

## USA Triathlon Webinar FAQ

### **Where can I find the webinar archives?**

Coaching webinar archives - <https://usat.confedge.com/ap/reg/?i=register&e=454EC60C-21D2-4DF9-8B63-6733898679F2&grp=USATmemberarchive>

Race Director webinar archives - <https://usat.confedge.com/ap/reg/home.cfm?i=register&e=862a5fc5-0a0a-4254-bb03-9d2f3afcd916&grp=USATracedirectorarchive>

Club webinar archives - <https://www.teamusa.org/USA-Triathlon/Events/USA-Triathlon-Webinars/Clubs>

### **Why do I have to create an account to register for a webinar?**

Creating an account allows the registration system to remember your information for future webinars. It also helps USAT provide better customer service by organizing your webinar history in one place.

### **What's my password?**

If you have already created an account on the webinar system and forgot your password, click on the icon above the email box. If you don't receive your password, please email [coaching@usatriathlon.org](mailto:coaching@usatriathlon.org) for help. If you haven't created an account, you will not have a password set and enter any password.

### **I bought the wrong webinar.**

Refunds are not available for incorrectly purchased webinars.

### **I paid for the same webinar twice.**

If you paid for the same webinar twice, email [coaching@usatriathlon.org](mailto:coaching@usatriathlon.org) for assistance.

### **I won't be able to attend the webinar live.**

If you're not able to attend live, you can still pre-register and receive the complete recording once the webinar has aired. If you were not able to pre-register, live webinars will be available for purchase on the archives the following day.

### **I never got a confirmation email.**

If you never received a confirmation email for a live or archived webinar, check your spam/junk folder. If you still haven't received anything, email [coaching@usatriathlon.org](mailto:coaching@usatriathlon.org) with the title of the webinar.

### **How do I watch the webinar?**

To attend a live webinar, you will receive a confirmation email with the link to view the webinar at the appropriate time. To access the live webinar, click on the link no later than five minutes before the start time and enter the webinar room as a guest (you will not need a username or password). You will be placed in a waiting room until five minutes before the start time. If you are unable to attend live, you will receive a post-webinar email with the complete recording after the presentation has aired.

To watch an archived webinar, you will receive a confirmation email with the recording link. The webinar says "No Content Available". Make sure you have the latest version of Adobe Flash Player (<http://get.adobe.com/flashplayer/>). Please be aware that some webinars are larger files and may take some time to load. If you lost your confirmation email, contact [coaching@usatriathlon.org](mailto:coaching@usatriathlon.org) with the name of the webinar.

**I'm unable to enter the webinar room.**

The link to access live webinars will open 15 minutes before the start time. While you can try to enter the meeting room at that point, you will not be admitted until five minutes before the start time. When entering the room, select the "Guest" option and request entry.

If you still have trouble, you may need to download the Adobe Connect Ad-In which can be found here:

PC: <http://www.adobe.com/support/connect/updaters.html>

MAC: [http://kb2.adobe.com/cps/912/cpsid\\_91251.html](http://kb2.adobe.com/cps/912/cpsid_91251.html)

**How do I ask questions during a webinar?**

There will be a Q&A session at the end of each live webinar, at which time you can ask questions. Directions on how to ask questions during the Q&A session will be provided in the beginning and end of the webinar.

**How long do I have access to a webinar?**

You will always have access to a purchased webinar (live or archived). If you lost the recording link, please email [coaching@usatriathlon.org](mailto:coaching@usatriathlon.org) for help.

**I lost the emails/recordings.**

If you lost your confirmation email, contact [coaching@usatriathlon.org](mailto:coaching@usatriathlon.org) with the name of the webinar.

**How do I take the CEU exam?**

All CEU exams can be found here: <http://www.usatriathlonuniversity.com/>. Exams are normally 10 questions long. You must receive a 70% or higher to pass the exam. If you fail an exam, you must repurchase to retake the exam.

**I can't find the webinar I want to purchase in the webinar archives.**

The default setting for the archives is by date. There are options to sort the list of webinars by topic by selecting one of the categories listed under the "USAT Webinar Archives" heading. Please be aware, USA Triathlon reserves the right to remove webinars at any point in time. If you have purchased a webinar that we remove, you will still have access to the webinar.