

Troubleshooting technical difficulties before the morning of your webinar allows PAPA adequate time to assist you. We're here to help on the morning of your webinar, but these mornings are hectic and we may not be able to assist immediately. We are also not able to troubleshoot any problem that may originate from your device. If you encounter trouble that is not a result of PAPA error, we are unable to ensure that you'll receive credit for your webinar.

Do I need a Zoom account to participate in a PAPA webinar?

Yes, you do. If you haven't already done so, create one at www.zoom.us/signup.

To attend a webinar, does my computer need to have a _____?

- **Camera/webcam: No**, and attendees using webcams are hidden.
- **Microphone: No**, and attendees using microphones are muted.
- **Speaker: Yes!** You will need to hear the presentations as they're happening.

Can I use a smart phone or tablet to participate in a webinar?

Yes. You will need to download the Zoom app on your smart phone or tablet (whichever you're using) to participate in the webinar.

Can I call in to participate in a webinar?

We strongly discourage calling into the webinar because visual participation is necessary. This means that calling in will make completing the webinar attendance requirements much more difficult for you. If the only way you are able to participate in a webinar is by calling in, please notify the PAPA Educational Coordinator running the webinar. To ensure that your participation is recorded, we will need to know the phone number that you are using to call in.

If we're all registered for the webinar, can I watch it with my coworkers on one computer?

Each person registered for the webinar must be logged in on separate devices. Your participation in the webinar is recorded based on the time that you're logged into the webinar. If you are not logged in for the webinar individually, you will not earn CE credit, even if you provide a verification photo and take both quizzes.

How do I find out which PAPA Educational Coordinator is running the webinar?

The agenda for the webinar can be found on our [website](#), next to the event title. On the agenda, the name under the "Continuing Education Webinar Instructions" talk title is the name of the PAPA Educational Coordinator running that webinar. Contact info for each member of the PAPA team can be found on the PAPA website [here](#).

I submitted my verification photo through the Google file upload but I didn't hear back. How do I know that my photo was received?

The only way to receive confirmation that your verification photo has been received is to text it to the number provided in your webinar reminder email. Please do not re-submit your photo via the text option if you've already used the Google upload option. As stated on the Google upload page, you will not receive confirmation that your photo has been received. If your verification photo has not been received, your name will be announced between presentations during the webinar. If you don't hear your name, you're good to go!

I texted my verification photo but didn't get confirmation that it was received.

If we haven't received your verification photo, your name will be announced between speakers during the webinar. If your name is not announced, it means that the PAPA Educational Coordinator has not had time to respond to you, yet. They will reply to you as soon as they can. Do not wait for confirmation that your photo was received before joining the webinar.

I tried to join the webinar, but Zoom says “only authenticated users can join”.

In order to become an authenticated user, you will need to create an account on Zoom. You only need to create an account once, and creating an account is free. If you are asked to provide payment information on a site other than the PAPA website, stop and contact a member of the PAPA team for assistance.

Zoom is asking me to log in to join, but PAPA didn’t give me a password to join the webinar.

PAPA does not require a password to join our Zoom webinars. If you’re being asked for a password it is the password that you created for your personal Zoom account login.

I know my Zoom login information, I’m using the link that PAPA sent me, and everything seems right, but I still can’t get into the webinar. What’s wrong?

Try using a different browser, as you may be using a browser that is incompatible with Zoom. Browser compatibility:

- Internet Explorer 10 or higher
- Chromium Edge 80 or higher
- Google Chrome 53.0.2785 or higher
- Safari 10.0.602.1.50 or higher
- Firefox 76 or higher

If you’re still having trouble after switching your browser, please contact us.

I called /texted (916) 347-0367 for assistance. Why hasn’t anyone gotten back to me?

This number is meant for verification photo text submission, exclusively. As stated on the outgoing message, no calls to that number will be returned. Often, email is the fastest way to get a response, so please consider emailing info@papaseminars.com for assistance. If you need to reach someone on the PAPA team via phone, please leave a detailed message at (831) 442-3536 and someone will get back to you shortly.

I was in the webinar but was called away from my computer. When I tried to re-join the webinar, I was unable to login. What do I do?

Notify anyone on the PAPA team immediately so you can be helped. The quickest way to get ahold of someone is to email info@papaseminars.com, or email the Educational Coordinator running the webinar.

Where are the quiz links?

On the day prior to the webinar, the quiz links are emailed to the email address you use for your PAPA website login. This email may have gone to spam/junk, so please check there before reaching out for assistance. The quiz links are also provided in the Chat section of the webinar (not the Q&A section) at the times the quizzes should be taken.

How do I know what score I received on the quizzes? Does my score matter?

After completing and submitting your quiz, the page will display a button that says “View Accuracy”. You’ll also receive an email after submitting the quiz. The email will contain a button that says “View Score”. Clicking either of these buttons will show you your score. You must take both quizzes, but only the second quiz has a passing score requirement. You must receive a score of at least 70% (i.e. you can miss no more than four questions) on the second quiz in order to receive credit for the webinar. You can retake this quiz an unlimited number of times, until 6 p.m. the day of the webinar, to receive a passing score.

I took both quizzes and was logged in for the entire webinar. Where is my certificate?

Please allow 24-48 hours after the webinar ends to receive your certificate of completion. If it has been more than two days since the webinar, check your spam/junk folder for the email. If it has been more than two days since the webinar and the email isn't in your spam/junk folder, please email the PAPA Educational Coordinator who ran the webinar you attended.

I'm a 2020 PAPA member. How long until my webinar hours appear on my hours report?

To get hours on your report, the process goes as follows:

The course sponsor (in this case, PAPA) submits your attendance information to [CECPM](#) > CECPM processes and records your attendance > PAPA has access to CECPM database, which is where the member CE reports we provide are drawn from. Normally, this takes a maximum of two weeks. However, COVID-19 may increase the time it takes to process your hours. If you don't see your webinar hours within a month of the webinar date, please contact PAPA, not CECPM.

Can I receive partial credit for the webinar if I'm only able to attend a portion?

No. No partial credit can be given for our webinars. The requirements to receive credit are:

- You must be a paid attendee
- Submit your verification photo (a selfie of you, holding a photo ID, not your DPR license)
- Complete the first quiz (no score requirement)
- Complete the second quiz with a score of at least 70%
- You must be logged in for the entirety of the webinar

Failure to meet all of these requirements will mean that you cannot receive credit for the webinar.

What is your webinar cancellation policy?

PAPA does not offer refunds. Should you need to cancel a webinar registration, please contact us by 4:00 p.m. on the day prior to your scheduled webinar to request either a transfer or an account credit. Cancellations made after this time, or no-shows on the day of the webinar, are not eligible for a transfer or an account credit – the full registration fee is forfeited in these instances.

How can a webinar sell out?

There are two reasons a webinar cannot be made available to an unlimited number of people.

1. We are limited by the webinar platform, Zoom, as to how many people can join. Once we reach the maximum number of attendees, Zoom will not allow anyone else to join in.
2. Our Educational Coordinators must verify with each person, individually, their name, photo ID, etc. in order to comply with DPR requirements. There are only so many people that it's possible to verify in this way in the time frame that the webinar provides.

Are you planning any longer webinars?

No, we are not. Three and a half hours is a long time to be at your computer, and we want to make sure that you can attend our webinars without disrupting too much of your day.

Are you planning any Test Prep webinars?

No, not at this time. If this is something you're interested in, please let us know by emailing info@papaseminars.com. Please note that, as of March 30, all future DPR exam dates are on hold until further notice.