Webinar Attendee Helpful Hints:

Invitations:
- You will receive an invitation from FloodSmart to join a webinar
  - The email address is meetings@meetings.callinfo.com
- This invitation can be forwarded on to others that you would like to invite

Registration:

- You will be required to pre-register before joining the webinar, and will receive an email that looks like this:
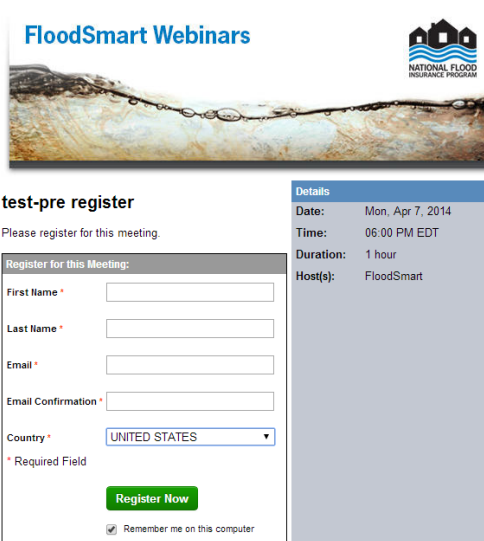
- Please click on the green "Register Now" designated link to register for your webinar. You will be taken to this page:

- Once registered, you will be redirected to a confirmation page:
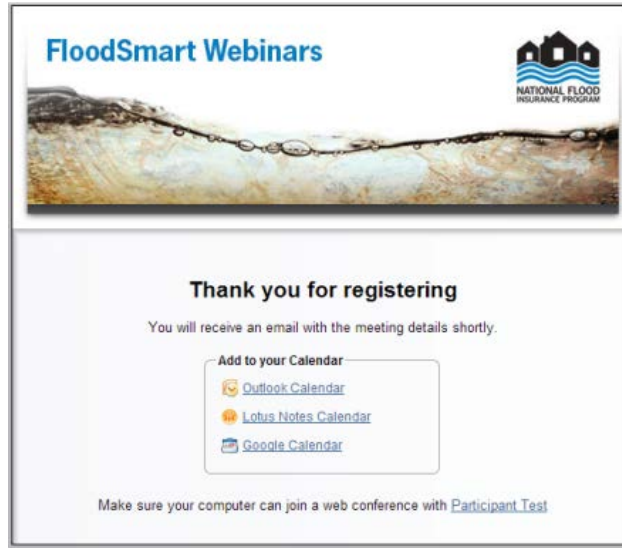
  - From here, you are able to add the webinar to your calendar

- Once you have completed the registration form, you will receive a confirmation email:
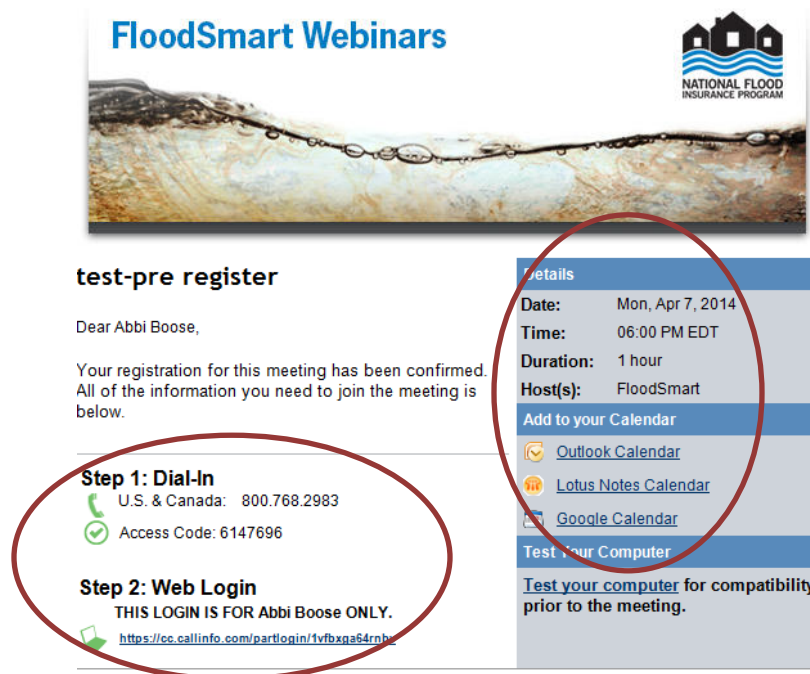
  o Webinar date and time
  o *Personalized* link to the event
  o Link to add the event to your calendar
  o Teleconference dial-in instructions (these will also appear at the start of the webinar as you log-in)

 *Save this email in a memorable location for easy retrieval on the day of the webinar.*

Are you FLOODSMART?

Level 3 allows you to direct add a reminder with all the details in Microsoft Outlook.

Joining the webinar
- Please join the webinar five minutes prior to the start time to ensure that you are logged in.
- Once the webinar begins, the host will mute your phone line.

During the webinar
- There are two ways to immediately interact with the presenter:
  - Click the "Raise Hand" button at the top left hand portion of your screen

  - Type a question into the chat box at the lower left hand portion of your screen
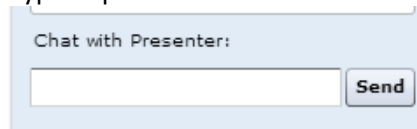
  - Each webinar will end with a Q&A session. Please type your questions into the chat section on your screen to enter the queue.

Webinar Attendee FAQs:
1. Do I need to download software in order to view the webinar?
   a. You can access webinars through your Web browser. Depending on the Web browser and its settings, you might need to allow certain permissions or programs to run.

2. I am on the event page but I can't click the "Join" button.
   a. If this is prior to the event start time, this is because the host has not started the event. As it gets closer to the event start time, you will need to refresh your browser until the "Join" button is available for selection.

3. I've registered for the event but cannot log in.
   a. Please verify that you are using the proper link and that you are entering your details exactly as you did when you first registered for the event. If you are still having trouble, please contact webinars@nfipfloodsmart.com for further assistance.

4. I've been able to log in but am having trouble connecting.
   a. Depending on the Web browser and its settings, you might need to allow certain permissions or programs to run. If you are still having problems:
      i. You can choose an alternate viewing option within the browser.
      ii. If possible, try a different browser.
      iii. If you continue to have problems connecting, please contact webinars@nfipfloodsmart.com for further assistance.