

ONLINE LIVESTREAM LECTURE CERTIFICATION INSTRUCTIONS

WHAT YOU WILL NEED

1. Computer with Internet connection and a current browser (e.g., Chrome, Safari (MAC), Microsoft Edge). Unless instructed by your employer, use your personal computer. A desktop is preferred for readability - a tablet is also acceptable.
2. Speakers or headphones.
3. Paper and pen or pencil.

**Important Guidelines**

* Choose an environment that is quiet with no distractions.
* Avoid walking around or moving during testing. Do not attempt to take the course while driving.
* Do not use your computer’s microphone and camera during instruction due to bandwidth concerns and to eliminate talking over other students.

PRIOR TO LECTURE TIME  
AT LEAST 30 MINUTES BEFORE START TIME

NOTE: If you do not have Adobe Acrobat Reader, click here: <https://get.adobe.com/reader/>

1. Download the VEO form here: <http://bit.ly/VEOForm>
2. Download the Method 9 manual here: <http://bit.ly/digitalmanualversion1>
3. Ensure you have a stable internet connection and your device and its accessories (e.g., mouse) are fully charged
4. **Please login at least 30 minutes prior to livestream start time.** This will allow time to correct any technical issues. If you have problems, call 901-381-9960 or email [registrar@compliance-assurance.com](mailto:registrar@compliance-assurance.com).
5. **You do not need have Microsoft Teams/a Microsoft account,** you can join anonymously using a browser, then use the chat box to enter your first and last name – *you must use your full name to receive credit for the class.*
6. If your organization requires several employees to use one device, each student will need to login separately.
7. Once you have joined, sign in using you full first and last name – your first and last name must match the name in our online registration.

GENERAL PROCEDURES:

* During the presentation, you can ask questions or provide feedback using the chat box.
* This presentation will last roughly 2.5 hours and will be recorded.
* CAA monitors student engagement through the Microsoft Teams engagement tracking system and via the Q&A portions of the presentation – students must participate to receive credit for the class.
* Presenters will ask questions during certain portions of the presentation. The question will be entered in the chat box as a marker. Participation of all participants will be recorded.
* Two breaks of at least 15-minute durations and a 30-minute lunch break. These breaks will be started by the presenter. Upon return, students are required to confirm their presence through the chat box.
* When the lecture is complete, students must complete the quiz using the CAA online lecture portal.
* Certificates will be available immediately for those that passed.
* Students who do not pass on their first try will have another chance to complete the text.