

CLSI Webinar FAQ

(If you are interested in a CLSI/APHL joint webinar, please visit the CLSI/APHL Webinar FAQ page)

General FAQ:

Q: How do I register for a CLSI Webinar?

A: Webinars can be purchased through the www.clsi.org website under the education section in the shop. The person who purchases the webinar will become the Site Representative (they will receive all webinar details such as login instructions, handouts, etc. via e-mail and will need to distribute the information to the attendees). Registration closes at 8:00 am ET on the day of the webinar.

Q: What is the cost of a CLSI Webinar?

A: The non-member pricing for CLSI Webinars range from \$99-\$199 per site.

Q: Do you offer member discounts for CLSI Webinars?

A: If you are a CLSI member you can receive discounts on CLSI webinars. If you are logged in when you purchase the webinar your member discount will be automatically applied at checkout.

Q: What forms of payment are accepted for CLSI Webinars?

A: You may pay online using a credit card. If you would like to pay by check, please download the order form found on this webpage: <http://www.clsi.org/about-clsi/clsi-resources/>. Be sure to attach the check and include the course title on the check. If no order form is received your check will be deposited, but you may not be registered for the course or get a confirmation notice. We also accept purchase orders.

Q: Do you offer refunds for CLSI Webinars?

A: We are unable to offer refunds for cancellations.

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 1 year after the live webinar.

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

A: If you have difficulty with the online purchase process, please e-mail customerservice@cls.org or call CLSI customer service at 610.688.0100.

Q: Who should attend the CLSI Webinars?

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

Q: How many people can participate per site?

A: When you purchase the webinar you will receive access for one computer login. You can have as many people participate in the live webinar as you want, but if you use more than one computer connection you will receive a bill for each additional login.

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

A: CLSI is an approved provider of continuing education programs in the clinical laboratory sciences by the ASCLS 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. To receive continuing education credit, you must view the live program and submit the evaluation. Credits are not offered for viewing the recording.

Technology FAQ:

Q: What are the system requirements for WebEx web-conference technology?

A: You will need a working audio card and speakers as well as the following:

Windows support

- Intel Core2 Duo CPU 2.XX GHz or AMD processor. (2 GB of RAM recommended)
- JavaScript and Cookies enabled
- Active X enabled and unblocked for Microsoft Internet Explorer (recommended)
- Java 6.0 or above

Mac support

- Intel processor (512 MB of RAM or more recommended)
- JavaScript and Cookies enabled
- Plug-ins enabled in Safari
- Java 6.0 or above

Linux support

WebEx will support any Linux distribution as long as it meets the following minimum requirements:

- Kernel: 2.6 or later
- X Lib: X11R6 or later compatible
- C++ Lib: libstdc++ 6
- Desktop Environment, XFce 4.0 or later, KDE, Ximian, Gnome
- GDK/GTK. version: 2.0 or later
- Glib: 2.0 or later
- Sun Java 1.5 or later

Mobile support

WebEx supports starting or joining a meeting from your mobile device. The WebEx web pages are also accessible on the mobile device default browser. Mobile applications are available for iOS(iPhone/iPad), Android and Cius devices.

Q: Can I test my computer before the webcast?

A: Yes. CLSI uses WebEx for webinars. Go to:

<http://www.webex.com/test-meeting.html> and enter your name and e-mail, then click on "Join."
You should see a "Congratulations" message.

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

A: Please call WebEx Technical Support at 1.866.229.3239.

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 (slides stop advancing, streaming audio stops/fails, etc.), try clicking the "refresh" button in your web browser. If you have tried all the troubleshooting steps and you are still experiencing a problem, please call WebEx Technical Support at 1.866.229.3239 and dial x1.