

# PHEAA TRAINING

PA School Services

## WEBINAR FAQs

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# REGISTRATION & LOGIN

## Q. How do I register for a PHEAA webinar?

A. You can register for an event directly from its URL if you received the URL from the host.

If the events to which you are invited are part of a program, and the host gave you the program URL, you can simultaneously register for multiple events from that URL.

1. Go to the URL that the host gave to you.
2. To register for a single event, do the following:
  - a. Click **Register** for the event.
  - b. On the Register for "Topic" page that appears, provide the required information then click **Submit**.

**Note:** If the host approves your registration, you will receive a confirmation email message containing instructions for joining the event.

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

A. You will receive a confirmation email/meeting invitation after you have successfully registered. Additional reminder emails with the event link may be sent before the event from [messenger@webex.com](mailto: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.

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

A. There is a link in your confirmation email which allows you to check if your computer has the appropriate rich media files. Prior to the event, please verify whether you have the players installed on your computer by going to:

<https://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, click the link below and follow the instructions.

<http://www.webex.com/test-meeting.html>

**Q. How can I get the event materials before the webinar?**

**A.** 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.

|  |   |
|--|---|
| <b>Event status:</b> Not started ( <a href="#">Register</a> )  | <a href="#">Join Event Now</a>                            |
| <b>Date and time:</b> Tuesday, July 30, 2019 2:00 pm<br>Eastern Daylight Time (New York, GMT-04:00)<br><a href="#">Change time zone</a>  | You cannot join the event now because it has not started. |
| <b>Program:</b> PA State Grant Program   | <b>First name:</b> <input type="text"/>                   |
| <b>Duration:</b> 1 hour 30 minutes   | <b>Last name:</b> <input type="text"/>                    |
| <b>Description:</b>  | <b>Email address:</b> <input type="text"/>                |
| <b>Event material:</b> If you obtained an event password from the host, enter it below and click <b>View Info</b> :<br><input type="text"/> <input type="button" value="View Info"/> | <b>Event password:</b> <input type="text"/>               |

**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 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 request 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 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](http://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 WebEx webinar has started, but I do not have any sound. What should I do?

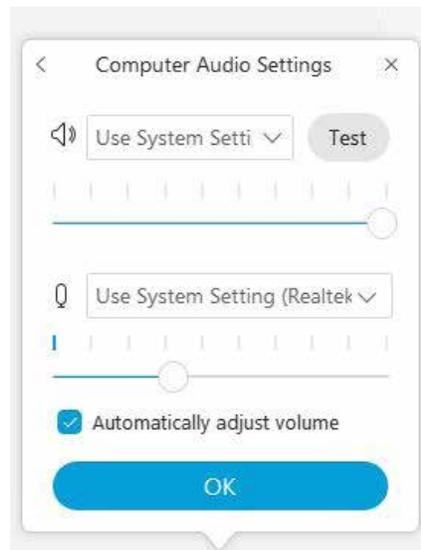
A. Once you log into the event, a pop-up will allow you to listen via one of two options.

1. I Will Call-In: When you select the call-in option from the pop-up, the telephone number and access code will display.

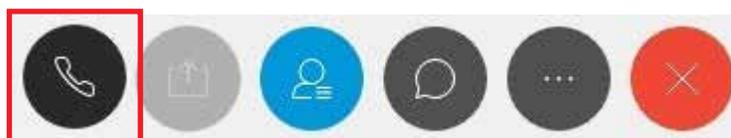


**Note:** To avoid echoing and other audio difficulties, when calling in, mute the main audio on your computer.

2. Call-In Using a Computer: This option allows you to listen to the webinar through your computer. If you would like to test the computer audio functionality, select the “change settings” link in the box. Then select “Test” in the Computer Audio Settings pop-up.



If you lose audio capability during the webinar, you can restart the audio using the button with the phone icon at the bottom of the display or by selecting “Audio Connection” from the “Communicate” tab in the WebEx menu.



## 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 sound on your computer 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, 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.

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 school/organization/family that 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, please contact your Higher Education Access Partner directly via email or telephone.

# RESOURCES & SUPPORT

## **Q. I could not get my sound to work during the webinar and 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. In addition, the PA School Services team will often send the recorded webinar after the presentation to all registrants.

## **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 WebEx Support at 866-229-3239, Option 2.

# ADDITIONAL TIPS

1. 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.
2. Webinar registration is required; however, we recommend registering a day in advance to avoid unforeseen registration issues.
3. As you exit the session, you may receive a survey from PA School Services, WebEx, or both. We encourage you to take a few minutes to provide feedback so that we may enhance our online training offerings.
4. 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.

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 aid services, serving millions of students and thousands of schools through its loan guaranty, loan servicing, grant administration, outreach, and other student aid programs.

PHEAA's earnings are used to support its public service mission and to pay its operating costs, including the administration of the PA State Grant Program and other state-funded student aid programs. PHEAA continues to devote its energy, resources and imagination to developing innovative ways to ease the financial burden of higher education for students, families, schools, and taxpayers.

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](http://PHEAA.org).

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