

Frequently Asked Questions

1. How do I access the event on webinar day?

The confirmation email you receive after registering contains a link, at the bottom of the email, which you will click on webinar day to access the event.

2. Can I access the event from a computer other than my own?

Yes. You can access the webinar from any computer, as long as you have the access link handy and log in with the email address used to register.

3. I registered for the webinar but did not receive a confirmation email within 5 minutes. What do I do?

Check your junk mail box. (You should immediately add info@stamats.com to your safe senders list so that you will receive these emails.) If you do not see the confirmation email in your junk box either, call us at 800-553-8878 and ask for Whitney or Sara.

4. If some of my staff members are not able to watch during the time the webinar is offered, can they view it later?

Yes. By purchasing the webinar you have access to it for one full year. You can return to the link used to access the webinar at any time, as many times as you want, from the date it airs until one year later.

5. What technical equipment will I need to view the webinar?

You just need your computer, an internet connection, and speakers. No phone line is necessary as audio is coming through your computer's speakers. Your confirmation email will include details about software you may need in order to view the webinar – normally, RealPlayer or Windows Media Player are the best options.

6. What time does the webinar occur and how long will it last?

Stamats webinars begin at 1:30 p.m. Central Time and last 90 minutes.

7. Will I receive handouts to the webinar that I may print out ahead of time?

A reminder email will be sent to you the morning of the webinar. A link to the presentation handouts will be included in this email.

8. How do I obtain a receipt for purchasing a webinar?

Your confirmation email includes the amount charged and the webinar details and date of purchase. This serves as your proof of purchase.