HE WEBINARS
Frequently Asked Questions

Here's answers to some common questions to help you get started on hewebinars.com. If you have any other questions, please get in touch via info@hewebinars.com.

How do I view the session(s)?

To view the excellent content on the site, you will need an internet enabled device such as a PC, Laptop, Mac or Tablet. The bigger the screen the better so we don't recommend using your mobile phone to view. We also recommend using a reasonable broadband connection (5mpbs or higher) rather than a 3G/4G mobile network.

You will also need headphones or speakers connected so you can hear the sound and perhaps a glass or mug of something (optional).

Do I get a CPD certificate?

Yes, please click on the link at the end of the session.

Can I download speaker slides?

Yes, you can download a PDF of the slides for each webinar via the resources section (bottom left next to Summary and Links tabs)

Do I have to pay?

Our sessions are recorded from offline events as part of the Health Education Seminars programme. Users that attend the offline event can usualy access the online content at no extra charge. Prices for viewing the content via this site varies but you can find out more at **www.hewebinars.com** or go ahead and subscribe to sessions **here**.

Do I need any software?

Each session will be streamed using some of the latest technology to make it as simple as possible for you to watch. All you need is the latest version of your web browser installed – see **browsehappy.com** for more information on how to check. If you are watching on a windows machine (PC or Laptop), you will need Adobe Flash Player installed – **click here** to check if you have this. We also recommend using a browser other than Internet Explorer – such as Firefox or Chrome – however this is not vital.

Can I use my iPad?

Absolutely, yes. (Although see above regarding the bigger the screen, the better).

What do I do if I have problems?

You shouldn't – although as the sessions are broadcast across the internet, there are many variables that can affect your viewing experience. One of the most common is restrictions made by offices and places of work such as firewall settings and streaming preferences. If you can't view from the office, try from home - this may solve the problem.

But in the unlikely event that this does not resolve the problem, you can contact technical support **here**. Try to be as descriptive as possible with the problem you are having so they can help you efficiently - screen grabs often help.

Other Questions, Comments, Feedback?

Good or bad, we welcome your thoughts and feedback on the viewing experience on this site. You can contact us via **info@hewebinars.com** or by calling the number below. You can also find out more about our offline CPD events with these details.