

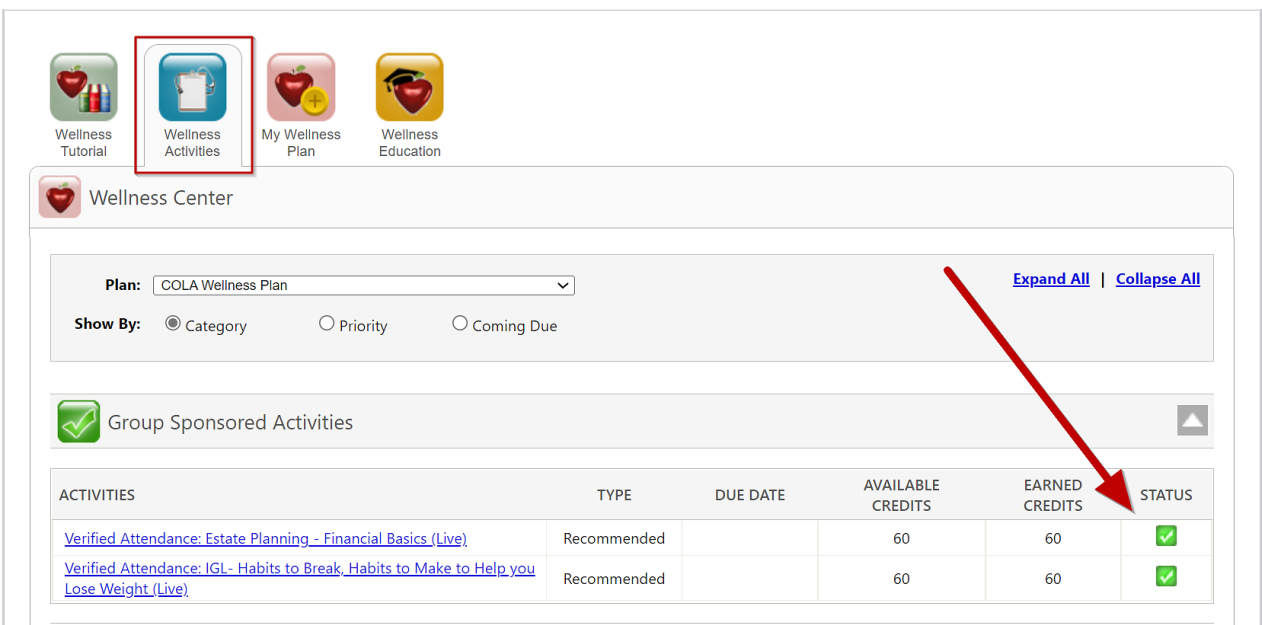
FAQs for Earning Webinar Participation Credit

1. What is required to earn webinar participation credit?

Participation credit is earned when an employee (a) attends the entire duration of a webinar, (b) answers all poll questions, if offered, during the webinar, and (c) completes and submits the survey at the end of the webinar.

2. Where in the wellness portal can I see earned participation credits?


Once participation credit is verified by the webinar host, go to your Wellness Activities page under Group Sponsored Activities. Allow for up to two weeks after a webinar for credit to post. A green check mark under STATUS indicates credit was earned.





Wellness Center


Plan: COLA Wellness Plan [Expand All](#) | [Collapse All](#)

Show By: Category Priority Coming Due

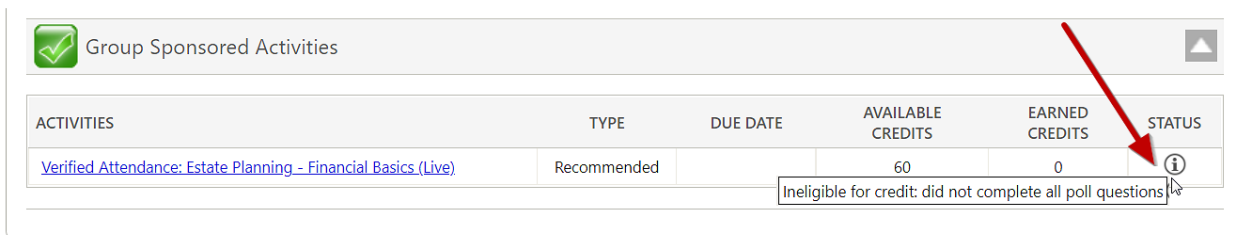
 Group Sponsored Activities


ACTIVITIES	TYPE	DUE DATE	AVAILABLE CREDITS	EARNED CREDITS	STATUS
Verified Attendance: Estate Planning - Financial Basics (Live)	Recommended		60	60	
Verified Attendance: IGL- Habits to Break, Habits to Make to Help you Lose Weight (Live)	Recommended		60	60	


3. Why didn't I earn participation credit for a webinar?

The Wellness Portal will indicate why you did not earn credit for a webinar. Go to the STATUS column, hover your pointer over the  and a message will appear giving the reason why credit was not earned. Credits are only earned when completing all the requirements.

Reasons why an employee did not earn credit are as follows: a. did not attend, b. did not stay long enough, c. did not answer all poll questions, d. did not answer any poll questions and/or e. did not submit a survey at the end.



 Group Sponsored Activities

ACTIVITIES	TYPE	DUE DATE	AVAILABLE CREDITS	EARNED CREDITS	STATUS
Verified Attendance: Estate Planning - Financial Basics (Live)	Recommended		60	0	 Ineligible for credit did not complete all poll questions



Virtual Edition

FAQs for Earning Webinar Participation Credit

4. **What are some other possible reasons I am not seeing webinar participation credit? What can I do?**
- a. The email address you provided upon initial registration at the LACountyGetsFit.com website does not match the email address used later for registering to attend webinars. The emails must match. To update your email in your wellness portal account, follow these steps:
 - i. Log in to your account, then click **My Profile** in the portal navigation bar.
 - ii. Click the **“Next”** button in the notification box.
 - iii. Update your email address in ‘Edit Personal Profile’ and click the **“Submit Change Request”**.
 - b. The employee ID you provided upon registering at the LACountyGetsFit.com website does not match the Employee ID you used later when registering to attend webinars. If there is not an email match, then your Employee ID is used as a secondary way to verify attendance. To update your Employee ID in your wellness portal account, please call 800.435.5023, extension 2 to speak to a team member who can confirm your identity and update your Employee ID in your account.