Center for Deployment Psychology (CDP) FAQs
for EBP "Expanded" Webinars

Continuing Education Credits (CEs)/Certificates

- **How many CEs will I earn?** Please refer to your CE ad statement from PESI, Inc. that lists the exact number of CEs you will earn for your specific discipline during this webinar. Our credits accepted by professional licensing organizations such as APA, ASWB, etc.
- **Which disciplines are covered?** Generally we cover psychologists, social workers, marriage and family therapists, and other disciplines. If your discipline is not listed on the CE ad statement then we are unable to provide you CEs, but you are welcome to participate and arrange for your own credits through your licensing board. Please note our trainings are only for providers with a clinical caseload.
- **I am a MD, will I receive CMEs?** We are not able to provide CMEs but you are welcome to participate and arrange for your own through your licensing board. Unfortunately we are unable to help with this process.
- **What is the process to get CEs?** Everyone must log into the EBP webinar from a separate computer so the system can capture each person's attendance. Sitting as a group at one computer or listening to the webinar via phone (if applicable) will not earn credits. At the end of the webinar you must then fill out the PESI evaluation offered via web link, which is open for a few days. Partial credits are not offered, and webinars are only offered live. We are unable to provide a link to a recorded webinar for you to watch at a later time.
- **Can I give an anonymous evaluation for the training?** The PESI evaluation requires identifying information in order to earn credits, but we always appreciate your honest feedback and take all comments into consideration to improve future trainings.
- **I have more questions about CEs, who can I talk to?** Please contact our representative Bridget Schaub at PESI, Inc. at bschaub@pesi.com with CE questions only.
- **When will I receive my CE certificate?** Certificates from PESI are delivered approximately a month after the webinar to the email address you used in the online evaluation. Please keep an eye on your spam folder just in case!
- **Anything else I should know about certificates?** If you use a Yahoo email address, please be aware that your CE certificate may get caught in your spam filter. Also, PESI charges a $10 fee to reissue certificates, and full price to issue previously unrequested credits.

Cost

- **What does the EBP webinar cost?** It's free! The training, materials, and CEs are completely covered by our DoD funding for this program.

Eligibility

- **Who is allowed to participate in this EBP webinar?** Both civilian mental health providers treatment Service members, Veterans and their families, and Tri-Service military/DoD/GS mental health providers (including civilian contractors) with a clinical caseload of Service members on a military base are allowed to participate in these expanded webinars. Nurses, nurse practitioners, clinical nurse specialists may attend as well if they meet this criteria. At this time we are unable to accommodate mental health technicians at our PE expanded webinars.
- **I can't participate in the webinar but am interested in the subject/could use this in my practice/need this for my upcoming deployment, so may I have the training materials sent to me?** Sorry, we cannot provide materials to those that don't participate. However, if you are looking for consultation we do have a regular call schedule to discuss patient cases with our specialists. The full schedule is available on our website (http://deploymentpsych.org/resources/consultation-services), and the site also has helpful deployment-related resources including articles, practice guidelines, and online trainings.
- **I can't participate in the webinar but know other providers that might be interested, may I pass them the registration information?** Absolutely! We encourage you to share information about our trainings.

- **Is there a registration link, and how do I get it?** To register for webinar you can follow the listing on our website or follow the registration link on the original advertisement/email. If you can't find it in those places then contact Kris Hannah for more information at khannah@deploymentpsych.org.
- **Why can't you register me if I email you?** The small staff at CDP handles multiple registrations concurrently as well as many other projects. Between the information we need for registration versus the volume of work we are handling at any given time, it's more efficient for you to register yourself. Once you submit you information, a registration confirmation message will be sent to you in about a week.
- **I'm not sure yet if I can participate in this webinar, can you reserve a space for me?** Sorry, due to the popularity of our trainings we cannot hold a space for you. Your best option is to register and should things not work out later, let us know immediately so another provider can take your place.
- **The webinar has filled up and registration has closed. Is there a waiting list you can add me to?** If that is a possibility, the registration page will have an email for which you can add your name to a waiting list. Should space become available, you will be notified.

Technical Details/Training Day

- **What system do you use to conduct the webinar?** For "expanded" webinars we will be using Adobe Connect, a web conferencing platform. Please note it is not compatible with DCO Connect, which we are unable to use for various reasons. One does not have to download an Adobe program to your computer in order to participate.
- **How to I log in to the webinar?** You will be sent a connection link in your confirmation letter. A week or two prior to the webinar you will be sent two reminder emails containing additional logistical information as well as this link. One important message will be from Adobe providing instructions on how to access your Adobe account. Please ensure you use your first and last name as well as your military email address (if applicable) when naming your account. If we cannot determine your identity from the connection log collected following the training, you will not receive credits.
- **Why do I have to use an individual computer?** In order to earn CEs for the webinar you must participate using a separate computer rather than joining a group of people viewing via one machine. Your login information is captured by the system and used in place of the sign-in sheet required at workshops held in-person. Even if you are not intending to earn CEs, in order for us to provide the proper headcount per our DoD mandate, we must have participants use separate machines.
- **Why do you recommend participating off-base or not from my government site?** Some military and government sites either block Adobe completely or don't have enough bandwidth available to support a user participating in a webinar like this, so we strongly urge registrants to consider joining us from home or another off-base/non-government building location. Once registered and confirmed, we do send a test link for connectivity but cannot guarantee what will happen on training day in those facilities.
- **Does my computer need certain technical requirements?** You will need a computer that has a web browser with an updated Flash Player (11.2+) installed prior to the webinar. Mac users should plan to use either the Chrome or Firefox browsers in order to reduce problem connections.
- **Do I need a webcam or microphone?** For Adobe webinars the answer is no, but prior to the webinar please take a moment to test the speakers connected to your computer since this is critical equipment. There is a text option on the Adobe Connect screen for communication with the instructors and other participants
- **What time does the webinar start?** These monthly webinars will always begin at 1300 (1 PM) East Coast time and run until 1700 (5 PM). Please log in at least 15 minutes early so we can work out any technical problems in advance and get started on time.
- **What if I need to leave early?** You are welcome to sign off early, however in order to receive credits you must attend the full webinar and fill out an evaluation distributed at the end of the training. We are unable to provide partial credits.
- **I'm still unable to log in, what should I do?** Many military sites will either block our webinar link or not have enough bandwidth to support a large number of users, so if you can arrange in advance to login from home or another off-base/non-government building location, that will prevent most technological problems that may occur. You will also need a computer that has a web browser with an updated Flash Player (11.2+) installed.
- **How do I get materials for the training?** All materials for the webinar will be posted as PDFs in Adobe, ready for downloading during the training. The technical team will do a brief "walk-through" at the start to familiarize everyone with the Adobe platform and will point out the location of the materials on the screen.
- **How do I ask questions during the webinar?** At the start of the webinar our technical team will show everyone where the chat box is on screen, and you'll be able to respond to questions and ask your own during the course of training.