

General Registration Instructions for Interactive Webinar Training Courses

How do I enroll in a course?

Register for your Interactive Webinar at <https://trainingevents.nw.org/OnlineReg/Login/Login.aspx>.

First time users: If you've never registered online for an event or online course, you'll need to set up a user profile in our online registration system. Choose "New User" and do this by filling out a quick profile and obtaining a temporary password and resetting it with your permanent password. To set up a profile, you will need to use a unique email address as your login. Once you have set up your profile, log back into the registration site, select the "Self-Guided Courses" tab to view the courses, click the "Register Now" button next to the course you wish to take, and follow the prompts to input any payment or discount code information and complete your registration.

Existing users: If you've registered online before, log in as an "Existing User", select the "Self-Guided Courses" tab to view the courses, click the "Register Now" button next to the course you wish to take, and follow the prompts to input any payment or discount code information and complete your registration.

Once you have set up your profile and logged into our registration site, select the "Interactive Webinars" tab to view the courses, click the "Register Now" button next to HO0017WT, and follow the prompts to input the discount code information and complete your registration.

Discount Code: NYCNHO017 (first O is letter; second is zero)

How do I access/take my courses?

To access your courses, begin by [logging into NeighborWorks online registration](#) as an existing user. Click on the "Interactive Webinar" tab. The course you are registered for will be an active link. Click the link to go to class. If the course does not open, you may need to adjust your browser settings—see the "System Settings" section below. Each time you want to access your class, no matter how often during the 60-day period you have access to it, this is how you enter the system.

System Settings

What browsers are supported?

The course site requires a modern web browser to display courses correctly. We support Internet Explorer 9 and higher, as well as Mozilla Firefox, but provide the best user experience in the latest versions of these browsers. You can download the latest version of Internet Explorer at Microsoft.com, and the latest version of Firefox at Mozilla.org. Chrome is not recommended for self-guided courses.

The self-guided course site requires JavaScript to be enabled in your browser. If JavaScript is disabled, you can find instructions to enable it on enable-javascript.com.

How do I disable pop-up blocking?

If your course does not open when you click on the link, you must disable pop-up blocking as follows:

- Open Internet Explorer
- On the Tools menu, point to Pop-up Blocker; then click Pop-up Blocker Settings
- In the box to clear an address or web site, type this address: *.nw.org. Then click the Add button. A new line that contains *.nw.org should appear in the Allowed sites list.
- Click Close to exit the Pop-up Settings screen.

For online courses it is also necessary to disable add-on toolbars (Google, Yahoo, MSN, etc.) in the browser which contain pop-up blockers. To disable these toolbars:

- Open Internet Explorer
- Go to the View tab in your browser, then Toolbars; uncheck any add-on toolbars. Note that depending on your browser, this may have to be done each time you wish to go to your course.

What software updates do I need to be sure my courses run properly?

Courses on the self-guided site contain documents under the Resources tab within the course. Some of the documents are in Adobe PDF format. You will need a PDF reader to view them. You can also download the latest version of Adobe Reader at Adobe.com.

Certificates

Where do I find my certificate?

Once you pass the course, you will see a certificate notification box in the top left of the course player, with a link to your certificate. You can also find that link on the Final Exam Results page after you successfully pass the course exam.

Lastly, an email will be sent to you with the link to your course certificate that can be accessed at any time after completing the course.

Why don't I see the email with my course certificate link?

The email will come from admin@collabornation.net. Check your junk mail and/or spam folder and add this email to you allowed recipients.

How do I obtain a copy of my certificate if I forgot to save/print it, lost the email, and my course has expired?

Contact the customer support line by calling (888)-685-4440 between the hours of 9:00am-5:00pm ET. Outside of live support hours you can call and leave a message. A customer support representative will return your call during live support hours. You can also submit your certificate request via email at certrequest@collabornation.net

What if I need assistance?

Technical Support

For **technical support** feel free to utilize our customer support line by calling **(888) 685-4440** between the hours of 9:00am and 5:00pm ET. If you have an inquiry outside of our live support hours you can call and leave a message. A customer support representative will return your call during our live support hours. You can also submit your question via email at support@collabornation.net

NeighborWorks Customer Support

For questions related to registration, your NeighborWorks transcript, or content within a course, please email trainingevents@nw.org.