HRCI WEBINAR
FREQUENTLY ASKED QUESTIONS

Q: Will I receive an attendance certificate?

A: We do not provide certificates for attending our webinars.

Q: Will the post event webinar email serve as a record of my attendance so I can claim recertification credits from this webinar session?

A: To claim recertification credits for attending, you must login to your HRCI account and enter the recertification activity code provided at the end of each webinar.

Q: Why doesn't my profile show I have attended HRCI webinars?

A: To claim recertification credits, you must update your HRCI profile with the recertification activity code that is displayed at the end of each webinar. If you have issues accessing or updating your profile, please email info@hrci.org.

Q: Why am I receiving an email that states I did not attend the webinar when in fact I attended?

A: If you do not use the same email or phone number when you registered for a webinar, the system will not recognize your attendance and will not send a post webinar email. To receive the post webinar email, please make sure to attend using the same email and/or phone number entered at registration.

Claim Recertification Credits

Q: I logged in late to the webinar, how do I ensure I receive credit for attending?

A: The recertification activity ID is provided at the end of the webinar. Please logon and add this recertification activity ID code to your HRCI profile to ensure you to receive credit for attending.

Q: How do I find the pre-approved recertification activity code for a webinar?

A: HRCI will provide the recert activity code at the end of each live session. The HRCI activity ID code will also be provided to everyone that attended the webinar in a post event email. You can watch the full replay of the webinar session and receive the recert code at the end of the presentation.

Webinars Information

Q: Is there a cost to attend an HRCI webinars on online events?

A: Currently, HRCI live webinars and events are free. Access to the webinar replays is also free of charge and can be viewed on our Alchemizing HR and HRCI Insights web pages.

Q: Where do I find the latest information on upcoming HRCI webinars?

A: Visit the Alchemizing HR and HRCI Insights web pages or sign up for the HRCI newsletter.

Q: How can I replay previous HRCI webinars?

A: Visit the Alchemizing HR and HRCI Insights web pages. Each webinar session will only be available for replay on the HRCI website for 30 days after the original broadcast.

Q: Will you share the PowerPoint Slides from the webinar presentation?

A: A link to the recording of a webinar session and the HRCI pre-approved recertification activity ID/code will be provided to everyone that attended the session in a post event email. HRCI will not provide a copy of the PowerPoint Presentation.

Webinar Essentials

Q: What platform does HRCI utilize to present webinars?

A: HRCI's webinars are presented through Zoom. If you are unable to use Zoom, you can attend via a live phone connection or via replays of each webinar session. Replay links will be emailed out to everyone that registers for a webinar. HRCI webinar replays can also be accessed through HRCI's Alchemizing HR and HRCI Insights web pages.

Q. Why do I have to re-register for HRCI Webinars?

A: If you are experiencing this issue, please view settings in your Zoom profile. Your Zoom profile may not be an exact match with the email address used to register for the webinar or selected when using the link to join the session. It is important that when you are using the webinar link provided via the HRCI confirmation and reminder emails to have your Zoom profile open either on your desktop, laptop or mobile device.

If your Zoom profile is not open accordingly, then the link will not recognize your identity. This feature is requirement when using Zoom.

Q: What is the duration of HRCI online webinars and events?

A: HRCI's Alchemizing HR Series and HRCI Insights are one (1) hour in length and HRCI's quarterly Higher Standard Series are three (3) hours in length.

Q: How can I connect with other HR professionals during the webinar?

A: Using the chat box and select send to all panelists and attendees.

Q: How do I turn off the chat feature during the webinar?

A: Locate and click on the chat bubble in the toolbar across the bottom. Once selected, the chat box will open to a separate window. At that time, you can move the chat box to a separate location or to the bottom of your screen.

Q: How do I turn off the closed captioning during the webinar?

A: There is a closed caption box at the bottom of the page. Click on the box and select hide subtitles.

Q: How can I ask a question to the webinar speaker?

A: Use the Q&A box across the bottom to send a question to the presenter or moderator.

Q: How do I address questions not included in FAQ?

A: Please direct your inquiries to webinars@hrci.org.

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