TrustArc Webinar FAQs

Answers to the most commonly asked webinar-related questions

PRE-WEBINAR

What's the cost to attend TrustArc webinars?

- All webinars are FREE! Just fill out the form on the webinar registration page.

I want to attend other webinars/watch on-demand webinars. Where do I find those?

- Follow this link: https://www.trustarc.com/events/webinar-schedule/

What webinar platform does TrustArc use?

- We run all our webinars through Citrix's GoToWebinar platform.

I can't attend the webinar at the scheduled date/time - how/when can I receive a copy of the recording/slides?

- Don't worry! **Just register for the webinar normally** (fill out the webinar registration form).
- We'll send an email with a link to the webinar recording/slides **AFTER** the webinar to **EVERYONE** registered (regardless of whether attended or not) a couple after hours the conclusion.

I have colleagues who want to attend the same webinar - if I already registered, do they still have to sign up? Can I just share the webinar login link I received?

- Sadly no - ALL webinar access URLs are unique/individual links <u>ONLY</u> for your use. Please have them register themselves by filling out the form on the corresponding webinar registration page.

I just registered for the webinar - what happens now?

- A confirmation email from **events@trustarc.com** has been sent to you with your unique webinar access URL. *Note that this access URL should not be shared with others.*
    - If you don't receive the confirmation email within a few minutes, check your spam/junk folder (if using Office 365, check your Clutter folder).
    - Be sure to add **events@trustarc.com** to your Safe Senders List to receive future emails.
- You will then receive two other webinar reminder emails (1st = day before webinar, 2nd = one hour before webinar) that will also all contain your webinar access URLs.

I'm not receiving any webinar-related (confirmation/reminder/followup) emails - what now?

- If you don't receive the confirmation email within a few minutes, check your spam/junk folder (if using Office 365, check your Clutter folder).
- ***Be sure to add events@trustarc.com to your Safe Senders List to receive future emails.***
- If above, is still seems your Email Admin/IT is likely running some type of backend filtering so you will need to get them to whitelist TrustArc - please copy and paste the example letter below to send to them.
- Example Letter To Send To Your Email Admins/IT:

  To: Email Admins/IT Dept
  Subject: Incoming email delivery problems

  Hello,

  My name is XXXX and I work for XXXX. I understand that you employ filters and/or blacklists to protect us from unsolicited email. However, this has made it difficult for me to receive requested emails such as webinar confirmations, announcements, and other promotions that have been requested from TrustArc.

  TrustArc uses a marketing service called Marketo. Marketo is not an open relay and has strict anti-spam policies in place.

  Because your filters may have prevented emails from Marketo, I am unable to receive requested communications from TrustArc. I ask that you please help me determine why these emails are not being delivered.

  Mail from Marketo can be found by the following characteristics for whitelisting:

  "Envelope from:" em-sj-77.mktomail.com

  Additionally, Regex for whitelisting Return Path header (unique to TrustArc):

  " 846-LLZ-652.(\d+.)*\d+@em-sj-77.mktomail.com"
  Please contact me when this problem has been resolved.

  Sincerely,

POST-WEBINAR

Will I receive a copy of recording and the slides presented?

- We'll send an email with a link to the webinar recording/slides after the webinar to **EVERYONE** who registered (regardless of whether you attended or not) a couple after hours the conclusion.

How do I receive (applicable) IAPP Credits for attending the webinar?

- TrustArc is an approved IAPP CPE provider. One hour TrustArc webinars are preapproved for 1 IAPP CPE credit. Submit through the MYIAPP function on the IAPP website.

How do I receive CLE credits for attending the webinar?

- Unfortunately we do not provide CLE credit approval yet. We do at the moment honor IAPP CPE credits. For those, you just submit through the MYIAPP function on the IAPP website.

OTHER QUESTIONS

I have other questions that I didn't find an answer to here - who do I contact?

- Please send an email to events@trustarc.com describing the situation and we will respond shortly.