions about my CE certificate?**

Contact Misti Storie, the Director of Training and Professional Development, at [misti@naadac.org](mailto:misti@naadac.org)

## **Accessing a Webinar Using GoToWebinar**

### **How will I access the Webinar at the scheduled time?**

In a nutshell: Upon registration, you will receive a confirmation email with a personalized link and information to access the audio (phone or speakers). Ten minutes prior to the start of the webinar, click on the link provided from GoToWebinar. This link will automatically connect you to the webinar. You may be prompted to download GoToWebinar. If you are prompted to download GoToWebinar, Choose Run. Once you are connected, you will have the choice to call into the conference line or listen through the speakers of your computer. You will be entered in either mode as a listen-only viewer. Questions can be asked using the Question feature in GoToWebinar. Click [here](#) for more detailed information.

[Download the GoToWebinar Participant Quick Guide](#)

### What are the system requirements for watching a webinar on a PC?

- Internet Explorer® 7.0, Mozilla® Firefox® 3.0, Google™ Chrome™ 5.0 (JavaScript™ and Java™ enabled) or the latest version of each web browser
- Windows® 7, Vista, XP or 2003 Server
- Cable modem, DSL or better Internet connection (700 Kbps or faster for HDFaces video conferencing)
- Dual-core 2.4GHz CPU or faster with 2GB of RAM (recommended)

### What are the system requirements for watching a webinar on a Mac?

- Safari™ 3.0, Firefox® 3.0, Google™ Chrome™ 5.0 (JavaScript™ and Java™ enabled) or the latest version of each web browser
- Mac OS® X 10.5 – Leopard® or newer
- Cable modem, DSL or better Internet connection (700 Kbps or faster for HDFaces video conferencing)
- Intel processor (1GB of RAM or better recommended)

### What are the system requirements for using VOIP?

Participants wishing to connect to audio using VoIP will need a fast Internet connection, a microphone and speakers (A USB headset is recommended.)

### What are the system requirements for watching a webinar on an iPad, iPhone or Android device?

- Free GoToMeeting app from the [App Store](#) or [Google Play](#)

- WiFi connection recommended to use VoIP

### Having Trouble Joining a Webinar

The following are some common issues that you may encounter when trying to connect to GoToMeeting/GoToWebinar on a PC. We've recommended a few easy ways you can resolve these issues.

- [Trouble joining a meeting?](#)
- [Does your browser crash or freeze?](#)
- [Can your installer not locate a suitable folder?](#)
- [Do you see a "Connection Failed" error?](#)

### Related Topics

- [Test Your GoToMeeting/GoToWebinar Connection](#)
- [Download GoToMeeting on a Mac](#)
- [Troubleshooting Java Issues](#)
- [Connection Wizard](#)

Click [here](#) for more information.

### Having Trouble with Audio During a Webinar

I am having trouble hearing the presenter during a webinar. What can I do?

- As with any meeting, it is important to test your sound quality and audio settings before your live event.
- Close all applications and documents you are not using for your presentation; applications running in the background may use up your computer's bandwidth and affect system performance.
- If you join the conference by phone, make sure that any other phones and data devices (BlackBerry, iPhone) are either turned off or are away from your computer.
- Ensure that your earpiece volume is turned up so you can hear the other attendees.
- If you join with VoIP, we recommend you use a USB headset rather than a microphone/speakers to improve call quality.
- Make sure your system meets or exceeds the recommended system requirements above.
- Close additional programs that are open on your computer but not in use. Having open programs will slow your computer's speed and memory drastically. Exit any programs that require microphone or webcam use to prevent error or conflict when using GoToMeeting.
- Turn off any streaming media applications that may take up bandwidth and resource-intensive applications that may be taxing processor ability.
- Be sure to Print any documents before joining the meeting, as printing uses a large amount of the computers resources.
- For more ways to optimize your audio please visit [Integrated Audio](#) .
- If you are still experiencing problems, please follow [this link](#) to other Audio FAQs. Or, contact [GoToMeeting Global Customer Support](#) at 1.800.263.6317 or direct dial 1.805.617.7000. If you are calling from outside the United States, click Contact Support on the [Global Customer Support](#) page for international numbers.

### **What if I can't hear other callers?**

- Telephone users: Hang up and dial back in.
- VoIP users: Test your speakers setup. Click Audio Setup in the Audio Pane to select the correct device. Mac users should: click the speaker icon in the Audio Pane to select the correct device. Also, check the volume setting in audio setup. Click Speakers Setup and then click Play Sound. Adjust the slider bar to the desired volume.

### **What if I hear static, beeping or a clicking sound?**

Electronic devices, such as Blackberries, can affect the sound quality of microphones and speakers. To avoid this, keep any electronic handheld devices away from your microphone and speakers during your meeting.

### **What if words are clipped or dropped?**

Dropped words, delays or robotic sounds are often due to poor network performance, lack of memory or high CPU usage.

- Close all applications you are not using for your presentation.
- VoIP users: A dial-up Internet connection can cause poor performance. For optimum performance when using VoIP, we recommend a broadband Internet connection. If the problem persists, switch to Telephone mode. Select Use Telephone in the Audio Pane and dial in to the meeting.

### **Accessing a Recorded Webinar**

#### **If I can't attend the live presentation, will the session be recorded for viewing later?**

Every webinar will be recorded and posted on NAADAC's website for archived viewing at your convenience. Please allow up to 48 hours after the live presentation for the video to be uploaded and available. CE credit is still available for archived webinar participation. Simply complete the corresponding CE Quiz for each webinar and submit payment (if applicable) or join NAADAC as a member.

#### **How can I obtain CE credit for watching a recorded webinar?**

1. Participate in a webinar. A frequently updated webinar schedule is posted here: [www.naa](http://www.naa)

[dac.org/education/webinars](http://dac.org/education/webinars)

2. Successfully pass the associated online CE quiz that is related to the webinar content.
3. Pay for the CE credit either online, by fax or email. Or, become a member of NAADAC to receive all CEs earned through the webinar series for free.
4. NAADAC will email you a Certificate of Completion within 21 days of receiving your payment/membership application (most likely sooner) or verifying your membership.

### **I got a message indicating " a codec was missing." What do I do?**

We recommend watching archived webinars using Windows Media Player, which can be downloaded here: <http://windows.microsoft.com/en-US/windows/downloads/windows-media-player>

If you already have Windows Media Player and it's asking for the codec, you can download the codec itself here: [www.microsoft.com/download/en/details.aspx?id=507](http://www.microsoft.com/download/en/details.aspx?id=507)