

# altaclaro

# WEBCAST FAQ

## I JUST REGISTERED FOR A WEBCAST, WHAT HAPPENS NEXT?

Thank you for registering for the webcast. You should have received an email confirming your registration shortly after you registered. If you have not received this email, please send us a note at [CLE@altaclaro.com](mailto:CLE@altaclaro.com).

At the bottom of your confirmation email there is a green button titled “[View Webcast](#)” (see image, below). This button is your unique URL link that will take you to the webcast on the day of the event.

**Step 2: On the day of, please click below to view the Webcast.**

[View Webcast](#)

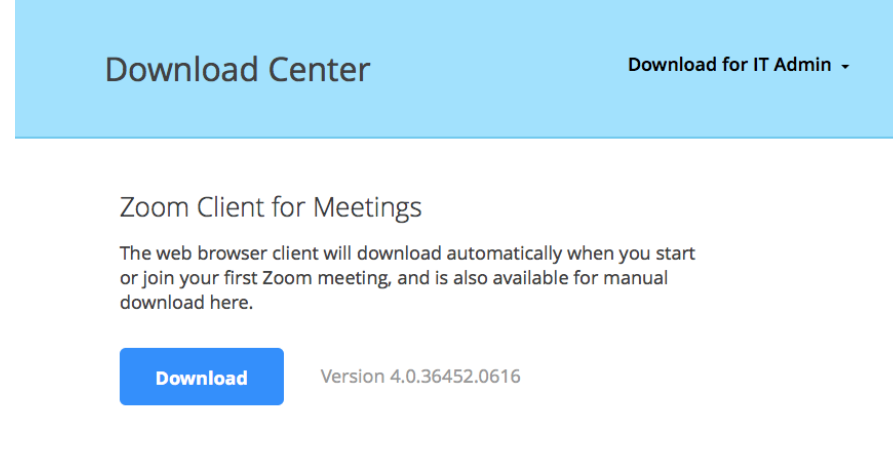
You may also record your unique URL link by sending a calendar invite to your personal calendar—simply click on the appropriate calendaring system under the “Add to Calendar ...” section (see image, below). Once you complete this, your unique URL link to the webcast will be located in the “Location” section of your calendar invite.

**Add Link to Calendar...**  
[iCalendar](#) • [Google Calendar](#) • [Outlook](#) • [Outlook Online](#) • [Yahoo! Calendar](#)

You will also receive reminder emails as your webcast date approaches. These emails also contain your unique URL link to join the webcast (the green button appears at the end of each of these emails). To make sure that you receive these emails and all relevant updates regarding your webcast, please be sure to remove AltaClaro from your spam email configurations.

## HOW DO I MAKE SURE THAT I CAN SMOOTHLY LOG ON TO THE WEBCAST ON THE DAY OF THE EVENT?

Our webcasts are broadcast in partnership with Zoom Video Communications. If this is your first registered webcast with AltaClaro, we highly recommend that you manually download the Zoom application to your device (desktop, tablet or smartphone) in advance of your upcoming webcast (this takes only 1 minute). To download now, please visit Zoom's [Download Center](#) and download “Zoom Client for Meetings.”



## I DOWNLOADED THE ZOOM APP ON MY DEVICE. HOW CAN I TEST THAT MY DEVICE WILL WORK PROPERLY ON THE DAY OF THE WEBCAST?

To test your device ahead of time (suggested), please click here: [Test Your System](#). This link should take you to a mock session to test your device's microphone and camera. If the Zoom app is not currently installed on your device, this link will prompt you to download the app (which should take only 1 minute).

## I ATTENDED AN ALTACLARO WEBCAST IN THE PAST. DO I NEED TO DOWNLOAD THE ZOOM APP AGAIN?

No, unless you are not planning to use the same device (desktop, tablet or smartphone) that you used for the previous webcast. If you registered and attended an AltaClaro webcast in the past and plan to use the same device for your next webcast, you will not need to download the Zoom app again. To test your device ahead of time (suggested), please click here: [Test Your System](#). This link should take you to a mock session to test your device's microphone and camera. If the Zoom app is not currently installed on your device, this link will prompt you to download the app (which should take only 1 minute).

