FAQ for In-Houses

What is an In-house seminar?
In-house events are private trainings, not available to the general public. Host organizations choose from one of PESI's existing programs or work with us to customize one specifically for their organization. The host organization coordinates with our private event business planner in setting up the event.

What is a live interactive webcast?
A live interactive webcast has audio and video live-streamed directly to your computer. Since this is a live online broadcast, you must attend it live as it occurs at the set date and time. You will be able to type questions to the speaker. The speaker will see the questions and will be able to address them.

Fees
Registration fees are included in the in-house contract between the host organization and PESI, Inc.

Registration Deadline
In-house participants can register through the host organization contact up to the day of the in-house event.

Refund Policy
Refund policy and cancellation policy are detailed in the contract between the host organization and PESI, Inc.

The performance of this agreement by either party is subject to acts of God, war, government regulations, disaster, strikes, civil disorder, curtailment of transportation facilities, or other emergency making it inadvisable, illegal, or impossible to provide the program or hold the event, this agreement may be terminated for any such reason by written notice from one party to the other. In the event of cancellation PESI, Inc. will make all reasonable efforts to secure a replacement speaker or reschedule the program for another suitable date.

Cancellation Policy
Refund policy and cancellation policy are detailed in the contract between the host organization and PESI, Inc.

The performance of this agreement by either party is subject to acts of God, war, government regulations, disaster, strikes, civil disorder, curtailment of transportation facilities, or other emergency making it inadvisable, illegal, or impossible to provide the program or hold the event, this agreement may be terminated for any such reason by written notice from one party to the other. In the event of cancellation PESI, Inc. will make all reasonable efforts to secure a replacement speaker or reschedule the program for another suitable date.

Accessibility Accommodations
If an in-house participant requires ADA accommodations, they are to contact the contact person of the host organization. If the request is, for example, for larger print on the seminar manual, then the host organization would contact PESI, Inc. and we would fulfill that request.

Course Completion Requirements

For live webcasts, the payment for the program includes one free CE test per participant. To complete the test, please log into your online account on catalog.pesi.com and click the orange "Certificate" button under the program's title. For live webcasts, the post-test must be completed within one week of viewing the program.

Please note that for some professions, CE credits do have expiration dates. This means that if your licensing board has a credit expiration date, you will need to complete the program before the credit expiration date. Please read the credit information for the program and/or check with your board to determine if a CE expiration date applies for your profession.

Course Assignments
N/A

Certificate Issued
How do I obtain credit after attending a live webcast?
After the webcast has concluded, please log back into your account on catalog.pesi.com and click the orange "CE Certificate" button under the webcast's title. Complete the evaluation and post-test as prompted. Upon successful completion of the post-test, you will be able to download your CE certificate, email it to yourself, or both.

Post-Test and Evaluation Distribution
To complete the test for the live webcast, please log into your online account on catalog.pesi.com and click the orange "Certificate" button under the program's title. For live webcasts, the post-test must be completed within one week of viewing the program.

Posttest Requirements
Certificate of Successful Completion will be issued upon successful completion of the program's post-test and evaluation. Post-tests consist of multiple-choice questions. A passing score is 80%. You may take the post-test as many times as need to obtain a passing score.

Date Recorded or Created, if asynchronous
If applicable, the date will appear on the promotional material and the Certificate of Successful Completion

System Requirements
What are the hardware and system requirements for viewing online programs?
To view live webcasts and other online programs, you can use any device that meets the software and internet connectivity requirements specified below.

You can test your internet connection & system by clicking on this **link** (which will open a program viewer in a new tab). You should see a test video, hear audio and see a test PowerPoint slide. If you are having trouble with the test video buffering or not playing, please feel free to contact Customer Support for assistance.

While viewing programs is compatible with a wide variety of operating systems, browsers and internet connections, below are some suggestions to better assure compatibility and a better viewing experience.

If you are unsure on what browser and/or operating system you are on, you can click on this **link** (Windows 10 may show as Windows NT 10.0).

Operating System

Windows: Windows 7, 8, 8.1 & 10 are all supported. We recommend Windows 8.1 and above for the best compatibility and viewing experience.

Mac OS: Mac OS X 10.12 (Sierra), Mac OS X 10.11 (El Capitan), Mac OS X 10.10 (Yosemite), Mac OS X 10.9 (Mavericks), Mac OS X 10.8 (Mountain Lion), Mac OS X 10.7 (Lion) & Mac OS X 10.6 (Snow Leopard) are supported. We recommend Mac OS X 10.9 (Mavericks)and above for the best compatibility and viewing experience.

Internet Browsers

We support all major browsers including Google Chrome, Firefox Quantum, Internet Explorer, MS Edge, Safari and Opera. We recommend the latest versions of Google Chrome and Firefox Quantum for the best viewing experience.

Internet Connection

Streaming programs require a minimum of 250Kbit/s of download speed in order to play without issue. Please click on this **link** to run a speed test to test your current Internet Connection. If your speed test results for Download are 0.30Mbps or lower, you may want to contact your Internet Service Provider (ISP - such as Comcast, Spectrum, AT&T) to troubleshoot. We recommend an internet connection download speed of 1Mbps for the best viewing experience.

While WiFi routers have come a long way, a wireless connection is susceptible to more connection issues than a wired connection. Distance from the wireless router, walls, other wireless signals can all impact your connection. If you run into any performance issues in viewing a streaming program, we recommend switching to a wired connection. Please note that you typically will need to disable your wireless connection in order to confirm you are on a wired connection.