**KHA Webinar Frequently Asked Questions**

**Registration Questions**

**Question:** Do I need to have an account on KHA’s website to register for an event?

**Answer:** No. You do not need to have an account.

**Question:** My hospital is a KHA member, does that mean I’m a KHA member?

**Answer:** Yes! Employees of KHA member organizations can attend KHA events at the KHA member price as a benefit of your organization being a member!

**Question:** I am not receiving the correct pricing for an event. Why?

**Answer:** There could be a couple reasons why you are not receiving proper pricing for an event. Please contact KHA at (785) 233-7436, or mwilley@kha-net.org so we can make sure you get registered at the correct pricing. There could be something incorrect in our setup of the event that is causing this problem for yourself and others.

**Question:** I have information to change on my account. How can I update my information?

**Answer:** Please contact KHA at (785) 233-7436, or mwilley@kha-net.org so that we can update our records.

**Question:** Should our staff register to participate as a group or individually?

**Answer:** Please use your best judgement when gathering employees. KHA will not be charging for multiple connections per facility for essential employees. KHA would ask that only essential employees listen to the webinar live. KHA will be sending out the recording for non-essential employees.

**Question:** If our organization is participating as a group, do individuals in the group need to register with KHA?

**Answer:** No. The coordinator for the group should register with KHA and they should coordinate the group participating.

**Question:** What equipment is needed to join the live webinars?

**Answer:** A phone and a reliable internet connection. A number will be provided so you can dial-in via telephone for audio, and a computer for visual. If you are watching the live webinar as a group we recommend an LCD projector and screen.

**Question:** Does any software need to be downloaded to access the live webinars?

**Answer:** No. Registrants will be provided an access link for each webinar. Nothing additional is needed for access to the live event.

**Question:** Which web browsers are recommended to view the live webinars?

**Answer:** Google Chrome web browser is the only supported web browser for the GlobalMeet Webinar platform.

**Question:** When will we receive connection instructions for the live webinars?

**Answer:** KHA will email the connection instructions to registrants 1-2 days prior to each live event.

**Question:** Will there be an opportunity for questions during the live presentations?

**Answer:** Yes! There will be an opportunity to ask questions. The webinar format will be content followed by Q&A.

**Question:** Will continuing education be provided?

**Answer:** No. KHA webinars are not approved for continuing education credit. You can apply directly to the governing board for approval of the professional hours on a per person basis.

**Question:** Will live webinars be recorded?

**Answer:** Most live webinars are recorded. Speakers reserve the right to not be recorded. After each live webinar, all registrants will receive a link to access the recording. The recording links may be used by individual registrants or coordinators may forward the link to those in your organization for participation. Those who participate using the recorded session are not required to register through KHA.
Question: How do we access the recorded sessions?
Answer: After each live event, registrants will receive an email from KHA with links to access the recorded session and the evaluation. We will use the results from the evaluations for future education events.

Question: Why can’t I find the event’s online registration?
Answer: KHA turns off online registration 24 hours prior to a live event. This allows us time to send out connection instructions in a timely manner. If you would like to register for an event, but don’t see online registration please contact KHA at (785) 233-7436, or mwilley@kha-net.org.

Question: How do I cancel my registration for an event?
Answer: You will need to contact KHA if you need to cancel your registration. Unfortunately, this cannot be completed online. Please refer to the program brochure for the cancellation policy in regards to refunds. You will need to email mwilley@kha-net.org with your cancellation request. We can usually accept a substitution as well if there is someone from your organization that can attend in your place.

Question: I’m not sure if I registered for an event. How can I check?
Answer: There are a few options for you to confirm if you are registered for an event. Option 1: Please call our office at (785) 233-7436 to confirm a registration. Option 2: You should have a confirmation email with event details, which is sent the day you were registered online.

Question: Have a question that was not addressed on this page?
Answer: Contact the KHA Education Department at (785) 233-7436, or mwilley@kha-net.org.