## DO YOU HAVE ADDITIONAL TUTORIALS ON HOW TO LOG IN AND USE THE VIDEO CONFERENCING SYSTEM?

Of course! Please visit:

**To Join a Meeting/Webcast:**  
<https://youtu.be/vFhAEoCF7jg>

**To Manage Video Conference Control Settings:**  
[https://youtu.be/4w\\_pRMBEALE](https://youtu.be/4w_pRMBEALE)

**To Join and Configure Audio & Video Settings:**  
<https://youtu.be/HqncX7RE0wM>

## I AM HAVING PROBLEMS LOGGING ON TO THE WEBCAST ON THE DAY OF THE EVENT. WHAT DO I DO?

Before you do any of the following, make sure you have downloaded the “[Zoom Client for Meetings](#)” through the Download Center on your device

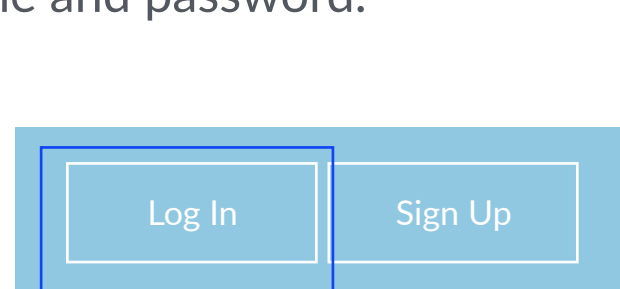
Once the Zoom Client for Meetings is downloaded on your device, then close and reopen your web browser and try the following:

1. Log in through the unique URL link provided in the email confirmation or reminders we sent you. This is the green button entitled “[View Webcast](#)” at the bottom of the emails.

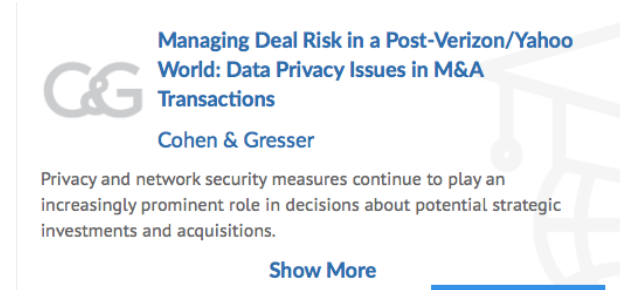
**Step 2: On the day of, please click below to view the Webcast.**

[View Webcast](#)

2. If Step 1 didn't work, try logging in through the “[Log in](#)” button on AltaClaro's Homepage with your username and password.



Once inside, locate the relevant webcast card and click on the “[Join Webcast](#)” button.



If you are still having trouble with a laptop or desktop browser, try logging in through an alternative browser (Chrome, Firefox, Safari, etc.) or your handheld device (smartphone or tablet).

If you are still unable to access the webcast, you can view the live stream on our public [Facebook Page](#) or [YouTube Channel](#). Please remember, if you are interested in receiving CLE credit, be sure to listen for and write down the webcast code near the conclusion of the webcast.

## HOW DO I OBTAIN MY CLE CERTIFICATE FOR THE WEBCAST I JUST ATTENDED?

In order to obtain full CLE credit for your participation in the webcast you must:

1. Attend the webcast as a registered user of AltaClaro or through one of the means referenced immediately above for the full length of the webcast (60 minutes).

2. Complete the survey sent to you immediately after the webcast. (Note: If you do not receive an email directing you to the survey within 24 hours after the webcast, please contact us at [CLE@altaclaro.com](mailto:CLE@altaclaro.com).)

## I ATTENDED THE LIVE WEBCAST (FROM START TO FINISH) AND COMPLETED THE SURVEY AFTERWARDS. WHAT HAPPENS NEXT?

Upon completion of the survey, you should receive a confirmation email from AltaClaro. Because AltaClaro is not the issuer of the CLE certificate (the presenting law firm or other CLE provider is the issuer), AltaClaro will coordinate with the applicable CLE provider to process your CLE certificate. Processing typically takes approximately 3 weeks after the completion of the survey. If you have not received your certificate after 3 weeks, please contact us at [CLE@altaclaro.com](mailto:CLE@altaclaro.com). To make sure that you receive the CLE certificate by email, please remove AltaClaro from your spam email configurations.

## CAN I GET CLE CREDIT BY VIEWING YOUR ON-DEMAND REPLAY OF THE WEBCAST?

No. Unfortunately, at this stage, only our live webcasts are CLE accredited programs (provided that you complete the required steps outlined above). The recorded replays are not for CLE credit at this time.

## IS ALTACLARO A CLE PROVIDER?

No. AltaClaro is a technology company that provides access to, and co-hosts, live interactive CLE webcasts in partnership with existing CLE providers (including law firms and bar associations). The CLE providers rely on AltaClaro for certain marketing, technology and interactive capabilities. The CLE providers will issue the certificates to webcast participants based on verification information provided by AltaClaro at the conclusion of a particular webcast. This information includes verification of a particular participant's registration, full attendance (60 minutes, confirmed through time-in and time-out logs via AltaClaro's technology) and completion of the post-webcast survey (including the special code given at the end of the webcast).

## CAN I OBTAIN CLE CREDIT IN STATES OTHER THAN THOSE SPECIFIED ON THE WEBSITE INFORMATION PAGE FOR A PARTICULAR WEBCAST?

No. The webcasts are only CLE accredited in the states identified in the promotional materials related to such webcasts. We understand that in some states reciprocal credit is granted for courses completed in other states. At this time, this is not something we are equipped to handle on your behalf.