PA State Grant & Special Programs Webinar FAQs
Q: How do I register for a PA State Grant & Special Programs (SGSP) webinar opportunity?

A: When webinar training opportunities are available, they are typically advertised on PHEAA.org/SGSPTraining. On rare occasions, the web seminar will not be listed on our Training Events webpage but will instead be communicated with organizations via alternate means (e.g., memo, email blast, etc.). To find our currently scheduled public events, locate the Online Training section and click “Sign up for a webinar.” On the PHEAA Webex site, select the webinar you want to attend from the program heading, and click “Register” next to the title.

To register for multiple sessions at once, click the program name link, then select the desired program events, before hitting “Register.” For private training events, PHEAA staff will email the registration link before the session. For private training events, PHEAA staff will email the registration link before the session.

Q: How do I know if I am registered for a webinar?

A: You will receive a confirmation email/meeting invitation from State Grant and Special Programs Information after you have successfully registered. Additional reminder emails with the event link may be sent before the event from messenger@webex.com. If you did not receive any emails, first check your spam folder. If there are no messages from either source in your spam folder, it is possible that your registration did not go through or an incorrect email address was entered. In these cases, you should re-register for the training event using the correct email address.

Q: This is my first Webex event. Is there a way I can test the Webex application beforehand?

A: Yes. If this is your first Webex event or if you have recently upgraded your device or software, we recommend that you verify if the necessary players are installed to enable your participation in the event. Visit PHEAA-events500.webex.com/PHEAA-events500/onstage/systemdiagnosis.php

You can also check your browser capability by joining a test meeting. To join a test meeting, visit webex.com/test-meeting.html and follow the instructions.

NOTE: You may have to contact your internal information technology resources to resolve any technical issues.
Q: How can I get the event materials before the webinar?

A: Event materials are often available before the event.

Materials may be shared:
- Via email before the event. The event host may email materials directly to all registrants shortly before the event.
- Within the Webex event information. If the host has added materials, you can download them prior to the event by entering the password in the “Event material” field. The password, typically 1234, will be available in the Webex messages generated before the event.

NOTE: After the event, you will only be able to retrieve materials from the host.

Q: How do I join the webinar? Should I join early?

A: In the confirmation and reminder emails you receive, there will be a link provided for you to join the webinar. It is recommended you sign in 10 minutes early to gain access to the event materials, if needed, and to troubleshoot any issues with your audio or visual display.

Q: What is the event password?

A: If a password is added to the event, it will be listed in the confirmation and reminder emails. For SGSP events, the password is typically 1234. For all other events, you may need to contact the host if the password was not listed in the Webex communications.

Q: I registered in advance, but didn’t receive the email with the webinar link. Is there another way to join the session?

A: Yes. By following the steps that you used to initially register (e.g., accessing PHEAA.org, locating the event link within a personal email, etc.), you will be able to locate the event link. If the event has not started, you may be able to register again. Otherwise, if the event has started, you will be able to join the event.
Sound & Setup

Q: The webinar has started, but I do not have any sound. What should I do?

A: Once you log into the event, your audio options will be located along the bottom and will allow you to listen via one of two options.

- **Call-In**: When you select the call-in option, the telephone number and access code will display.

  ![Call-In Image]

  **NOTE**: To avoid echoing and other audio difficulties, when calling in, mute the main audio on your computer.

- **Use Computer Audio**: This option allows you to listen to the webinar through your computer. If you would like to test the computer audio functionality, select the Settings icon from the audio connection box. Then select “Test” in the Settings pop-up.

  ![Computer Audio Settings]

  If you lose audio capability during the webinar, you can manage this from the “Audio & Video” tab in the Webex menu. You will be given the option to select “Connect Audio” or “Switch Audio” based upon your situation.

Q: I am hearing an echo during the webinar. How can I fix this?

