



## FREQUENTLY ASKED QUESTIONS

### REGISTRATION INFO:

**So, I've gone to the LSBA website and registered. Is my registration complete?**

**No!** You have one more step (sorry about that, but you can do it). You will receive four emails to the account that you have registered with the LSBA from GoToWebinar, specifically from [customercare@gotowebinar.com](mailto:customercare@gotowebinar.com). Each of those six emails will instruct you how to obtain the **unique links for captioned topic**. We strongly suggest that upon receiving the GoToWebinar emails, you complete your registration, and not wait until the last minute so that your access to programming is not delayed.

**Ok, fine, but I did not get any email from GoToWebinar. Now what?**

A few things may be responsible for this issue:

- It's too early. The six GoToWebinar emails will be sent closer to the date of the conference.
- The six GoToWebinar emails will be sent to the email account that you registered with the LSBA, and not to another email address. So, check the email address that you have registered with the LSBA for the six emails.
- Some or all of the six GoToWebinar emails may be in your spam/junk folder. Check spam/junk mail for email from [customercare@gotowebinar.com](mailto:customercare@gotowebinar.com). If not there, email [techcenter@lsba.org](mailto:techcenter@lsba.org) and another email will be sent to the account registered with the LSBA.

**Can I just use somebody else's unique links?**

Nope! The links are unique to the topic and to each registrant.

### COMPUTER REQUIREMENTS

**What do I need from my end to access the virtual conference?**

You will need:

- A desktop/laptop computer (PC or Mac), preferably. Make sure that your device is updated.
  - Reliable, strong internet access
  - Sufficient bandwidth (too many devices pulling from the same internet access may cause connectivity issues – like inability to see the webinar, garbled speech, and/or pixelated viewing).
- To update your router/modem. Check with your internet provider, if necessary.
- **VERY IMPORTANT: Know how to turn on, and adjust the volume of, your speakers.**

### GoToWebinar

**What is GoToWebinar?**

GoToWebinar is a videoconferencing platform (a Zoon competitor) that the conference will be using.

**Is a GoToWebinar download required?**

No.

**Will GoToWebinar or anyone be able to see me from my remote location while attending the conference?**

No. Attendees will not be seen or heard.

**Will GoToWebinar or anyone be able to see what is on my screen?**

No. Attendees' screens are not seen. However, the presenter's screen will be seen by the attendees.

**How do I ask questions during a webinar at the conference?**

For each webinar, questions can be written in the "CHAT" feature that you will see in the upper right side of your screen. At the appropriate time, the question will be submitted by the moderator (me) to the speaker for response. Please make sure that your question makes sense from a stand-alone viewpoint.

## **CLE HOURS**

**How do I get my CLE hours?**

After the seminar, the bar will receive from GoToWebinar timed attendance records reflecting how long you were online. You will receive CLE credit based on the hours attended.

**How do I know what kind of CLE was offered by a webinar that I attended at the conference?**

Please refer to the seminar schedule. If attending everything, you will receive a total of four CLE hours.

**May I take all my 2021 CLE hours electronically?**

Yes, the Supreme Court is allowing this for 2021.

**May I carryover extra electronic CLE hours for 2022?**

Yes, you may carryover four electronic hours to 2022.