



# Frequently Asked Questions

## Buying a webcast/class

- **How do I apply a coupon code?**  
On the checkout page click “Apply Discount Code” below credit card information fields. Enter your code in the box and click “Apply Discount”.
- **Can I purchase a webcast for other people?**  
Yes. When adding a webcast to your cart select “Yes” under “Purchase on behalf of another student”. You will assign the webcast to another student(s) after you have purchased the webcast.
- **What is your refund policy**  
You have 48 hours to request a refund. Any requests after 48 hours will be given a credit for the amount of your purchase. You may not receive a refund if you completed the course and received your certificate.
- **I forgot to use my discount code. Can I still receive my discount?**  
No. You must use your discount code at the time of purchase. You cannot apply your discount after you have completed your purchase.

## CEUs

- **Do you submit CEUS to RID?**  
Yes, we do. As long as you provide your RID number when you register for a webcast we will automatically submit your CEUs to RID.
- **How often do you submit CEUs to RID?**  
We submit CEUs once a month. We try to get them submitted the first week of the month for the month prior. If you need your CEUs submitted before then, please notify us at [support@deafactioncenter.org](mailto:support@deafactioncenter.org) and we will expedite your CEU submission.
- **I don't need RID CEUs, but I do need CEUs for BEI (or other organization).**  
After you complete the webcast you will receive a certificate of completion that you can save or print. You can use this certificate as proof of your CEUs.

## Webcasts

- **How long do I have to view my webcast(s)?**  
There is no time limit on accessing and viewing your webcast(s).
- **Can I purchase a webcast now and view it later?**  
Yes. There is no time limit on accessing and viewing your webcast(s).

## Classes

- **How do classes work?**  
Classes take place in specific date ranges. There are no specific times that you have to log in. Each week will have certain videos and assignments to complete. You will have from Monday until Sunday at midnight to complete each week's work. There may be an optional Zoom meet-up that will be scheduled at a specific time.

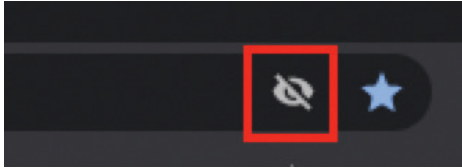
# Troubleshooting

- **Why can't I view my webcast or course material?**

There are a couple instances where your course material may not show up.

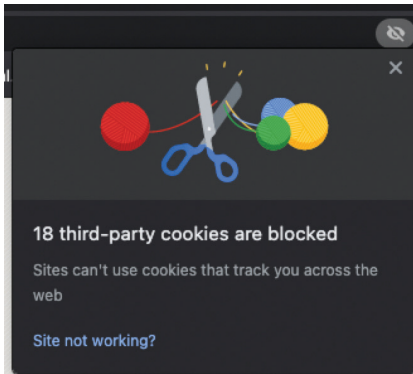
## Chrome:

Take a look at the right side of your Chrome Omnibox? If it has an eye icon with a line through it, then the browser's cookies are not enabled for the Store. You must have cookies enabled. It is required to enable the embedded courses. Here are screenshots using Incognito mode in Chrome.

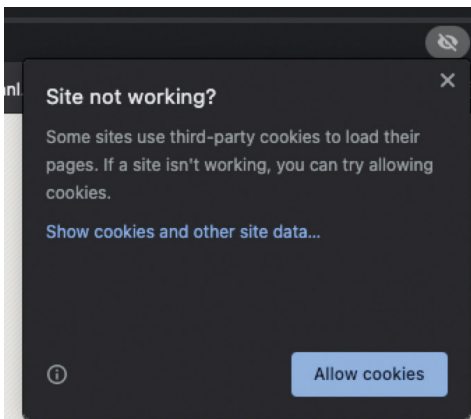


The user can click on the icon itself and follow these steps:

Click privacy eye icon  
Click Sites not working?



Click Allow cookies



Once clicked the page will reload. The content should show.

## Safari:

To disable the 'Prevent Cross-Site Tracking' privacy option for your Safari browser:

1. Navigate to Preferences > Privacy > Website Tracking.
2. Disable the 'Prevent Cross-Site Tracking' option.