

## Webinar FAQ

### Do I need a microphone?

A microphone is not required to attend a webinar, but it can be helpful in communicating more easily with the instructor during class. There is a chat feature in the program on the computer you can use to communicate, or you will have the option of dialing in on the telephone to listen and communicate verbally. ***(Please note: If you are dialed in on the telephone for the audio portion, please make sure you stay logged in on the computer so that your attendance is properly recorded)***

### Is there an exam?

There is a final exam which you will be able to complete online after class has concluded and you have returned all necessary forms. Once you are eligible, the exam will be activated on your Barney Fletcher online account and you will be sent further instructions.

### How do they know I'm there and paying attention?

The program keeps track of your attendance and shows us if there is something else open on your computer. The instructor will ask you to "raise your hand" periodically which will require you to click a button. After class, you will also need to sign and return an affidavit of attendance that was included in the 'Review the Materials' link in your registration confirmation and reminder emails. By signing this form and returning it to us, you are attesting that you attended and participated in the entire course.

### Do I need a webcam?

No, a webcam is not required. If you do not have a webcam, or turn your webcam off, the instructor will not be able to see you.

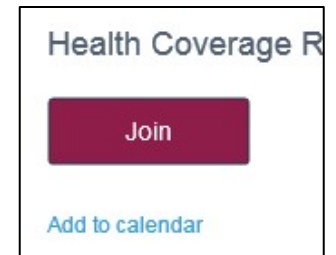
### Are there breaks?

There will be breaks held periodically throughout each session.



### How do I access the class?

Following registration, you will be sent an email with the links and information you need to join the class. You can do this from any computer or mobile device with a stable internet connection. If you plan to attend using a tablet, you will need to download the GoToTraining® application from your app store. If you have not received the email with the JOIN link for any reason, you can log into your online Barney Fletcher account, click on the course in your history, then click the blue 'Webinar' link.



### Can I sign in early?

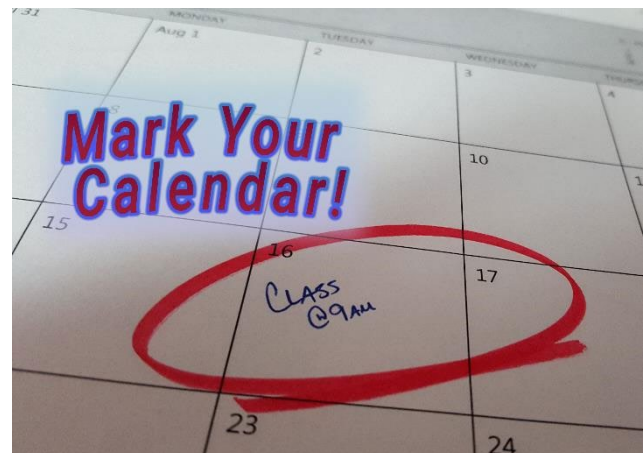
We encourage you to sign in about 15-20 minutes early to make sure everything loads and is working properly. Once logged in, you can minimize the program until class is ready to begin.

### What if I lose power or internet connection during class?

If your connection drops for any reason, we recommend you try to get logged back into class right away. If it goes out indefinitely, and you're not able to get logged back into class within 5-10 minutes, you will need to schedule make up time. You can find more information on what that entails by reviewing the Make-Up Hours document in your materials list or by clicking on the Make-Up Hours link at the bottom of our website.

### Can classes be taken at any time?

No, webinars are live classes taught by a live instructor, so they are on a set schedule. In order to take a webinar class, you need to be logged in at the specified dates and times.



### Where can class be taken? Does it have to be on a computer?

You can attend class from any computer or tablet with a stable internet connection. When using a tablet, you will need to download the GoToTraining® app which can be found for free in the Google Play® or Apple® store.

If you are using a tablet, we highly recommend using a wi-fi connection and not mobile data. Mobile data connections are not always stable and can affect how the system records your attendance.

### Do I have to sit and be present the whole time?

Yes, you are required to attend the full class in order to receive credit. There will be breaks given periodically. If an emergency arises where you will not be able to attend the full class, you can contact the office for your options, or review the information about make-up time.

