



## **InReach Learning Management System Frequently Asked Questions**

### **GENERAL**

#### **What is a webcast?**

A live broadcast that happens in real time and has a specific start time. A webcast incorporates video, audio, supporting material, and usually has presentation slides included.

#### **What is a Zoom webinar?**

A live broadcast that is hosted on the Zoom platform. The webinar happens in real time and has a specific start time. A webinar typically incorporates video, audio and supporting material (e.g., presentation slides).

#### **What is a webinar?**

A live broadcast that happens in real time and has a specific start time. A webinar incorporates audio, delivered through your computer; supporting materials, and usually has presentation slides included.

#### **What is an on-demand program?**

An on-demand program is a recording of a webinar or webcast event that is accessible at your convenience; this format may be paused or stopped, and if you choose, taken in segments over time.

### **CATALOG SEARCH & REGISTRATION**

#### **How do I search the catalog to find programs or products that interest me?**

You may narrow your search by dragging your cursor/mouse over the "Browse by Delivery Type" pull down located in the top, left corner of the catalog home page. Here, you can limit your search to the delivery type you wish to view.

You may search programs by using the "Search" bar at the top of the page, which is located at the top, center of the catalog home page. Here you may search by any word, all words, or an exact phrase.

On the Search Results page, you can assign the filters of your choice and re-sort the search results to your preference. The Category Filter shows the available primary categories with a number count of courses in each category. Once a primary category is selected, the secondary filter will populate with secondary categories within the primary category (includes course number count). When no primary category is indicated, all secondary categories will populate.

You may access your course history by going to "My Training" and hovering over "Hello, [Your Name]" in the top right corner and clicking "My Training" on the menu.

#### **How do I select the program(s) that I want to register for?**

When you click on the title of the program there will be an "Add to Cart" or "Register Now" button to the right of the course details, click this to add the item(s) to your account. When you are ready to view your programs, visit your account. You will be brought to a Pricing Page that will list your pricing options. You will need to sign into your D.C. Bar account in order receive the correct member pricing for your jurisdiction(s). Follow the checkout prompts to complete your registration. Hover over "Hello, [Your Name]" to access your account and registrations.

## What if I need more information on a program or product?

Detailed information is provided on the course details page which can be accessed by clicking on a course title. The course details page will include program description/schedule/content, credit and faculty/presenters.

## How do I know that I've successfully completed my registration?

Upon completing your registration, you will be taken to your Product page. By default, you will see a list of your registered products organized first by events that have a future live date and then followed by your newest to oldest by product registration date. Additional filtering options are available to you at "Sort By" at the top of the screen and under "Refine your results" and "Display Registrations From" at the left of the screen. You will also receive a confirmation email to the email address associated with your online catalog account profile. *NOTE: Depending on the section a course completion may or may not be required/applicable.*

## How do I register a group for a program?

To register a group for a program, go to the course details page of the desired course. Add the course to cart. Navigate to the cart. Update the quantity to the amount of registrants in your group. During check out you will be prompted to provide the information of the additional registrants. Please note that additional membership savings past 1 registration will not update until the corresponding member information is provided for the additional registrations. Complete purchase and the registrations will be sent to the registrant accounts indicated in check out.

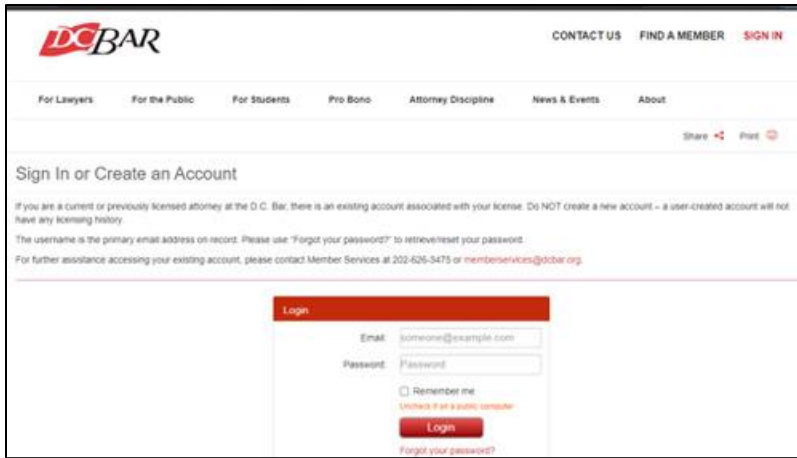
## ACCOUNT CREATION & LOG-IN

### Account Creation:

An account can be created one of three ways. The catalog home page may provide more specific log-in directions.

- 1) Click the "Hello Guest, Sign In" button located in the top right corner of the site. Follow the new account steps to establish a new user account. Both fields are required for creating an account.





- 2) If you click the "Hello Guest, Sign In" button, and you are directed to the D.C. Bar log-in, use your member log-in.
- 3) Click the "Hello Guest, Sign In" button located in the top right corner of the site. Use your member/D.C. Bar log-in.

