

HFES Webinars FAQ

Q: How can I listen to the webinar?

A: You can listen either using your computer's speakers or by dialing the conference number and access code on your telephone. If you are listening over your speakers, make sure your speaker volume is turned up in your operating system and your speakers are turned on.

Q: I will be listening over the phone in my workplace, and it can get noisy. Will my background noise interfere with the presentation?

No. All attendees are muted during the webinar. Only the session moderator and the guest speaker will be heard.

Q: Are questions allowed during the webinar?

A: Yes. During the webinar attendees can submit questions using the question panel function. The session moderator will read the questions to the guest speaker at the conclusion of the presentation. We have built in 20-30 minutes for a Q&A period after all webinar presentations.

Q: What if my organization has a firewall that blocks the GotoWebinar application?

A: This is most common for attendees in government/military organizations. We recommend that you access the webinar from a computer at home or another location that does not block the application. If this is not possible, members can access the audio recording and PowerPoint slides after the webinar.

View possible solutions to firewall issues on the GotoWebinar site:

<http://support.gotomeeting.com/ics/support/default.asp?deptID=5641>.

Q: If I have connection or other technical difficulties during the webinar, who do I contact?

A: For any webinar service problems, visit gotowebinar.com and click on the support link. PLEASE DO NOT contact the presenter, the moderator, or HFES central office staff, as they will not be able to help you.

Q: What if I registered for a webinar but can't attend?

A: You needn't cancel or take any action. Just check the hfes.org web site approximately one week after the webinar to download the recording and presentation slides.

Q: Will attendees receive webinar recordings and handouts?

A: Yes. Usually within five business days, the webinar audio recording and handout slides will be posted online at hfes.org. To access the material, simply log into your account at hfes.org and select "Download webinar recordings." All members who attended will be notified when this information is available.

If you are a nonmember and paid for access to a webinar, HFES will e-mail you direct links to the recording and handout.

Be sure to allow e-mail messages from “Human Factors and Ergonomics Society [membership@hfes.ccsend.com]” to ensure that you receive webinar announcements and notifications.

Q: Can I access the webinar recordings and handouts even if I didn’t attend the webinar?

A: If you are an HFES member The webinar recordings and handouts are available as a free benefit, regardless of webinar participation. Log in at hfes.org with your member username and password and select “Download webinar recordings.”

To join HFES, go to the Membership section,
<https://www.hfes.org/web/Membership/membership.html>.

Q: Are CEUs made available for the webinars in the series?

A: No, at this time, CEUs are not provided for HFES webinars.

Q: Where can I find out about future webinars?

A: The list of past and future webinars may be found on the HFES Web site:
<https://www.hfes.org/web/Webinars/WebinarsMain.html>.

Q: I would like to present a webinar. Whom do I contact?

A: Please contact HFES Communications Director Lois Smith (lois@hfes.org, 310/394-1811).

Q: Can I share the webinar with colleagues?

A: Webinars are free for HFES members and available for a fee to nonmembers. If colleagues are interested in the webinar series, please encourage them to consider joining HFES by referring them to “How to Join” here:
<https://www.hfes.org/web/Membership/howtojoin.html>.