



NPI Webinar FAQs:

1. **Q:** Do I need to pay to attend a live webinar?
A: No! NPI's live webinars are FREE to attend.

2. **Q:** I cannot attend the live webinar, will I be able to view this webinar again later?
A: Yes, you will be able to view recorded webinars in NPI's [Webinar Library](#) (NPI's Webinar Library is currently only available to NPI Members)

3. **Q:** I'm having trouble viewing/listening to the live webinar after I log in. What should I do?
A: In order to solve your problem promptly, please contact **GoToMeeting** (NPI conducts its webinars via this platform). A specialist/representative will help you solve your specific issues in a timely fashion. Contact **GoToMeeting** at [HERE](#)

4. **Q:** I'm having trouble viewing/listening to the recorded webinars after purchasing. What should I do?
A: We recommend always running the latest released version of Flash. If you experience issues installing or using the latest version of Adobe Flash player on this site, it is most likely a faulty Flash player installation.
Remove the Faulty Flash Player
For Windows users, try the following to remove the faulty player and install the latest version:
 - 1) Download the Adobe Flash Player uninstaller:
Windows: [uninstall_flash_player.exe](#) (181 KB)
 - 2) Save the file to your system, choosing a location where you can find it (for example, your desktop).
 - 3) Quit all running applications, including all Internet Explorer or other browser windows, AOL Instant Messenger, Yahoo Messenger, MSN Messenger, or other Messengers. Check the Windows system tray carefully to make certain no applications are still running which might possibly use Flash Player.
 - 4) Click **Start > Run**.
 - 5) Type **cmd** in the **Open** field.
 - 6) Click **OK**.
 - 7) In the command window, navigate to the folder the **uninstall_flash_player.exe** file was saved to (if it was saved to your desktop, this is done by typing **cd desktop** and then pressing enter) and then type:
uninstall_flash_player.exe /clean
 - 8) Press **Enter**.
 - 9) Restart your computer.
 - 10) Reinstall the [Flash Player Plugin from Adobe](#).

5. **Q:** I missed the webinar I was interested in; would you offer this webinar again in the future?

A: NPI may offer a recurring webinar on the same topic in the future if it's highly demanded. To sign up and receive NPI webinar invitations, click [HERE](#)