Below are some of the frequently asked questions that we receive during our webinar training with the answers that we provide.

**Webinar FAQ’s**

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**What do I do if I have not received my confirmation email?**

Once you have registered an account for the Compass Phoenix webinars, you will need to make sure that you go back to the training session that you would like to attend and book a place for the booking to be processed. Please make sure that you book onto each individual training session you would like to attend, **particularly if it is split into Part 1 and 2**, to receive the confirmation email for each session with the individual link in. If you have not received a confirmation email in 24 hours (business hours, Monday – Friday 9-5), a technical issue may have occurred so please try booking on again. If this does not work, please contact phoenix@compass-uk.org and we will help sort this issue for you.

**Is there the ability to ask questions and comments throughout the training?**

Yes, during the webinar you will have access to a ‘Questions’ tab, you can use this to ask any questions as well as giving you the chance to answer any questions that the facilitator may pose to you or make comments. If you are struggling to see what has been written, you can enlarge this box to make it easier as well as providing the chance to see what others are contributing.

**I can’t hear the webinar, what can I do?**

If you experience sound issues whilst on the webinar, please ensure that your audio is on for the device you are using as well as inside the webinar. If the issue persists, go to the audio tab on your webinar control panel and click ‘sound check’ then click on the settings button and confirm that the right speakers are in use.

**My connection or ability to see the facilitator has gone, what can I do to help?**

If your connection has gone, it may be due to your internet connection, particularly if other people are using it at the same time. For this reason you may wish to ask other people to refrain from using streaming services such as Netflix and YouTube as this could slow your connection. If the issue persists or you lose the ability to view the facilitators webcam then come out of the webinar and then go back in, this should reset the problem.

**Handbook and Resources**

On joining a webinar you can download a handbook and any resources used in the training. This handbook is yours to keep and is for you to make notes in as you wish as you go through the webinar. Please note for the Wellbeing Champions Packages the resources will be emailed to you after the session (please allow one week to receive these).

**Can you see me during this training?**

No, throughout the webinar you will only be able to see and hear us, we will not be able to see or hear you. For this reason, we have added the ‘Questions’ tab to allow you to interact in the session.

**I can see that it is recording, are you recording me?**

Compass Phoenix record every webinar we deliver but we will not be able to hear or see you in this recording. This is a recording of the facilitation of the session. We do to keep a record of who has attended each session and any questions/comments you asked during the session.

**Can we access recordings rather than attending the webinar?**

Unfortunately not.

**Is there are charge for attending the webinar?**

All services provided by Compass Phoenix, including the webinars, are free of charge to all schools in North Yorkshire.

**Is anyone able to access this training?**

Any member of staff from education settings (covering ages 5-18 years) in North Yorkshire is eligible to access the training webinars.

**I have booked onto training but now wish to cancel it, what should I do?**

If you wish to cancel training booking there is a link to do so at the bottom of the email booking confirmation. You will then be able to book onto a new training date that is suitable for you.

**What do I do if I can’t see the videos?**

During the training a few different videos will be shown to you regarding the issues being discussed. If you cannot view them then you can watch all of our videos on the Compass YouTube page:

<https://www.youtube.com/results?sp=mAEB&search_query=compass+phoenix>

**Can I pause the webinar?**

No, the webinars are live and therefore can not be paused, however for longer sessions you will be given breaks.

**I would like to speak to someone about a specific case in more detail, who can I speak to?**

Following training, if you would like to speak to a worker to discuss a certain case in more detail we would encourage you use our professional consultation service which offers advice, guidance and resources to school staff who are working to support a child/ young person/ group around mild to moderate mental health and wellbeing issues. You can call up our office on 01904 661916 who will schedule a time for you to speak to a training & consultation worker.

**What information will you hold about me and will it be shared?**

By registering to attend a webinar training session you will be consenting for Compass to hold your information on our systems. We will to keep a record of who has attended each session and any questions/comments you asked during the session. Confirmation of your attendance on this webinar training may be shared with your school.