

# Vaccine Webinar Series from The Children's Hospital of Philadelphia:

## *What You Should Know*

### Q. What is the webinar format?

A. The webinars include slides, accessible by Internet, and voice, accessible by phone or computer speakers. Each consists of about a 40- to 45-minute presentation followed by 15 to 20 minutes of questions and answers. Attendees can send questions via their computer (instant messaging) during the presentation or at the conclusion. Phone lines will not be open to callers for questions at any time during the event.

### Q. What is the cost?

A. The webinars and continuing education credits are offered free of charge.

### Q. How will I know a webinar is scheduled?

A. The webinar schedule for the upcoming year is announced each fall. Upcoming events will be posted on the calendar on the Vaccine Update website and reminder announcements will be included in the Vaccine Update e-newsletters once registration is open. To subscribe to the newsletter, go to [vaccine.chop.edu/vaccineupdate](http://vaccine.chop.edu/vaccineupdate).

### Q. What if I can't participate at the time the webinar is scheduled?

A. Archived webinars are typically posted about 48 hours after the event and can be accessed from the archive link on the webinars page: [vaccine.chop.edu/webinars](http://vaccine.chop.edu/webinars).

### Q. How do I register?

A. Online registration is available about three to four weeks prior to each webinar from [vaccine.chop.edu/webinars](http://vaccine.chop.edu/webinars). A link on this page will take you to the vendor's website where you can enter contact information and select viewing options. Please double and triple check the email address you enter; if it is not entered correctly, you will not get the connection information.

Individuals can use their own phone and computer, or multiple people at a site can participate using a speaker phone and a computer that projects onto a screen.

### Q. I got the link for the webinar, but it is not working. What should I do?

A. The link that is provided after registering or in the reminder emails the week of the event will not open the presentation console until about 15 minutes before the start of the event. If you try it before then, it will look like you need to register again. As long as you have registered and received the link, you do not need to re-register. You will be able to use the link on the day of the event to access the console.

### Q. What if I registered, but did not receive any information?

A. You should receive a confirmation email almost immediately after registering. If you do not receive this email, do the following:

- Make sure you entered the correct email address.
- Check your spam filter.
- Email the VEC at [vacinfo@email.chop.edu](mailto:vacinfo@email.chop.edu) — we can check the registrant list for you.

The confirmation email suggests that you test your system. If this is your first VEC webinar, it is important to make sure you can access the webinar in advance of the event. If your system is not working or if you did not get a confirmation email at the time of your registration, it is better to figure out why well in advance of the webinar. The few days before the webinar are hectic, so we have more time to help during the registration period.

In addition to the email you receive when you register, you will receive one or two additional communications. These will arrive the week of the webinar. Everyone who is registered with a viable email address will receive a reminder notice from the vendor containing a URL for the slide presentation. Anyone who registered to use a phone will get a second email from VEC staff that contains the call-in number and pass code for the phone line as well as the computer URL.

### Q. What if I have trouble getting on the call?

A. Technical support is provided via phone and computer during each call. Support contacts as well as instructions for a practice log-on to make sure that your computer has the necessary connections are provided in the communications that come from the vendor.

While we attempt to have VEC staff available by phone and email during the 30 minutes before and throughout the duration of the call, we cannot guarantee that we will get to questions in a timely manner. In addition, the vendor support team is much better prepared to help with the technical questions that often arise.

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# Vaccine Webinar Series *What You Should Know* continued

## Q. How can I get continuing education credits?

A. Continuing education credits are offered through our collaboration with the Pennsylvania Chapter, American Academy of Pediatrics. The credits are provided by the University of Pittsburgh and are available for both the live and archived events. The difference between credits for the live and archived event is that participants of the live event have 24 hours to complete the evaluation during which time they do not need to complete a post-test. After 24 hours or after viewing the archived event, participants must complete a post-test in addition to the evaluation.

### *Setting up an account with University of Pittsburgh*

To get credits, you need to create an account and password in the University of Pittsburgh's system:

[www.hsconnect.pitt.edu/HSC/home/create-account.do](http://www.hsconnect.pitt.edu/HSC/home/create-account.do).

The first time you use the University of Pittsburgh system, you will need to create your account and then go back to the direct link for the current presentation, log-in with your new credentials and complete the requirements. However, for subsequent events, you will only need to click through the direct link and use your existing credentials to complete the requirements. For this reason, it is important to store your user name and password in a safe place to use after future webinars.

### *Getting credits once you have a UPitt account*

In order to stay in compliance for offering credits, we are not allowed to place a link to the credits information anywhere on our website, so you must record the information given at the end of the webinar and access that page directly by typing in the URL provided. From that page you will see a link for the UPitt page allowing you to get credits for the current webinar. Once on the UPitt page, you will need to enter your credentials and their program will walk you through remaining steps.

Instructions for setting up an account and getting credits can be found on the credits page of our website (given at the end of the webinar presentation). If you have additional questions about credits, use the links on the University of Pittsburgh site or contact the VEC ([vacinfo@email.chop.edu](mailto:vacinfo@email.chop.edu)). *Please note that the continuing education department staff at CHOP cannot answer your questions because they are not familiar with our program.*

## Q. I asked a question that did not get answered during the call. Is there a way to get an answer?

A. Yes. Most questions asked during the call are compiled with answers and posted on the webinar archive page, [vaccine.chop.edu/webinars](http://vaccine.chop.edu/webinars) (select the link for “webinar archives”). This file is typically posted the week after the live presentation.

## Q. What if I have questions about the content following the webinar or after viewing it online?

A. Always feel free to email us at [vacinfo@email.chop.edu](mailto:vacinfo@email.chop.edu).

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## vaccine.chop.edu/webinars

 The Children's Hospital  
of Philadelphia®

 VACCINE EDUCATION CENTER

American Academy of Pediatrics

DEDICATED TO THE HEALTH OF ALL CHILDREN™



Pennsylvania Chapter

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