



**** To attend a Webinar on a PC, Mac, or mobile device, you have two (2) options. With either option you will need:**

- Internet connection
- Speakers or headphones **OR** a telephone – There is no need to call in on the phone if you have speakers or headphones.
- You **DO NOT** need a microphone as stated on the GoToWebinar emails and website!

OPTION #1 – GROUP VIEWING: If you wish to have several employees view the webinar as a group, either on one device or projected on a screen, you need only register ONE employee with any email address. Just keep in mind that the email you register with is the one that will receive the link for joining the webinar. **With group viewing, it is your responsibility to provide us a list of the attendees (via email) in order to have certificates issued.** This option does not allow us to track individuals who sign in to view the webinar. With this option, you pay for each person that attends, not for each login (unless otherwise stated on our brochure).

OPTION #2 – INDIVIDUAL VIEWING OR VIEWING FROM MULTIPLE SITES: If you wish for each employee or location to view the webinar on his/her own device, each of those employees or locations must register with a unique email address. The email address may be a company or personal address. Just keep in mind that the emails you register with are the ones that will receive the link for joining the webinar. With the individual viewing option, we can track who signs on as well as the duration of their attendance.

**** To register for a Webinar:**

- On the MCAA website, click on the registration link for the month for which you wish to register. You may also contact Angie at ahilgeman@frontier.com for the registration link you need.
- Complete the registration form, being sure to select the correct time from the dropdown box at the top of the screen. Once the form is complete, click REGISTER.
- ** For the address, please include the BILLING address.
- ** For the phone number, please include a number where we can reach you JUST BEFORE and DURING the webinar.
- After you click REGISTER, you will receive a confirmation email that includes the link for joining the webinar. If you do not receive the confirmation email right away, please check your junk or spam mail folder. If you can't find it, please contact Angie at ahilgeman@frontier.com for alternate login instructions.
- Complete the registration form multiple times for multiple employees or locations you wish to register. As stated above, you need only register one employee for group viewing, or you may register multiple times if you have multiple locations or if you wish to track individual participation. You **MUST** use a unique email address each time you register.
- After registering, you may visit the following link to view an Attendee Guide, test your connection to the webinar, and more:
http://help.citrix.com/webinar?_ga=1.262045903.376649264.1384278669

**** To join a Webinar:**

- At least **15 minutes** before the scheduled start of the Webinar, select the device(s) you wish to use to view the Webinar.
- On the selected device(s), locate your confirmation email and click on the JOIN WEBINAR button.
- You will be prompted to download the software. Click on the LAUNCH SOFTWARE button. If prompted, click **Yes, Trust or Always** to accept the download.
- Once the software is downloaded, you will be taken to the Webinar welcome screen. Please wait patiently at this screen until the Webinar begins. Again, if you have speakers or headphones, you will not need to call in on the phone.
- **If you have any problems logging on, please call Angie at 812-367-2370.**

**** To receive your training certificates by email (if you have taken a certificate course):**

- After the training is complete, please email a list of attendees as soon as possible to Angie at ahilgeman@frontier.com.
- After this list is received, an invoice will be emailed to the address indicated on the registration form.
- Payment for all attendees must be remitted to:
The Hilgeman Group, Inc.
7340 S Club Rd
Ferdinand, IN 47532
- As an alternative, you may pay with a credit card by calling Angie at 812-367-2370.
- Once payment is received, the training certificates will be emailed to the address indicated on the registration form.

**If you have any questions at all, please contact Angie, the Web Training Coordinator at
The Hilgeman Group.**

Phone: 812-367-2370

Email: ahilgeman@frontier.com

TheHilgemanGroup.com