

# Envisioning the Future



EXPLORING  
LESSONS  
LEARNED

## Frequently Asked Questions

### REGISTRATION

**Q1. I'm having a hard time following the process. Can you help me?**

**A1.** Check out this document with step-by-step instructions. (*put in a hyperlink to the registration instructions*)

**Q2. Can I pay by check?**

**A2.** Yes, send an email to [info@pioneernetwork.net](mailto:info@pioneernetwork.net) or call 585-287-6436 and we'll be happy to help you.

**Q3. Where will I find the receipt for my registration payment?**

**A3.** The ORDER SUMMARY at the bottom of this email is your receipt of payment. Please save or print as needed for your records.

**Q4. I completed the registration in Attendify...is there more I have to do?**

**A4.** Yes, there is a second part to completing the registration. The link for the second part can be found in the following places:

- Confirmation Page (you will see this when you have completed the order process in Attendify)
- Confirmation email
- Event Ticket

*We recommend you complete this step right away.*

**Q5. If I am registering for someone else, does it matter if I use my email?**

**A5.** For the first step in the registration process in Attendify, it does not matter, but for the second step in Zoom, please use their e-mail address of the individual who will be attending. This is who will receive the sign-in information, reminders, and who will be recorded as the attendee on the virtual sign-in sheet. Note: This is essential in terms of verifying attendance for CEs.

**Q6. I registered, but I did not receive a confirmation email.**

**A6.** Email confirmations will be from Attendify (Step 1), and Zoom (Step 2). If you don't receive an email shortly after you register, please check your spam/trash folders. If you still don't receive a confirmation, contact [joan.devine@pioneernetwork.net](mailto:joan.devine@pioneernetwork.net).

**Q7. I registered my organization at the organizational rate. Does each person need to register on Zoom?**

A7. Yes, each person who is attending from your organization needs to complete the second part of the registration process with their unique email address.

## **SIGNING IN FOR SESSIONS**

**Q1. How will I sign in on the day of the symposium?**

A1. Use the link that was emailed to you when you registered.

**Q2. What if I can't find my registration email?**

A2. You will receive a reminder email with your registration information one week, one day, and one hour before the event starts.

Q3: What if I have never used Zoom before?

A3: Check out the "Sign in and join" information, which includes a link to "Sign up free".  
<https://support.zoom.us/hc/en-us/categories/200101697-Getting-Started>

**Q3. If I have to leave the event during the day, can I sign back in?**

A3. Yes, you can sign in and out as needed, using the same link.

**Q4. How do I access the Attendee Only portion of the website?**

A4. A Password to this page will be sent to all registered attendees by March 22.

## **LET'S TALK DISCUSSION SESSIONS**

**Q1. How will the discussion sessions work?**

A1. For the live event on March 24, all 4 discussion sessions will be held at the same time, from 4:45 PM - 5:45 PM EST. Each will have a unique link to a Zoom meeting.

- Choose the session you wish to attend
- Go to the Attendee Only webpage. (The Password to this page will be sent to all registered attendees by March 22.)
  - o A link to the discussion rooms associated with each of the general sessions will also be provided in the chat at the end of each general session.
- Click on the name of the session you want to attend.
  - o This will take you to a registration page.
  - o Complete the short registration process
  - o You will receive an email with the link to join the session.

**Q2. When do I have to decide which Discussion Room I want to participate in?**

A2. You can decide as soon as the Attendee Only page is open, or you can wait until the day of the event.

**Q3. What if I have registered for one of the discussion rooms and I change my mind?**

Q3. You can change your mind - just follow the same process to register for the one you want to attend.

**Q4. Will the discussion rooms be available on-demand?**

A4. Yes, a recording of the 4 discussion room sessions will be available on-demand.

## **CONTINUING EDUCATION**

**Q1. What CEs are being offered?**

A1. CEs are being provided for the following disciplines:

- Nursing Home Administrators (through NAB)
- Activity Professionals (through NCCAP)
- Nursing (through Hartford ...)
- Certified Dementia Practitioners (through NCCDP/ICCDP)

**Q2. Is there a charge for CEs?**

A2. No, CEs are included with your registration.

**Q3. Do I have to do anything before the event to sign up for CEs?**

A3. Yes, on the second step of the registration process, you need to fill in the discipline(s) you need hours for, your license number, and the state. For NHAs, you also need to fill in your NAB number.

**Q4. What do I need to do to have the CEs approved?**

A4. **ALL CEs - For the live event:**

- Sign into the event using your unique link - this will then allow us to track your attendance.
  - o Signing in/out is our virtual version of a paper sign-in sheet.
- You need to attend each Session and the Discussion Group for at least 50 minutes

**NURSES**

- Prior to the Event: You will receive an email from < > with a pre-test that must be completed before March 24.
- Following the event: You will receive an email from < > with a post-test that must be passed with a score of 80%, and a post-session survey.

**On-demand sessions.**

- Register to watch the session on-demand using the link provided on the Attendee Only webpage. This is a password protected page. The password will be sent to all registered attendees by March 22.

**NHAs and Activity Professionals**

- At the end of the session, you will receive a link to a 5-question post-test that you must complete.

**Q5. When will I get my certificate?**

A5. Certificates will be emailed no later than May 5.

**Q6. If I watched a session live and go in and watch it again on-demand, can I get CEs for both?**

A6. No, you can only get credit for a session one time.

## **ON-DEMAND SESSIONS**

**Q1. When will session be available for on-demand viewing?**

A1. Sessions will be available starting on Friday, March 26.

**Q2. How will I access the on-demand sessions?**

A2. Access to the on-demand sessions will be through the Attendee Only webpage. The Password to this page will be sent to all registered attendees by March 22.

**Q3. How long will I have access to the sessions?**

A3. Individual Registrations will have access through April 9 and Organizational rate attendees will have access through April 30.

Can't find the answer to your question? Contact Pioneer Network at [info@pioneernetwork.net](mailto:info@pioneernetwork.net) or call 585-287-6436.