

PAPA Webinar FAQ: Updated April 2024

We ask that you please scroll through the questions below to see if your specific question is answered and read the answer before reaching out for assistance. If you have a question that is not answered in this FAQ, please reach out to us. We're happy to help! PAPA's Webinar Coordinator is Tonia Ditzel. You can email tonia@papaseminars.com or info@papaseminars.com for webinar assistance.

When are PAPA webinars held?

We hold approximately one webinar per week (with some exceptions), for most of the year. Our schedule can be viewed at any time on www.papaseminars.com/seminars. Webinars are always held from 9:00 a.m. to 12:30 p.m. on their scheduled dates.

How many DPR hours do I get?

All of PAPA's webinars are worth 3.0 – 3.5 DPR hours. The laws/other breakdown varies from webinar to webinar, please view the agendas on www.papaseminars.com/seminars to view the breakdown for specific webinars. Agendas are updated as soon as DPR approval is received, so if you don't see an hours breakdown then we do not yet know what it will be for that webinar. We try to get at least 1.0 law hour, per webinar and most webinars end up with 1.0 law and 2.0 – 2.5 other hours.

Do your webinars offer hours for ISA, GCSAA, CCA, and/or Vector/MVCAC?

Most of them do! If additional accreditation is available, is in noted on the webinar agendas (linked next to the webinar titles on our [Seminars page](#)). Instructions for how to get the credit for these extra accreditations are given during the webinar, please pay attention to the webinar for these instructions. Please note that we do not often apply for or receive Structural accreditation.

How do I earn CE credit for the webinar?

Requirements to earn CE credit:

- You must be a paid, registered attendee. (See "How do I register for a PAPA webinar?" below.)
- You must click "Yes" on the DPR-required fraud acknowledgement that pops up during the webinar. Photo ID is no longer required.
- You must complete the 1st quiz (no score requirement) by 6:00 p.m. on the day of the webinar. (See "How do I take the quizzes?" below.)
- You must complete the 2nd quiz (min. passing score of 11/15) by 6:00 p.m. on the day of the webinar. (See "How do I take the quizzes?" below.)

- You must be signed into Zoom under your own name for the duration of the webinar. (See “How do I get the webinar links?” and “How do I get into the webinar?” below.) Attendees who miss 30 minutes (or more) of instruction are ineligible for credit. If you are signed into Zoom under a name other than your own, we may be unable to verify your attendance and thus may not be able to issue you CE credit.

Instructions on how to complete all of these requirements are included in this FAQ. Certificates of completion are sent within 24 hours post-webinar to attendees meeting all of the above requirements. Please check your spam/junk folder if you do not see your Certificate after 24 hours. If you still do not see it, contact tonia@papaseminars.com. PAPA members eligible for hours tracking can expect to see our webinars on their reports within 2 weeks of course completion.

How do I register for a PAPA webinar?

Webinar registration is open to current members at any time. Registration opens to non-members 30 days prior to each event. (Example: Our February 1, 2024 webinar registration opens to non-members on January 2). Once you're registered, you'll wait for your reminder emails. See “How do I get the webinar links?” below.

There are two, convenient methods available to make your CE course purchase:

- Online at www.papaseminars.com: Credit/debit cards and eChecks are accepted online. You must be signed into an account before you can process a payment online. Email info@papaseminars.com for login assistance.
- Call us at 831-442-3536: Credit/debit cards only, no eChecks will be accepted via phone. Phone hours: M-Th, 8:30-4:30 & F, 8:30-12:00.

How do I take the quizzes?

Two quizzes will be given to verify participation in the webinar, per DPR requirements. The first quiz will be opened after the second presentation and the second quiz will be opened after the final presentation.

The quizzes will be made up of 5 true/false statements, per presentation. The first quiz has no score requirement but to receive your Certificate of Completion and CE credit you can miss no more than 4 out of 15 questions on the second quiz. You will have the opportunity to retake the second quiz multiple times, if needed, to achieve a score of at least 11/15 (70%). You have until 6:00 p.m. on the day of the webinar to complete the quizzes. If you do not complete both quizzes (including passing the second quiz with at least 11 correct answers) by 6:00 p.m. on the day of the webinar, you will not receive continuing education credit for the day.

The quizzes can be accessed with the buttons or links that are in the webinar reminder emails. The quiz links will also be posted in the chat section of Zoom when it is time to

take them. All quizzes are unavailable until it is time to take them.

Your score will be displayed on-screen immediately after you complete each quiz. Once you see this score, this means that we have received your quiz submission. If you see your score, then there is no need to call or email us to verify that we've received your quiz.

Please feel free to take a screenshot of your score for your records, though this is not necessary. If you do take a screenshot, there is no need to send it to us.

You will need to be signed into your PAPA account before you can access the quizzes.

Email info@papaseminars.com with your name/license number if you need login help.

How do I get the webinar links?

We send registered attendees two webinar reminder emails for each webinar, and we ask that you please read through the reminders thoroughly. The first reminder goes out on the Friday prior to your webinar at noon and the second goes out on the day before your webinar at noon. These webinar reminder emails are sent from web@papaseminars.com.

