



## Frequently Asked Questions about CISR Online Webinars

### Q: What technology do I need to take a CISR webinar?

- A desktop computer or laptop
- Internet connection
- Speakers or audio on your device/you can also connect to the audio portion via phone
- You need to be connected to both video and audio during the program
- You do not need a webcam or microphone (only instructors will be visible via webcam)

### Q: Do I need to attend the entire CISR webinar?

- To earn continuing education credits and/or designation update credits, you must be in FULL ATTENDANCE of the webinar. There will be unannounced poll questions taken frequently during the live webinar (not lunch or breaks). You must reply to all attendance polls to earn credit.
- Failure to answer the poll questions will disqualify participants from earning state CE and/or designation update credit.

### Q. How do I take the CISR exam?

- CISR exam is only needed for those seeking the CISR or CISR Elite designation. If you already have the CISR designation you do not need to take the online exam.
- You will access the online exam via your account at <https://pro.scic.com>.
- Access to your exam will be available Monday at 12:01 AM through Thursday 11:59 PM **CENTRAL TIME** of the week following your CISR webinar. You may take the exam any time during those days. The National Alliance customer support closes at 6pm Central time. Please be advised that anyone testing after 6pm on the last day of the exam window will not have support available. **More info can be found [here](#).**
- Plan on one uninterrupted hour to complete your exam. Exam must be taken in one sitting.
- The exam is multiple choice with 50 questions.
- If there are issues getting to your exam, email: [examhelp@scic.com](mailto:examhelp@scic.com)

### Q. Do I need a proctor for the exam?

- Yes, all online exams must be proctored, meaning someone must watch you take the test and confirm that you did not use any course materials or notes to take the test.
- **Starting 2/1/2021**, all exam-takers need a disinterested third-party to proctor them.
- We highly recommend you read the updated rules and requirements and view the “how to” videos which can be found at: <https://scic.com/proctor-monitor-rules>.
- Agency principal, supervisor, subordinate, friend or family member does **NOT** qualify as a proctor. If a proctor is not available, we suggest an online proctor such as MonitorEDU which is available to you for a small service fee. <https://sciproctor.com/how-it-works>

### Q. When do I get my results?

- You will get your results immediately after finishing submission.

### Q. What about the Course Materials?

- A pdf copy of the book is available for download 5 days prior to the program

**Q. What is the Agenda? All times listed are **EASTERN** time zone unless noted**

7:45 AM	Log on to confirm you can connect
8:00 AM	Opening Comments – Rules of Engagement presentation
8:15 AM	CISR Presentation Begins
12:00 PM	Lunch
12:45 PM	CISR Presentation Continues
3:45 PM	Optional Exam Briefing/Q&A with Instructor
4:15 PM	Day Concludes

- Exam window opens on the Monday following the CISR program at 12:01 AM – CENTRAL TIME
- Exam window closes on the Thursday following the CISR program at 11:59 PM – CENTRAL TIME

**Q. How do I join a Webinar?**

- After registering (within 48 hours), you will receive a confirmation and receipt/invoice from carol@piavadc.com. Within the confirmation, click on the [WEBINAR LINK](#) to complete your registration.
- The day before your scheduled webinar you will receive an email from Sheryl Chasse at CustomerCare@GoToWebinar with a link to join the CISR webinar. The morning of, you will log into the webinar by simply clicking on the link that says “Join Webinar” at the designated times.
  - We have heard from several participants that their company has a firewall on their network preventing the receipt of these emails. Please email sheryl@piavadc.com if you do not have the link the day before your webinar. **DO NOT WAIT** until the day of the webinar to contact Sheryl as she will not be available to take calls or emails.

**Q. What about the CE Credit?**

- CE is approved in all 50 states, PR and DC. Hours vary by state –VA is approved for 7 CE hours. The type varies depending on the topic.
- CE fee is included in your registration fee
- CE is processed by The National Alliance and you will receive an email when your credits have been processed approximately 10-14 days after the conclusion of the webinar.

**Q. Cancellation Policy**

- Cancellation fees apply (reference your Registration Confirmation from PIA VA/DC or [www.piavadc.com](http://www.piavadc.com) for details).



CISR Webinars are held in partnership with The National Alliance for Insurance Research & Education

**Questions: Please email [Sheryl@piavadc.com](mailto:Sheryl@piavadc.com)**

**[www.PIAVADC.com](http://www.PIAVADC.com)**

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