### Log-in and Access to Live Programs:

1. Navigate to the catalog home page at [www.dcbar.InReachCE.com](http://www.dcbar.InReachCE.com)
2. Hover the mouse over "Hello, Guest" in the top right corner and click "Sign In." You will be redirected to the D.C. Bar site to enter your member credentials. Once logged in, the window will then redirect you back to the InReach Catalog logged in. The "Hello Guest" button will change to "Hello, [Your Name]"
3. If not redirected automatically to the products page, you can always find it by hovering your mouse over "Hello, [Your Name]" in the top right corner and clicking "Products" on the menu.
4. Once on the Products page, locate the appropriate program and launch.

## **POST-REGISTRATION/POST-PURCHASE**

### **How do I access my program's materials?**

1. Navigate to the catalog home page at [www.dcbar.InReachCE.com](http://www.dcbar.InReachCE.com)
2. Hover the mouse over "Hello, Guest" in the top right corner and click "Sign In." You will be redirected to the D.C. Bar site to enter your member credentials. Once logged in, the window will then redirect you back to the InReach Catalog logged in. The "Hello Guest" button will change to "Hello, [Your Name]"
3. If not redirected automatically to the products page, you can always find it by hovering your mouse over "Hello, [Your Name]" in the top right corner and clicking "Products" on the menu.
4. Once on the Products page, locate the appropriate program and click the "Download Materials" button. Materials can be downloaded individually or in a zip file.

### **How do I access/download the publications that I have purchased?**

1. Navigate to the catalog home page at [www.dcbar.InReachCE.com](http://www.dcbar.InReachCE.com)
2. Hover the mouse over "Hello, Guest" in the top right corner and click "Sign In." You will be redirected to the D.C. Bar site to enter your member credentials. Once logged in, the window will then redirect you back to the InReach Catalog logged in. The "Hello Guest" button will change to "Hello, [Your Name]"
3. If not redirected automatically to the products page, you can always find it by hovering your mouse over "Hello, [Your Name]" in the top right corner and clicking "Products" on the menu.
4. Once on the Products page, filter results by publications.
5. Locate the appropriate program and click the "Download Materials" button. Materials can be downloaded individually or in a zip file.

## **TECHNICAL**

### **What are the minimum system requirements for viewing a program online?**

- **Windows:** X86 or X64 (64-bit mode support for IE only) 1.6-gigahertz (GHz) or higher processor with 2GB RAM.
- **Mac:** Mac OS 10.5+(Leopard)(Browsers must be in 32-bit mode), an Intel Core Duo 1.83-gigahertz (GHz) or higher processor with 2GB RAM. Internet – A Cable or DSL internet connection providing 5-10Mbps is highly recommended for the best streaming experience.

### **What if I do not meet the minimum system requirements?**

You may want to access your course content from a different computer or location if you do not meet any of the previously listed requirements. Please reach out to our customer support team at (877) 880-1335 or [Support@InReachCE.com](mailto:Support@InReachCE.com) for assistance with testing your system.

*IMPORTANT: If you will be accessing any of the online content at a work location, it is strongly recommended that you first check with your IT department or Network Administrator to ensure that you have appropriate permissions to install programs and/or the ability to access streaming media.*

### **What internet browsers are supported?**

Recommended internet browsers are Google Chrome, Firefox and Microsoft Edge. *Internet Explorer* is not recommended. Microsoft is withdrawing support for Internet Explorer, functionality and security issues will not be fixed.

### **Do I need to adjust my browser settings?**

Ensure that pop up blockers are turned off; Private or Incognito browsing modes are turned off; your browser should be set to remember history and also allow for cookies from websites.

### **How do I watch (launch) my program?**

If the course is a playable format, when in your personal account, you will see a large "Play" button. The Play button is what you use to watch your program. On-Demand products can be accessed at your leisure. If you are connecting to a live program (webcast/webinar, or replay), you will not be able to start the program until the date/time listed in the product details. If the program is a Zoom Webinar, the "Play" button will open a window with the corresponding Zoom link. Downloadable content will have a green "Download" button that you press to either play the content from the site, or download and save to your computer.

### **When I click on the "Play" button, nothing happens. What should I do?**

When you click the green 'Play' button, it will launch the viewer in a new window or a Zoom link in a new window. If you are clicking this button and nothing is happening, more than likely the viewer window is already open. Please check all open and/or minimized windows.

## **CUSTOMER SUPPORT**

### **Quick Tips**

- Please complete account/log-in and setup to test your connection before your first live webinar.
- Log in and connect to live events 15-20 minutes before scheduled start time. This gives you time to call us if you need help.
- Make sure you are not connected through Remote Desktop or VPN. This may affect the viewer launching successfully.
- Go to Google.com and search "speed test". You need 6-10 mbps to stream smoothly.
- Use a computer whenever possible. Courses will play on mobile, but computers are always recommended.
- If you are using a mobile device, connect to strong WiFi. Mobile data is not as stable and may interrupt your viewing.

### **How can I access additional support?**

There are three ways to contact us for immediate assistance.

- Phone: (877) 880-1335
- Email: [Support@InReachCE.com](mailto:Support@InReachCE.com)
- Chat: Access via the page footer below

Our support line is open **Monday through Friday, 8:00am – 9:00pm ET**. Should you need assistance over the weekend, please leave a voicemail or send an e-mail and we will reply as quickly as possible.