

[APHL/CLSI Webinar FAQ](#)

Each year CLSI co-hosts several webinars with the Association of Public Health Laboratories (APHL). APHL handles registration for all co-hosted webinars. Please do not send checks to CLSI or they will be returned.

General FAQ:

Q: Who should attend APHL/CLSI Webinars?

A: These intermediate-level programs are appropriate for laboratory professionals working in clinical, public health, and academic settings.

Q: How do I register for an APHL/CLSI Webinar?

A: Please visit <http://www.aphl.org/courses/Pages/clsi09.aspx>. This page lists all currently available APHL/CLSI webinars. You will need to select a site facilitator who must register for the webinar and be able to receive all communication via e-mail.

Q: What is the cost of an APHL/CLSI Webinar?

A: Each webinar costs \$195 per site. Sometimes discounts are offered for purchasing a webinar series. Please visit the registration site to view available discounts.

Q: Are APHL/CLSI webinars eligible for CLSI member discounts?

A: CLSI member discounts do not apply to co-hosted webinars.

Q: What forms of payment are accepted?

A: You may pay online using a credit card. If you would like to pay by check, please request a registration form from the APHL Registrar at 240.485.2727. Make checks payable to "APHL" and send to:

APHL Registrar
PO Box 79117
Baltimore, MD, 21279-0117

Be sure to include the registration form and note the course number on the check. If no registration form is received, your check will be deposited but you may not be registered for the course or receive a confirmation notice. We do not accept purchase orders. We are unable to offer refunds for cancellations. Please do not send checks to CLSI.

Q: Will I still be able to view the webinar once it is complete?

A: Yes. All webinar registrations include access to the Web-archived program for six months.

Q: I am having difficulty registering. Who should I contact?

A: If you have difficulty with the online registration process, please e-mail registrar@aphl.org or call 240.485.2727 between 8:00 AM and 4:30 PM Eastern (US) Time.

Q: Will I receive continuing education credit for participating in a webinar?

A: CLSI and APHL are approved providers of continuing education programs in the clinical laboratory sciences by the American Society for Clinical Laboratory Science P.A.C.E.® Program. Participants will be awarded 1.0 contact hour for each program they successfully complete. P.A.C.E.® is accepted by all licensure states except Florida. Florida continuing education credit will be offered based on 1.0 hour of instruction. To receive continuing education credit, you must view the program and complete the online evaluation within six months of the original date of the program.

Technology FAQ:

Q: What are the system requirements for Web conference technology?

A: You will need:

- Windows®: Internet Explorer 7.0® or higher
- Mac®: Safari® Web browser
- Adobe Flash 9.0® or higher
- Pop-up blocker enabled
- ActiveX® enabled
- High-speed Internet cable connection

Q: Can I test my computer before the webcast?

A: Yes. Go to:

<http://eventcenter.commpartners.com/se/Meetings/BrowserTest.aspx?account.id=CommPart> and click on the "Browser Test." You should see a "Congratulations" message and hear a pre-recorded audio message.

Q: What if I am not able to log in while testing my computer?

A: Please follow these steps (*after trying each of the following steps, try to log into the test site or event/archive again before moving to the next step*):

- 1.) If you do not see the "Congratulations" message, go to <http://www.flash.com> to download the required Adobe Flash software. Once at the site, go to the "Downloads" menu at the top and choose "Adobe Flash Player."
- 2.) Clear the cache in your Web browser (go to Tools, Internet Options, General Tab, delete temporary files, history, and cookies). Then, close your Web browser completely. Open your Web browser again and try logging into the test site or event/archive again.
- 3.) It is recommended that you use a PC with Windows and Internet Explorer 7.0 or higher. If you are using a Mac, please use the Safari Web browser. Both options require a high speed/broadband Internet connection. Wifi is not recommended.
- 4.) Make sure you do not have pop-ups disabled in your Internet browser settings. 5.) Make sure that your Internet browser is ActiveX enabled.
- 6.) If none of the above steps resolve the issues, direct your Web browser to <http://www.getfirefox.com> and download Firefox. Next, reinstall the Adobe Flash software by visiting www.flash.com. (See step 1.)
- 7.) If none of these steps are successful, the issue may be related to (a) internal firewall settings, (b) internal Internet settings or (c) the speed/capability of your Internet connection. You should consult your IT department or Internet provider. Please make sure the following IP addresses are open:

72.32.161.112 port 80 (web and Flash file delivery) 72.32.200.104 port

80 (web and Flash file delivery)

72.32.221.85 ports 1935, 443, and 80 (Flash RTMP and RTMPT streaming)

66.135.54.165 ports 1935, 443, and 80 (Flash RTMP and RTMPT streaming)

72.32.200.106 ports 1935, 443, and 80 (Flash RTMP and RTMPT streaming)

Q: What if I experience problems while I am connected to the program?

A: If you are already logged into the meeting and experience a problem (eg, slides stop advancing, streaming audio stops/fails), try clicking the "refresh" button in your Web browser. If you have tried all of the troubleshooting steps and you are still experiencing a problem, please e-mail the details of your problem to customersupport@aphl.org. APHL will try everything possible to obtain an answer from the event center. If the issue cannot be resolved, you will still be able to connect to the program with a phone line and download the speaker's presentation.