

Frequently Asked Questions (FAQs)

240 Tutoring Webinars

How do I log into the webinar?

- Click the “Join Webinar” link in the registration confirmation email or the reminder email you received from GoToWebinar.

If I cannot find my registration confirmation email or the reminder email, how can I join?

- Make sure you are checking the email account you used to register for the webinar.
- Check your filtered mail (spam or junk mail) folders.
- If you still cannot find the emails, send an email to workshops@240tutoring.com. Include your full name, the webinar name, time, and date. Our team will reply with your unique “Join Webinar” link.

I cannot hear the webinar. How do I get sound?

- At the start of the webinar, click the “Click for audio” prompt to initiate sound.
- If you still cannot hear it, confirm that the volume on your device is not muted and is turned up all the way. You can also try another device if the other options don't work.

How do I get back into the webinar if I lose connection or close the window?

- Go back to the “Join Webinar” link in the registration confirmation email or the reminder email you received and just click it again.

The screen is freezing/skipping. How do I resolve this?

- This is most likely due to your internet connection. Try switching devices (a phone with data connection) or removing devices from your WiFi while viewing the webinar.

The screen is dimming or getting darker. How do I resolve this?

- This is a feature of the webinar platform. The screen will dim when you hover your cursor/mouse on the webinar viewing window. You will need to move your cursor away from the webinar window for it to resume at full brightness.

Where can I find a copy of the slides from the webinar?

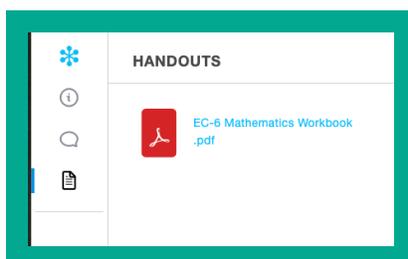
- We do not provide copies of the slides from our webinars. Feel free to take notes as you watch the webinar using the video controllers to rewind and/or pause. You can find additional preparation resources at the following links:
 - Free resources: www.240tutoring.com/resources/
 - Videos: www.youtube.com/240tutoringinc
 - Study guides: www.240tutoring.com/study-guides/

Is there a recorded version of the webinar available for later viewing? Can I pause to take a break or eat?

- Your webinar is not available for later viewing. We will host additional webinar events on a rolling monthly basis.
- You can use the player controls in the webinar to pause/rewind so you have adequate time to make notes and take breaks. The webinars last between 2-3.5 hours and additional time is built into the viewing time so you can use those features.
 - *Please be aware that the webinar is not available after the set end time even if you have paused it on your screen.*
 - *We do not recommend pausing for extended periods of time. If you close the window or refresh the screen after the content presentation has ended, you will not be able to get back in. If you do pause, you will need to leave the screen open and untouched until you are ready to resume.*

*Where do I find the workbook (TExES EC-6 Webinars only)?

- Download the workbook linked in the reminder email you receive two days before the webinar.
OR
- Click on the file attached to the left hand toolbar of the webinar (see below).



Where can I ask additional questions?

- Email workshops@240tutoring.com for technical support and questions about our resources, content or strategies discussed in the webinar.