# Live Webinars in the Online Education Center FAQ

## How do sign up for AAOHN live webinars now?

* Registration for for AAOHN’s live webinars is located in the [Online Store](http://aaohn.org/p/cm/ld/fid%3D1356) or the [AAOHN Academy](http://aaohn.org/p/cm/ld/fid%3D1138) Course Catalog. Once you have completed the registration on the AAOHN website—you are finished! There is no longer an extra step needed to register through GoToWebinar. To register for a webinar, go to the [Online Education](http://aaohn.org/p/cm/ld/fid%3D1138) on the AAOHN website and select “Click here to Access the Online Education Center”. Your webinar will be listed on the Dashboard and in your My Learning Tab.

## How do I view AAOHN live webinars now?

* At the scheduled date and time for the live webinar presentation, log into your AAOHN account on the AAOHN website. Navigate to [Online Education](http://aaohn.org/p/cm/ld/fid%3D1138) and select “Click here to Access the Online Education Center”. Your webinar will be listed on the Dashboard and in your My Learning Tab. Click the “Launch” button to launch the webinar. If the webinar has not yet started, the presentation will not launch, so be sure to wait until the specified day and time of the presentation.

## I watched the live webinar, but can't find the evaluation. Where do I locate this?

## There will be a new process for the Webinar evaluations with the launch of the 2020 AAOHN Academy Online Education Center. Webinar evaluations are now included with the product course. Immediately after a webinar presentation has concluded, the evaluation will display along the left-side menu options. If the evaluation listing does not do so automatically, then you can generate it by selecting the “Refresh” button found along the top of the menu. If you accidentally close the webinar launch window before completing the evaluation, simply click “Launch” next to the webinar name to display the window again. You must complete the evaluation for the webinar within ten (10) days of the presentation in order to receive a certificate.

## I watched the live webinar, but was unable to complete the evaluation and receive my certificate on the day of the presentation. How do I complete my evaluation and receive my certificate?

* If you were unable to complete the live webinar evaluation within the ten (10) day period, you can request to receive access to the recorded version of the presentation. On-demand webinar recordings are posted within two weeks of the live webinar presentation. Email info@aaohn.org to request access.

## I registered for the live webinar but was unable to view the presentation?

## All of our live webinars are also uploaded to the AAOHN Academy online learning center as a recorded webinar product within 14 days of the live event. Recorded webinars are also free to members and $20 to non-members.

## Members should “purchase” the recorded webinar to view and complete the evaluation to earn CNE and a certificate. As a non-member, if you purchased this product for the live webinar, but did not view please contact the AAOHN National Office for assistance at info@aaohn.org or by telephone at 312-321-5173.

## How do I view and print my certificates?

* All certificates earned in the [Online Education Center](http://aaohn.org/p/cm/ld/fid%3D1138) will be found under the “My Learning” tab and the “Recently Completed” or “Completed Courses” tab. Verify the CNE is correct by looking to the far right column for that product. Then select 'Certificate', found under the name of each course product. Once open, you will be able to download and/or print each Certificate.

**I purchased a webinar and received the email, but when I accessed my Online Education Center profile the product is not in the “My Courses” section.**

* Check to make sure you fully processed your purchase. On the AAOHN website, navigate to your profile, select the “Transactions” tab to see your recent purchases. You should see the webinar in your transactions, and if the status in the far right-hand column does not read “Complete,” you did not complete your purchase and must do so to add the webinar to your Online Education Center. If you do not see the webinar in your transactions, or if it shows as complete but does not show in your Online Education Center, please contact AAOHN at info@aaohn.org or telephone 312-321-5173 for assistance.

# Technical Specifications

## Browsers that support The Online Education Center:

* Internet Explorer: supported on IE 7 and up (although, please note that Microsoft has itself warned against versions older than IE 8.0)
* Mozilla Firefox: most recent 2 public versions
* Google Chrome and Safari: most recent 2 public versions

## Operating Systems and Devices that support The Online Education Center:

* Windows versions XP and above
* Mac OS X 10.5 (Leopard) and above
* Active support for the 2 most recent public versions of Android and iOS device platforms

## Connection Speed:

Connection speeds from standard broadband access will improve the learning experience within courseware itself.

## Plug-Ins, Add-on Components, and Multimedia Support:

There are no required downloads for The Online Education Center; however, courseware and learning material requirements vary and will depend on the content itself and its publisher's requirements. It is our experience that most e-learning courseware typically requires specific plug-ins such as Adobe Flash to view multimedia.