

**ConvergenceCoaching®, LLC Public Webinars
Offered via CPA Crossings, LLC
Frequently Asked Questions**

Q: Why are you shifting the delivery method for ConvergenceCoaching®, LLC public webinars?

A: We have seen an increased need and demand for leadership, talent and HR, succession, and growth sessions by leaders in firms of all sizes. We have partnered with CPA Crossings to make these sessions available to more practitioners through expanded distribution to state societies. Collaborating with this new hosting partner, we can provide the same high-quality, public webinars to a larger audience.

Q: Where can I register for a ConvergenceCoaching public webinar?

A: To register, visit our 'Upcoming Webinars' page on the ConvergenceCoaching website (www.convergencecoaching.com) and click on 'Upcoming Webinars' located under the 'News & Events' tab. Or register on the CPA Crossings site via this [link](#).

Q: After I register for a public webinar, when will I receive access instructions and a link to the webinar?

A: Upon registering, you will be sent a confirmation email from CPA Crossings, LLC messenger@webex.com with an access link, so please save this address in your safe senders list. A reminder email will also be sent 24 hours before the webinar. If you don't receive the link, please check your junk/spam folder, and if it is not there, please contact webinars@cpacrossings.com.

Q: During the webinar, who do I contact if I can't get into the webinar or if I have technical issues?

A: If you have technical issues accessing the webinar on the date it is scheduled, or during the webinar, please email webinars@cpacrossings.com or call customer service at 1-877-370-2220 x1. The webinar opens 30 minutes prior to start time, so you can log in early to ensure you have a good connection.

Q: I am unable to attend a webinar I have registered for at the scheduled time. Will I get access to a recording?

A: CPA Crossings will provide a link to the recording within the CPE Certificate email 24-48 hours after the course has been delivered. The link will be active for 30 days. Please note that CPE cannot be issued for webinar recordings. If you registered for the webinar and did not attend at the scheduled time, you will receive a link to the recording 24-48 hours after the session. For any questions regarding links to the course contact webinars@cpacrossings.com.

Q: Will I get a copy of the PowerPoint slides for the webinar?

A: Yes, you will receive a link to access the PDF copy of the PowerPoint to view during the webinar, and it will be available as a handout on the WebEx Platform. If you would like access to additional tools, articles, or other resources in addition to the PowerPoint and recording, you *must* provide your email address at the end of the live webinar in the chat to receive a copy of the slides and any tools referenced by the facilitators during the live session. The recap with associated tools will be emailed to you within a week of the live webinar. The PDF copy of the PowerPoint, resources and tools, and recording are for your internal use only and may not be shared, reproduced, or resold.

Q: How will I get my CPE certificate after I have attended a live webinar?

A: You will receive an email from webinars@cpacrossings.com once your certificate is available. If you do not receive the email within 72 hours after the end of the webinar, please check your spam/junk folder, then contact webinars@cpacrossings.com for assistance.

Q: Why did your public webinar fees increase with this shift?

A: ConvergenceCoaching has not increased our webinar fees in nearly a decade. We are taking this opportunity to increase our webinar fees to be more in line with other CPE offerings and providers, so our webinar fees will increase slightly from \$49 for 75 minutes or 1.5 CPE credits to \$79 for 100 minutes or 2 CPE credits, reflecting an increase in CPE credit received, too.

Q: What if I have other questions or am interested in other topics for webinar or other learning programs from ConvergenceCoaching?

A: Please reach out to us at info@convergencecoaching.com. We'd love to hear from you!

Q: What if I am interested in more information about the other webinars CPA Crossings offers?

A: You can check out the entire catalog of CPA Crossings webinars using this link to review the course offerings and to register: <https://www.cpacrossings.com/?partner=conco>