### What is the telephone number and access code to dial into class?

If your computer audio isn't working or is not an option, the telephone number, access code, and pin number you need to dial in for the audio portion of the class can be found in the Audio section of the control panel once you are logged in on your computer. The numbers are also available in the registration email you would have received from GoToTraining®.

### Do webinars count as classroom credits?

Yes, webinars do count as classroom credit.

### Do you report my credits?

Yes. Your successful completion of the GREC approved course will be reported to the GREC after you have completed and passed all exercises, including the final exam in accordance with their regulations.

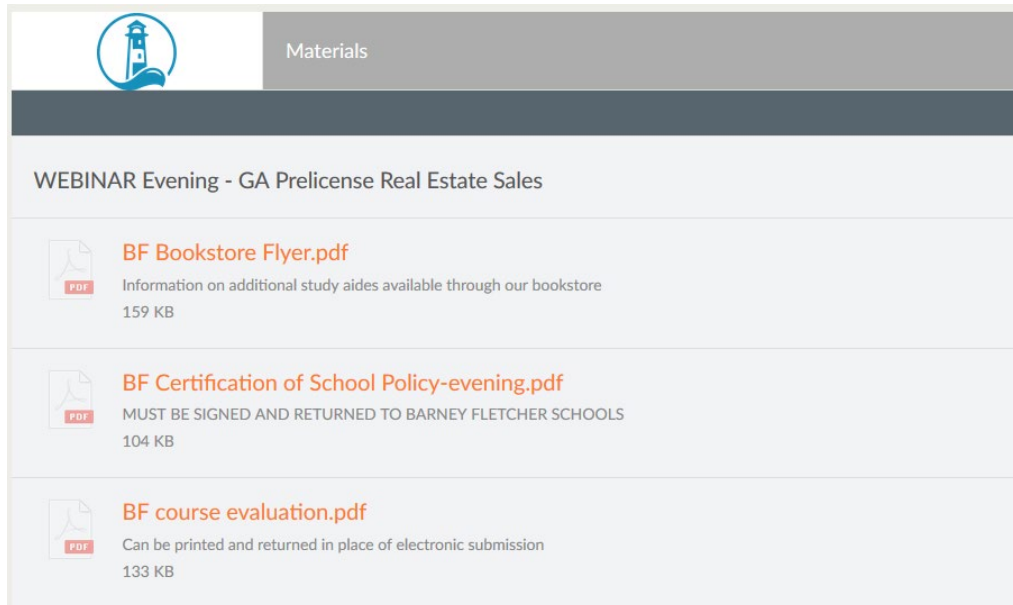


### Can I take this class from my phone?

While it is possible to attend from a smartphone using the GoToTraining® app, we do NOT recommend doing so. Mobile data and mobile devices do not always have the most stable connection which can cause problems with the program properly recording attendance and participation.

### Do I have to print any material?

There is a link to the class materials in the registration confirmation you will receive from GoToTraining®. There are several documents in this list. Please pay close attention to the notes for each. There are some forms that will need to be printed, completed, and returned to Barney Fletcher Schools. The rest are information, handouts, and homework exercises to help you succeed. At the very least, you will want to download and save these documents to your computer so that you can still access them after class has concluded.



The screenshot shows a web interface with a header containing the Barney Fletcher Schools logo and the word 'Materials'. Below the header is a title 'WEBINAR Evening - GA Prelicense Real Estate Sales'. A list of three PDF documents is displayed, each with a PDF icon, a title, a description, and a file size.

Document Title	Description	File Size
BF Bookstore Flyer.pdf	Information on additional study aides available through our bookstore	159 KB
BF Certification of School Policy-evening.pdf	MUST BE SIGNED AND RETURNED TO BARNEY FLETCHER SCHOOLS	104 KB
BF course evaluation.pdf	Can be printed and returned in place of electronic submission	133 KB

### If my husband/wife/coworker/friend is taking the same class I am, do we need to be logged in separately?

Yes, each student needs to be logged in separately in order for the program to track attendance and participation properly.