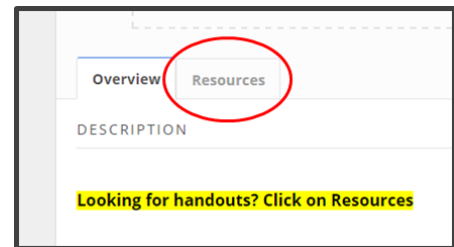


NACUA Online Materials Access Frequently Asked Questions

1. How do I access materials?

Go to <https://www.nacua.org/2017MarchCLEMaterials>

1. Click the link “Access Materials Here”
2. Scroll down and click on the session you are interested in
3. Enter your NACUA username and password (*Non-members received this via email just prior to the Institute*)
4. Click on the “Resources” tab
5. Select the file you want to view



Tip: Bookmark the “Access Materials” link for easy, one-click access.

2. How can I take notes on the materials?

On a laptop, you can download the materials and take notes using [Adobe Acrobat Reader](#) or your preferred PDF software.

On a mobile device, you can download the materials and take notes using apps such as [Adobe Acrobat Reader](#) (free), [Microsoft OneNote](#) (free), [Notability](#) (\$9.99), [Evernote](#) (free), etc.

3. I can't remember my NACUA username and/or password – how can I recover them?

On the login page, click the [“Forgot password”](#) link. Once you enter your username and password, a temporary password will be sent to the email address that we have on file.

If you do not know your username, click [“Forgot Username”](#) at the bottom of the “Forgot Password” page. Enter your email, first name and last name. Once you click Send Username and your account is confirmed, the system will send you an email with your username.

If you are still having trouble, you can visit the “Tech Table” near the registration desk where a member of the NACUA staff can help you recover or reset your NACUA username and password.

4. I'm experiencing issues with the NACUA provided Wi-Fi – what should I do?

If you are experiencing any issues with Wi-Fi, we want to hear about it! Find a NACUA staff member wearing a red "Ask Me" ribbon and let them know or visit the "Tech Table" near the registration desk. We want you to have the best meeting experience possible.

5. Do I have to pay an additional fee to access materials?

No. The NACUA materials are included in the price of registration. If you are prompted to pay when attempting to access the materials on our Online Learning Center, visit the "Tech Table" and we will resolve the issue.

6. Where are the binders?

Beginning in 2017, access to workshop materials is available exclusively online through NACUA's Online Learning Center. Please visit the registration desk if you would still like to purchase a hard copy binder or if you're not sure if you paid for a binder when registering. Note that binders will be shipped *after* the March CLE Workshop.

7. I missed a session, can I watch it later?

For most sessions, yes. Once the Workshop ends, the recordings will be available shortly thereafter on NACUA's Online Learning Center. These video recordings are downloadable and can be watched as many times as you'd like.

8. Who do I ask for help?

Any member of the NACUA staff can help. They will all be wearing red "Ask Me" ribbons on their name badges.