A: If the presenter is echoing on your end and you are listening via the telephone, you should verify that the input on your microphone is muted.
Asking Questions

Q: I am logged into the webinar and need to contact the host. What should I do?

A: If your ability to speak through your microphone is disabled, you should contact the host using the Q&A feature on the right-hand side. To use the Q&A feature, simply type your question and click “Send.” You can have your question answered more efficiently by sending the message to “All Panelists.” If you prefer to send a question to the host specifically, you may select the host name and send the message privately.

Q: I asked a question during an event, but the host did not read or respond to the question. What should I do?

A: Typically once the session starts, the host is unable to respond to questions. Once we end the presentation, we take a few minutes to review all received messages and respond accordingly. During our review of the questions, you may experience some moments of silence as we discuss and prepare responses to the submitted questions.

We will make an attempt to answer all questions that have been submitted during the allotted webinar timeframe. Occasionally we run out of time or receive questions that are specific to one organization and may require us to research further before responding. If that is the case, we will follow up with you after the webinar once an answer has been determined. If you still feel your question has not been sufficiently answered, contact us via the appropriate program email account or by telephone at 800-443-0646.

Resources & Support

Q: When I launch the PHEAA Webex page it does not appear to have any of the options (e.g., registration, view event recordings, etc.) mentioned in this document. What should I do?

A: If you do not see any of the standard options, you may have launched the page in the Modern View. To adjust to the Classic View and utilize the standard options, select the Webex Events (classic) from the dropdown on the upper left-hand side of the page.

Q: I could not get my sound to work during the webinar and therefore missed what was said. Are the webinars recorded?

A: If you were unsuccessful in connecting to the webinar via the Audio Broadcast and Call-In options, a recording of the webinar may be available via the PHEAA Webex page. Once you navigate to our Webex page, on the right-hand side, you will see the link to “View Event Recordings.” If the event was recorded, the recording will be listed.

Q: What if I try troubleshooting and still have problems launching all functions of the Webex application?

A: If you have attempted to use the fixes provided (in this document), and are still experiencing technical difficulties, you may wish to contact your organization’s technical resources or Webex Support at 866-229-3239, Option 2.
Additional Tips

- It is important to verify computer functionality and user capability in advance of the event. Once the session has started, the host will be unable to provide detailed technical assistance.

- Webinar registration is required; however, we recommend registering a day in advance to avoid unforeseen registration issues.

- As you exit the session, you may receive a survey from SGSP, Webex, or both. We encourage you to take a few minutes to provide feedback so that we may enhance our online training offerings. You may also receive SGSP webinar surveys via email after the event.

- On occasion, PHEAA may record a webinar to provide training resources for use after the live webinar. To ensure the recording time is minimal in length and the information is provided in a clear format, presenters will read from a prepared formal script.

- Remember that our web seminars are designed to provide supplemental information on programs, policies, or resources. With that, PHEAA staff may abridge the material to meet the scheduled time duration of the event. We encourage you to review the related policy or resource documents following any presentation to ensure you understand the content in its entirety. Further questions about that content should be directed to PHEAA staff.
Created in 1963 by the Pennsylvania General Assembly, the Pennsylvania Higher Education Assistance Agency (PHEAA) has evolved into one of the nation’s leading student aid organizations. Today, PHEAA is a national provider of student financial services, serving millions of students and thousands of schools through its loan guaranty, loan servicing, financial aid processing, outreach, and other student aid programs.

PHEAA’s earnings are used to support its public service mission and to pay its operating costs, including administration of the Pennsylvania State Grant and other state-funded student aid programs. As the only major federal loan servicer with a nonprofit public service mission, PHEAA devotes its energy and resources to help ease the financial burden of higher education for its primary stakeholders—Pennsylvania students and families.

PHEAA conducts its student loan servicing operations nationally as FedLoan Servicing and American Education Services (AES). PHEAA operates its digital technology division as Avereo. For more information, visit PHEAA.org.