**Frequently Asked Questions about A.S.P.E.N.'s Clinical Nutrition Webinar Series**

1. *How do I participate in a webinar?*

   Registration and purchase are required to participate in A.S.P.E.N.'s webinars. Both members and nonmembers are able to participate. For detailed information about A.S.P.E.N.'s webinars, pricing, and to register, go to www.nutritioncare.org/webinars.

2. *Can more than one person participate in a webinar?*

   Currently, A.S.P.E.N. has two registration categories; individual and site. Individual registrations are valid only for the person who registers for the webinar. Site registration allows for an unlimited number of participants at one location. With a site registration, the individual under whom the registration is processed serves as the site coordinator and will receive all communication regarding the webinar. All site participants must view the webinar from a single location as only one webinar access will be provided.

3. *What happens after I register for and purchase a webinar?*

   After purchasing a webinar, you will receive both a purchase receipt and a second email with instructions to access the webinar. The second email will contain a link to the webinar platform. Clicking on this link will allow you to register yourself as a webinar participant. Once this is done, you will also receive approximately 3 email reminders and access instructions directly from the GoToWebinar/GoToMeeting platform prior to the event. The information you receive can be added to your Outlook calendar if desired.

4. *What are the system requirements for the webinar platform?*

   A.S.P.E.N.'s webinars are broadcast via the GoToWebinar/GoToMeeting platform. System requirements for PC and Mac can be found at; http://www.gotomeeting.com/fec/webinar/webinar_support

   The audio component can be heard through your computer (VoIP); otherwise you can utilize the toll number and call into the program on a muted line. You <u>do not</u> need the audio PIN.

   ***If you are planning to access the program from your institution, be sure to check with your IT department well advance of the program to ensure access can be granted***

5. *How do I get webinar handouts and PPT slides?*

Approximately 1 week prior to the webinar, an attendee packet with instructions for claiming CE credit and the PPT handouts will be added as a link to the reminder emails sent via the GoToWebinar/GoToMeeting platform.  You can also access the attendee packet by clicking on the link to join the webinar and subsequently downloading the attendee packet. The attendee packet is in PDF format.

6. *When I log in to participate in the webinar a box pops up with instructions for the organizer, who is the organizer?*

   A.S.P.E.N. is the organizer.  When the presentation is about to begin, the A.S.P.E.N. organizer will start the webinar and your screen will change to the presentation slides.

7. *Can I ask questions of the speakers during the webinar?*

   You can submit questions electronically in the webinar platform.  The moderator will then direct the questions to the speakers for a verbal response.  The Q&A period is reserved for the end of each presentation and depends on the time remaining and number of questions received. It is possible that not all questions will be answered.

8. *How can I ask content-based questions during the webinar?*

   In the upper right-hand corner of the screen there will be a small rectangular box with an orange arrow. This is a minimized window.  To expand the window, click on the red arrow. The expanded window will contain the chat box.  Use the chat box to type your question and submit to the webinar administrator. **The chat box is also the location of the webinar CE code.**

9. *How do I get the slide handouts for the webinar?*

   Once you receive the webinar access instructions and confirmation email from A.S.P.E.N., you will be provided with a link for accessing the webinar and a link to complete your registration. Click on the link provided to complete your registration in the GoToWebinar platform. Once your registration is complete another email from GoToWebinar containing a link to the handouts, instructions on how to claim CE credit, and the site roster attendance log.  This email will be sent about 1 week before the webinar.

10. *Can I earn CE credit for participating in a webinar?*

    A.S.P.E.N. is accredited to provide CE credit to physicians, dietitians, nurses, and pharmacists.  Webinars are eligible for up to 1.5 hours of continuing education credit.  For details about A.S.P.E.N.'s accreditation and the CE credit affiliated with the webinars please go to [www.nutritioncare.org/webinars](www.nutritioncare.org/webinars).

11. *How do I claim CE credit for participating in a webinar?*

Participants wishing to claim CE credit will have to log into A.S.P.E.N.'s Online Learning Center and under the "MY ACCOUNT" tab, you will be able to Process Meeting/Event CE. During the webinar broadcast a secret code will be displayed in the chat box. This code is necessary for completing webinar evaluations and subsequently claiming CE credit. This code should not be shared. This process is the same for individual and site registrants.

12. *Do site participants have to do anything different?*

Site participants must sign a "site participant roster". The site coordinator is responsible for returning this form to the A.S.P.E.N. office immediately following the webinar. A.S.P.E.N. staff will then utilize the roster to ensure that individuals who did not register for or participate as part of a site have been able to gain access to and claim CE credit for the webinar.

13. *Who do I contact for assistance?*

**Technical Support:**
Phone: 1-888-711-1138 ext. 241 or 905-889-6555 ext. 241
(Monday - Friday - 9:00 AM to 5:00 PM EST)
E-mail: support@cmcgc.com

**American Society for Parenteral and Enteral Nutrition (A.S.P.E.N.)**
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