



GREAT LAKES

NetWORK Series

Michigan Breastfeeding Network

WEBINAR SERIES:

FREQUENTLY ASKED QUESTIONS

Q: I attended the last webinar, viewed it in real time and completed the post-event survey. How Long does it take to receive my Certificate of Attendance/CERP Certificate?

A: After attending the live webinar viewing and completing the post-event survey, you should receive your Certificate of Attendance/CERP Certificate within 30 days.

Q: How do I take the Survey to receive my Certificate of Attendance/CERP Certificate?

A: After viewing the webinar in real time during the original broadcast, a link to the Post-Event Survey will be emailed to you within an hour of the webinar's end. This is the survey that you need to fill out in order to receive your Certificate of Attendance/CERP Certificate. You have 48 hours after the end of the webinar to complete the survey.

Q: I attended the last webinar via telephone Do I still get a Certificate of Attendance/CERP Certificate for my records?

A: Yes! Simply email communications@mibreastfeeding.org, within 24 HOURS of the live broadcast of the webinar, and let us know that you participated via phone.

Q: I couldn't attend the webinar. Can I view a recording of the webinar after the live event?

A: YES! You can access recordings of past webinars on our website at <http://www.mibreastfeeding.org/network-series>. Webinars will typically be available to view within 24 hours of the original broadcast. Please note, at this time, the webinar needs to be watched in 'real time' in order to receive a Certificate of Attendance, CERPs or continuing education credit.

Q: I couldn't attend the live webinar, but I did watch a recording of it. Do I still qualify for a Certificate of Attendance/CERP Certificate?

A: No. Unfortunately, at this time, the webinar needs to be watched in 'real time' in order to receive a Certificate of Attendance, CERPs or continuing education credit.

Q: We plan to watch the live webinar as a group. How do we receive Certificate of Attendance/CERP Certificates for everyone in the group?

A: After watching the webinar in its entirety, you will receive an email with a link to your post- event survey. Be sure to forward this link to each person in attendance from your group. You have 48 hours after the webinar's end to complete the survey. All attendees must complete this survey to receive their certificates.

Q: How long to I have to complete the post-event survey that was emailed to me after viewing the live webinar?

A: You have 48 hours after the webinar's end to complete the survey. The survey MUST be completed to be eligible to receive your certificates.

Q: I didn't complete the post event survey within 48 hours and now I can't access the survey. Can I still get my Certificates?

A: Unfortunately, no, we cannot extend the time we keep the required survey open and those who do not complete the survey are not eligible for certificates. In order to remain compliant with our continuing education governing organizations, and in order to continue offering this FREE CERP opportunity, we must collect completed post-event surveys within 48 hours. We thank you for your understanding!