

## **SENG Webinar: Frequently Asked Questions**

### **To Join the Live Event (for registered guests):**

<http://www.instantpresenter.com/seng4>

You will need the email address and password you supplied when you registered.

### **To Register Now:**

Does Your Gifted Child Feel "At Home" in School? Cluster Grouping Can Help Gifted Students Thrive

**Presenter: Dina Brulles**

<http://www.instantpresenter.com/PIID=EC50DC8889>

#### **1) I don't have a PayPal account. Is there another way to register for the webinar?**

Yes, just click on the link that reads "Proceed to PayPal for Payment." This link offers the option of paying by MasterCard, VISA, American Express and Discover in addition to paying via PayPal.

#### **2) I cannot attend the live session. Is there another way to access the session?**

Yes. You may register in advance, even if you are not available during the actual live interactive session. All registered attendees who do not log in to the live session will receive a recorded version to watch at a more convenient time.

#### **3) Do I need a PC or to load any software to my computer?**

No. The web-seminar service, InstantPresenter, can be accessed on any computer, and does not load software onto your system. You may need to turn off any pop-up blocking software you are running for the duration of the web-seminar session.

#### **4) Do I need a broad-band/cable connection?**

No. InstantPresenter can run on a dial-up connection. If you are using a dial-up connection, please log-in at least twenty minutes early as the process of establishing a connection will take longer with a dial-up modem than through a broadband connection.

#### **5) I can't hear anything.**

Please make sure your speakers are turned on and that the volume is adjusted correctly. There will be an audio check five minutes prior to the start of the session so you can set your volume.

#### **6) I forgot my password.**

Please write down your password when you create it. The web-seminar software automatically sends reminders to registrants one week prior to the event. When you receive this reminder, please confirm that you know your password. Passwords are unique to the email log-in. If someone else logs in with your email, and has your password, you would be locked out, so keep your password private.

#### **7) How do I prepare for the webinar?**

It is recommended that you perform a system test on the computer you will use at least 48 hours before the webinar to ensure that you are set up to attend. To check connectivity please visit [www.instantpresenter.com/system\\_test](http://www.instantpresenter.com/system_test) to ensure that the computer has all necessary software to view the show. From the system test, make sure to click the "Click Here to Test Your Sound" button to make sure that your computer's sound system is working.

#### **8) What if I need technical assistance?**

If you encounter difficulty during your system test or during the webinar, please send an e-mail to [support@instantpresenter.com](mailto:support@instantpresenter.com). Include your name and phone number for a tech support call back. You may also phone InstantPresenter technical support directly at (714) 890-3008. In addition, the log-in screen will provide "Help" information.

#### **9) Can I order past recordings of SENG webinars?**

Yes! You may purchase past sessions using our [Webinar Recording Order Form](#).

*In the event of an emergency that prevents SENG from broadcasting a webinar, SENG will make every effort to reschedule the same expert and make that rescheduled session available to all registered webinar guests. Registrants will be notified by email within 24 hours of the original scheduled session.*