

NAHB Webinars Frequently Asked Questions

How much do NAHB Webinars cost?

Current fees for webinars produced by NAHB Education are: Council Members: \$39.95; NAHB Members: \$44.95; Non-Members: \$64.95

When will I receive login instructions?

You should receive an email with login instructions before the live event. Please note that this email will be sent to the email of the individual who registered for the webinar. If you have not received an email in at least 24 hours before the actual time of the webinar, please contact [Sheila Coble](#).

Will I get access to a recording of the live webinar?

All registered participants will be sent a link to webinar recording in approximately 7-10 business days. This email will be sent to the email of the individual who registered for the webinar. If you have any problems accessing your webinar replay, please contact [Sheila Coble](#).

Do NAHB Webinars provided continuing education credit?

Unless otherwise noted, webinars produced by NAHB usually offer at least 1 hour of continuing education credit for NAHB Designations. The number of continuing education credit hours can be found in the webinar ecommerce description. For more information, please contact [Sheila Coble](#).

Are Certificates of Completion issued for live webinar participation?

Unless otherwise noted, NAHB Education does not issue Certificates of Completion for webinar participation. The order receipt that was received when you purchased the webinar serves as proof for your participation. In addition, this can be used as proof of earning continuing education credit for NAHB Designations. For more information, please contact [Sheila Coble](#).

NAHB Webinars Login Instructions & Systems Requirements

Adobe Connect*

*(The majority of NAHB Webinars will be presented on the Adobe Connect Platform. If another platform is used, an email with specific instructions for logging into that webinar will be sent to you prior to joining the live event.)

Testing Your Connection

1. Go to http://nahb.adobeconnect.com/common/help/en/support/meeting_test.htm to test your connection before proceeding to the participant instructions listed below.
2. For more information or to get a quick overview go to <http://www.adobe.com/products/adobeconnect.html>.

Joining the Webinar

1. To join the webinar, direct your browser to link that appears in the email you received with our login instructions.
 - a. The **Adobe Connect room** will open as a separate window in your browser. You may have to minimize other windows in your browser in order to view the webinar in the **Adobe Connect room**.
 - b. In addition, you may be prompted to download the **Adobe Connect Add-In** in order to gain access to the **Adobe Connect room** to view the webinar. Please follow the directions, if you are prompted to download the add-in.
2. Type **your name** in the **Enter as Guest** box, then select the **Enter Room** button.

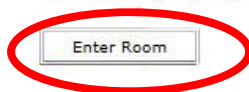


Training Seminar Room

Enter as a Guest

Name

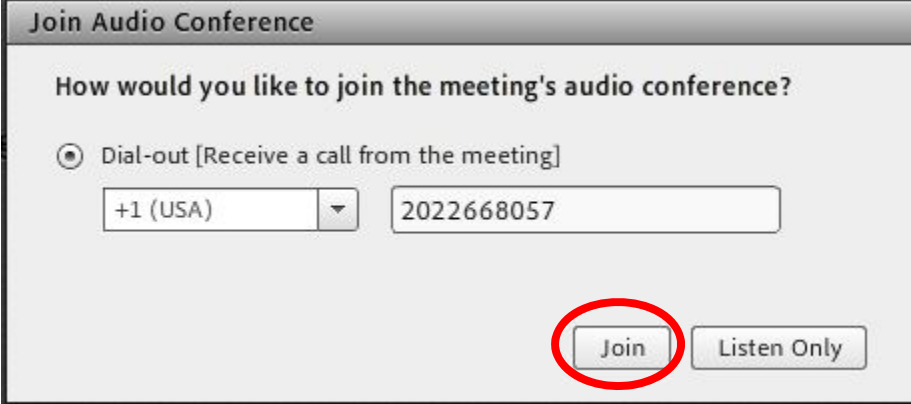
By entering a Guest Name and clicking "Enter Room", you agree that you have read and accept the [Terms of Use](#) and [Privacy Policy](#)



3. **Please Note:** You will be prompted to choose if you would like **audio for the webinar to come through your telephone or your computer.**

a. **Audio through Your Telephone**

i. You will be prompted to **enter a telephone number for the system to call you on the phone to join the audio portion of the webinar.**



Join Audio Conference

How would you like to join the meeting's audio conference?

