



Webinar FAQ

What equipment do I need to take a webinar?

- Stable internet connection
- Computer or tablet (smartphone NOT recommended)
- Mic & Speakers (or telephone)
- Webcam

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

Attendance is verified by the use of webcams. The program will also track your time in the class to make sure you have met state mandated time requirements to receive credit for your course.

Do I need to leave my webcam on the entire time?

Yes. In order to verify attendance, you must leave your webcam turned on and pointed toward you for the entire duration of the course. It can be turned off during break but must be turned back on when class resumes.

How do I access the class?

You will receive an email from Zoom <no-reply@zoom.us> after you register. This email will contain the link to access your class. You can also join your class by logging into your Barney Fletcher Schools account and selecting the course from the "My Classes" page.

Is there an exam?

All pre-license courses require a final exam. Cram courses and continuing education do not.

Should I sign in early?

Yes. We recommend that you sign in 15 minutes early to make sure you are able to join and connect properly.

What if I lose power or internet connection during class?

If you temporarily lose internet, power, or have other connectivity issues please rejoin the session ASAP. If you are unable to rejoin please call us to reschedule. If you miss too much time from the class or repeatedly lose connection, you may need reschedule or complete make-up time if you do not meet the state mandated attendance requirements.

Can classes be taken at any time?

No, webinars are live classes and must be taken at the scheduled date and time.

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

Classes can be taken from anywhere that you have a stable, strong internet connection and a device with the required features. ***It is strongly recommended that you use a desktop or laptop computer with a wired internet connection for best results.***

Do I have to be present the whole time?

Yes, to meet state mandated attendance requirements you must attend the entire class.

Are there breaks?

Yes, breaks will be given throughout the course. The length and number of breaks will vary depending on the length of the class. Your instructor will go over the break schedule at the start of class.

Do you report my credits?

Yes, if your state requires reporting of course completions by the provider we will report your completion. **Note:** *For pre-license courses, completions cannot be reported to GREC until you have taken and passed your course final exam.*

Can I take this class from my smartphone or tablet?

While we do not recommend it, you can take the course from your smart phone or tablet. You will need to download the Zoom app before you can join. ****Please note that while you can join from a tablet or smartphone, we strongly recommend using a desktop or laptop computer whenever possible. If joining from a tablet or smartphone, please make sure you have a stable internet connection and keep in mind you will need to keep the device positioned with the camera facing you the entire time****

What if my speakers don't work, can I listen by phone?

If you do not have a mic and speakers on your device, you can listen by calling in. **You MUST still be signed into the session from your webcam enabled device as well.**

Do I have to print any material?

Upon registration, you are provided with a link to the class materials. You may download and/or print these at any time.

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

Yes, to have proper attendance tracking for the state, each person attending the class must be signed in with their own device.

What if I can't find my registration email with the link?

If you cannot find your registration email you can access your class by visiting the school website. <https://barneyfletcher.com/reg/login.php> - login, go to my classes, click on the course name, then select the appropriate session link.

When will I get my certificate of completion?

Continuing education certificates are issued within one business day of us receiving your signed affidavit. Pre-License completions are submitted directly to GREC after passing the final exam.

Can I talk to the instructor and ask questions?

Yes, there is a chat feature in Zoom that can be used to interact with the instructor and other members of the class. Depending on the size of your class, your microphone may be muted by the instructor to reduce issues from background noise. If the chat is disabled, you will simply use the 'raise your hand' feature to alert the instructor you have a question. They will then unmute your microphone so you may converse verbally.