



Bear Care

GROUP

FAQs

Here are the answers to the most Frequently Asked Questions about the BCG Webinars. Can't find the answer to your question? Contact us at info@bearcaregroup.org.

1. What time zone will the Webinar occur?
In order to reach a global audience each webinar will be held Live in Eastern Standard Time. Times and days of the week will vary.
2. What do I need to participate in the webinar?
System Requirements:
Preferred Browser
Windows: Internet Explorer 11+, Edge 12+, Firefox 27+, Chrome 30+
macOS: Safari 7+, Firefox 27+, Chrome 30+
Linux: Firefox 27+, Chrome 30+
Be sure whatever browser you use is updated to the latest version
Internet Speed
For uninterrupted access: An internet connection – broadband wired or wireless (3G or 4G/LTE)
Test your Internet Speed: <https://www.speedtest.net/>
Operating System: Most systems are supported, if unsure checkout
<https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>
3. How do I watch Webinar?
Registered attendees will access a live webinar through a link sent to your email after your registration is completed. Click on the link you were sent to join the webinar and be placed into a waiting room until the start of the Live Session
Conduct:
Please mute your mic and turn your camera off to limit distractions. Due to the large audience, comments and questions will be through the chat feature ONLY.
4. Will I have access to the presentation recording after the webinar?
Yes at a later date. We are in the process of creating a library on our website.
5. Do I need to have attended a previous Bear Care Group conference or workshop in order to participate in the webinar?
No. Each webinar is centered around topics you suggested through Facebook. Watch one or watch all. No prior BCG experience is needed.
6. How do I pay for my registration?
Registration is FREE. Just sign up.
7. How do I donate?
Participants can donate to the Bear Care Group to help us continue to offer educational workshops, conferences, and webinars at <https://www.bearcaregroup.org/support-us>
8. Can I register for all webinar sessions together?
Unfortunately no. Please register for each separately.
9. What is the registration refund policy?
All registrations are FREE. If you will not be attending please contact us at info@bearcaregroup.org so we can release your space for another participant. Spaces are limited.
10. Can I transfer my registration to someone else at my organization?
Yes, please contact us at info@bearcaregroup.org so we can release your space then transfer to the other person. Spaces are limited.