Dial-out [Receive a call from the meeting]

+1 (USA) 2022668057

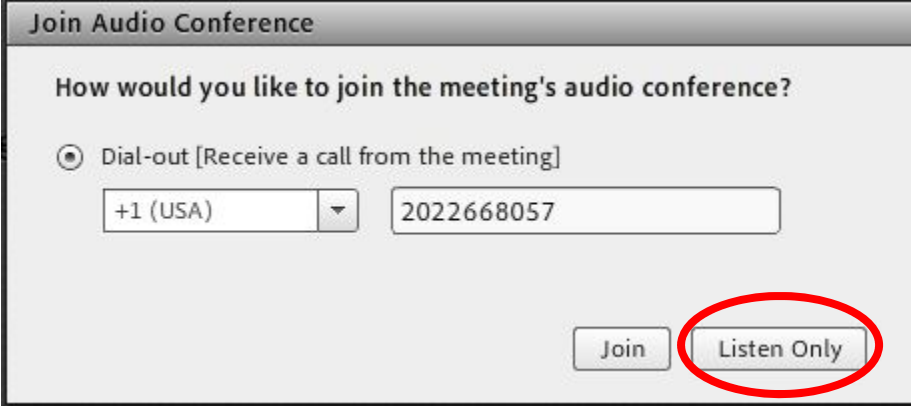
Join Listen Only

- ii. If you use a switchboard, notify the operator that you will be receiving a call from the web conference so they can transfer it to you. The system cannot dial extensions or prompts.
- iii. If you accidentally cancel the prompt to enter your phone number, **just select the phone icon at the top of the screen once you are in the Adobe Connect room** and it will give you the choice of having the system call you.



b. Audio through Your Computer or Headset

- i. If you would like to listen through **your computer only (or headset)**, when you receive the following prompt (see screen shot below), please select **'Listen Only'**.



Join Audio Conference

How would you like to join the meeting's audio conference?

Dial-out [Receive a call from the meeting]

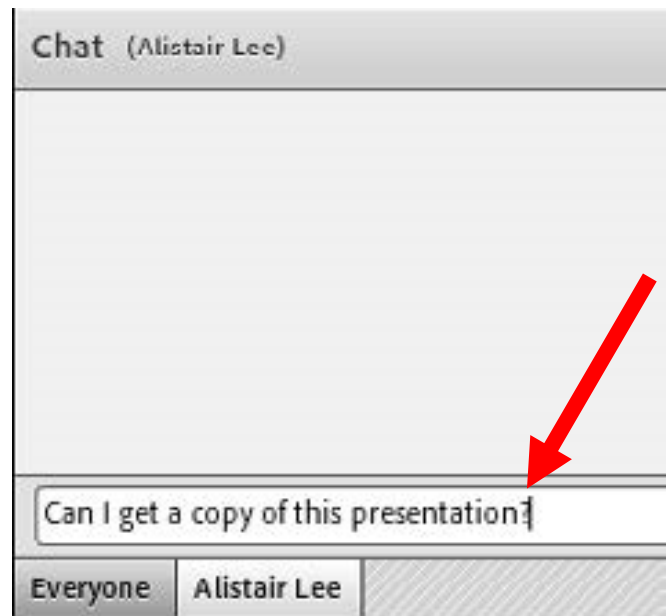
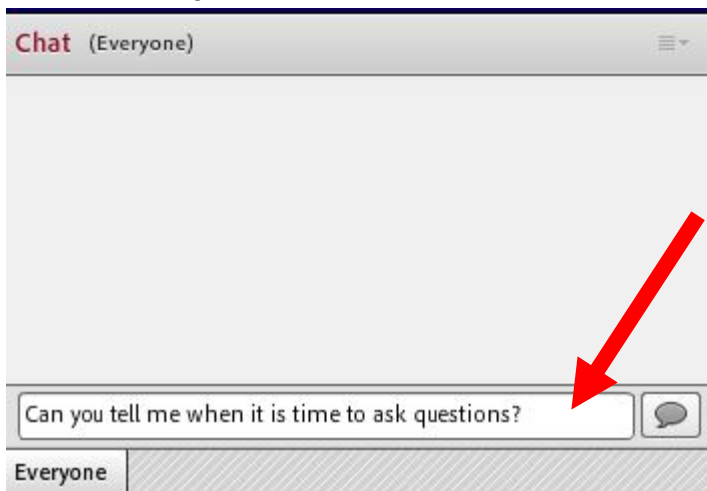
+1 (USA) 2022668057

Join Listen Only

- ii. You will not have the option of speaking throughout the entire webinar. All questions must be typed into the chat box.

Asking Questions

1. You will be prompted by the moderator when to ask questions during the webinar.
2. However, at any time during the webinar, you may type your questions into the 'Chat Box'.



3. Or you may also alert the moderator that you have a question, by clicking on the **'Raise your Hand'** icon at top in the Adobe Connect room. Please note: you will not have the option of to speak if you are in the **'Listen Only'** mode and receiving the audio through your computer speakers or headset. (See # **3b. Audio through Your Computer or Head** above for more details.)

