



ATTENDING A WEBINAR – WEBINAR FAQS

What is the Webinar team? Webinars handles your questions about any webinars listed on the Training and Event Calendar on our website [here](#). They can handle questions about your registration and about the event. *They do not handle questions about Basics of Somatic Experiencing – Online.*

How do I register? Please follow the 'Register Now' link on the Training and Event Calendar which you can find [here](#).

What is the cost of registering for a webinar? Webinar pricing will be specific to each webinar. However, we do offer a member price. You **must** have an **active** membership to register at the membership price. If you do not have an active membership, you will be denied registration and will have to register again.

If I am a student, SEP, assistant, etc. Does this mean I can purchase at the member price? I don't know if I have a membership or not. No, holding one of these titles does not also mean you have a membership. To qualify for the membership coupon code, you *must* have an active membership.

What accommodations do you offer? We include closed captioning for those who need it. We are continuing to explore other options, including live language interpretation. If there is an accommodation that you would like to see available, please email programsupport@traumahealing.org.

I am having trouble registering again. What can I do? Please try using a different browser or device to register again. You can also try clearing your cache and then registering again. If you continue to have troubles, please reach out via email.

My registration isn't working, can you help me register on the phone? Unfortunately, we cannot take credit cards over the phone or via email for legal reasons. You will need to register for the webinar on your own.

I'm not registered for the webinar. What happened? It is likely that you missed the deadline to register or were denied for another reason. Please reference the email you received for further information about your denial.

I didn't receive my link, what's going on? We send out the link to all registrants on our list. Please check your spam or promotion emails for the link to join the webinar.

Can I purchase the recording? Select webinars are available to rent. Webinar recording rental costs are displayed [here](#). The rental period is 21 days.

Still have a question? Send an email to webinars@traumahealing.org. If you have already sent an email, please allow one – two business days for a response before emailing again!