We *strongly recommend* adding web@papaseminars.com to your safe senders list to prevent your webinar reminder emails from being blocked or going to spam/junk. If you do not see either webinar reminder email by noon on the day prior to your webinar, please reach out to info@papaseminars.com as soon as possible so that we can assist you.

Please note: *The webinar reminder emails are sent to the email address that you use to sign into your account. This is not necessarily the same email address that your receipt was sent to!* If you want to check or change the email address that your reminders are sent to, please email info@papaseminars.com with your name and license number.

How do I get into the webinar?

You can access the webinar starting at 8:30 a.m. via one of the following three methods. If you try joining before 8:30 the webinar will not have started, yet.

Please note: *Whenever prompted to enter your name, please always enter your name as it appears on your license/certificate. Do not use a short name or nickname, as doing so makes it harder for us to get your hours assigned to you.*

Method 1: Click on the webinar link button in either webinar reminder email.

Method 2: Open the Zoom application on your device, if you have it installed. Click "Join a Meeting" or "Join". Enter the meeting ID that is included in the webinar reminder emails.

Method 3: Open the following website on an internet browser: www.zoom.us/join. Enter the meeting ID that we've included in the webinar reminder emails.

When you join the webinar between 8:30 and 9:00, you will not hear any audio. This is normal. We run a silent slideshow of our sponsors before the webinar begins at 9:00.

If prompted for a webinar password, enter **papa123**. Please email info@papaseminars.com if you need assistance getting into the webinar.

How do I get my Certificate of Completion?

Please allow 24 hours after the webinar ends to receive your Certificate of Completion – it will be emailed to you. If it is later than 12:30 p.m. on the day after your webinar and you do not see your Certificate in your inbox or spam/junk, please email tonia@papaseminars.com.

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

For any hours to appear 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. If you don't see your webinar hours within two weeks of the webinar date, please contact PAPA, not CECPM.

Important Technical Notes

Before the webinar, please ensure that you and your device are prepared to meet all of the requirements to earn CE credit. (See “How do I earn CE credit for the webinar?” above.)

Should you encounter trouble getting into the webinar, you must reach out for assistance via email or phone before 9:00 a.m. on the morning of the webinar:

info@papaseminars.com or 831-442-3536. If we do not pick up, please leave a voicemail instead of calling repeatedly.

We're here to help on the morning of your webinar but these mornings can be hectic as we sometimes receive many calls, so we may not be able to assist immediately. If you do not contact us by 9:00 a.m. or are unable to resolve your technical difficulties by 9:30 a.m., you may be considered a no-show. No-shows are ineligible for transfers or account credits, and PAPA does not issue refunds. We are unlikely to be able to troubleshoot any problem that may originate from your device and cannot reset your Zoom password. 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.

Can I cancel my webinar registration after I've paid?

PAPA does not offer refunds, but you can transfer your registration to another person or to a different PAPA event. If you cannot attend your webinar and need to request a transfer, you must email info@papaseminars.com by 4:00 p.m. on the day before the webinar to request your transfer. Requests made after this time will not be transferred and will be considered no-shows. No-shows are ineligible for transfers or account credits and PAPA does not offer refunds. Our transfer policy can be found [here](#).

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

Not anymore! This used to be a requirement, but we've been able to find a way around this. You just need to be able to access Zoom on your device.

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

- Camera/webcam: No, we do not have the option for attendees to be on camera.
- Microphone: No, and attendee 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. To participate in the webinar, you will need to download the Zoom app on your device.

Can I call in to participate in a webinar?

We strongly discourage calling into the webinar because it will make completing the requirements much more difficult. If the only way you can participate in a webinar is by calling in, please notify Tonia Ditzel via email, tonia@papaseminars.com. To ensure that your participation is recorded, Tonia will need to know the phone number that you are using to call in.

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

Each person registered for the webinar must be watching 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 into the webinar individually, only the person signed in will earn CE credit, even if you all take both quizzes.

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.

I did not complete the DPR-required fraud acknowledgement, what do I do?

Please email tonia@papaseminars.com to discuss what can be done.

I'm using the link that PAPA sent me, but I still can't get into the webinar.

Try using a different browser, as you may be using a browser that is incompatible with Zoom. Click [here](#) for the web browsers that support Zoom. If you're having trouble and are using a supported browser, please email info@papaseminars.com.

I closed Zoom mid-webinar and when try to rejoin the webinar, I am unable to get in.

What do I do?

Notify the PAPA team immediately by emailing info@papaseminars.com. If you miss more than 30 minutes of instruction you may not be able to earn CE credit. Partial credit is not given for PAPA webinars.

Are you planning any longer webinars?

No, we are not. All webinars run from 9:00 a.m. to 12:30 p.m. on their scheduled days. 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. We offer longer, in-person, seminars. Our full schedule can be found at www.papaseminars.com/seminars.

Are you planning any shorter webinars?

No, we are not. We do offer 1-hour on-demand online courses though. [Click here](#) for more information.

Are you planning any Test Prep webinars?

Yes, we have some scheduled now! Please visit our [Test Prep page](#).

Have a question that this FAQ didn't answer? Email info@papaseminars.com for help.