Frequently Asked Questions and Pricing

**Important Information for the Registrant**

1. **An email with the webinar access instructions will be sent prior to the webinar as well as the morning of the webinar.** That email will be sent from The Alliance with the following email address <meetings@meetings.readytalk.com>. *If you do not see this email, please check your spam or junk folder.*
   - If your e-mail address changes, or if you do not receive an email with instructions from meetings@meetings.readytalk.com. **NOTE:** You may need to ask your IT department to whitelist this email address.

2. **Highly Recommended:** Test your computer equipment the day prior to the webinar to ensure that the webinar connection can be accessed.

**Webinar Pricing**

Webinar pricing varies based on your organization’s partnership level with The Alliance. If you are unsure of whether or not your organization is a professional partner, please refer to the list here. Pricing also varies depending on the type of registration you are purchasing (Live, OnDemand Recording, or the Live and OnDemand Bundle). Please refer to the table below for webinar pricing:

<table>
<thead>
<tr>
<th>Professional Partnership Levels</th>
<th>Live ONLY</th>
<th>OnDemand Recording</th>
<th>Live &amp; OnDemand Bundle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Level</td>
<td>Unlimited number of complimentary registrations available</td>
<td>one complimentary registration</td>
<td>N/A</td>
</tr>
<tr>
<td>Partner Level</td>
<td>one complimentary registration (additional registrations can be purchased for $60)</td>
<td>one complimentary registration</td>
<td>N/A</td>
</tr>
<tr>
<td>Colleague Level</td>
<td>one complimentary registration (additional registrations can be purchased for $80)</td>
<td>$80</td>
<td>$120</td>
</tr>
<tr>
<td>General Registration (Non-Partner)</td>
<td>$80</td>
<td>$100</td>
<td>$140</td>
</tr>
</tbody>
</table>

**Please Note:** One registration is equivalent to one webinar connection for the organization. For organizations that receive a complimentary registration for Live Webinars, we highly recommend that you coordinate with your Alliance Ambassador to organize a group viewing of all webinar offerings. **If you would like to purchase additional registrations, you may do so at a discounted rate, depending on your organization’s partnership level (see chart above).**
Our Executive and Partner level professional partners will receive one complimentary registration to our OnDemand webinar recordings. The information to access these recordings will be provided to your organization’s Alliance Ambassador. Please contact him/her to obtain this information.

**LATE REGISTRATION FEE:** A $10 late fee is applied to registrations received less than 3 days in advance to a webinar.

**FAQs**

1. **Can I share my webinar registration link and phone number with a colleague?** No, the webinar registration link is only functional for one access at one location. Sharing the link will result in you or those with the same link not being able to join.

2. **The webinar volume is low, what should I do?** If you are unable to hear the presentation, it is more than likely related to your equipment. We highly recommend that you dial-in to the webinar in order to receive the best audio quality. You also have the option of using your computer audio, however, we recommend that you ensure that you are using a quality speaker system to enhance the audio.

3. **Can I share the OnDemand Webinar Recording?** Yes, the online OnDemand recording can be shared within your organization and everyone participating can complete the evaluation to obtain CEPTC credits and/or Nursing Contact Hours.

4. **How can I obtain CEPTCs for webinars?** CEPTCs are available through live webinar participation or through the online OnDemand webinar. For live webinars participation, you have 30 calendar days to claim your credits. Our OnDemand Recordings are available for 12 months following the date of the live presentation. CEPTC credits can be claimed at any point during that 12-month period.

5. **How can I obtain Nursing contact hours for webinars?** Most live webinars, if the topic meets the Board of Nursing’s approval, will have nursing contact hours available. Our OnDemand Recordings are available for 12 months following the date of the live presentation. Nursing contact hours can be claimed at any point during that 12-month period.

6. **What do I do if my computer goes to sleep during the webinar?** Depending on your computer settings, be aware that your screen may go dark (to sleep) if there is no activity. Observing a webinar is not enough activity to prevent the computer from going to sleep. Move the mouse or click somewhere on the screen on a regular basis or change your computer screensaver settings to prevent this from happening.