



# acd Webinar Frequently Asked Questions

## **1. What is a webinar?**

Webinars are live, online trainings. ACD webinars are interactive and give participants the opportunity to gain new knowledge, discuss the chosen topic, ask questions, and earn free training credit.

## **2. Who can attend ACD webinars?**

Eligible ACD webinar participants include: home child care providers, assistants, center staff, and relative care providers who participate in the Child and Adult Care Food Program.

## **3. How much do ACD webinars cost?**

ACD webinars are available at no cost to the staff of the child care homes and centers who participate in the Child and Adult Care Food Program.

## **4. I have not received confirmation that I registered for the webinar. What should I do?**

You will receive a confirmation email when your registration has been processed (within 5 business days). If 5 business days have passed and you have still not received confirmation, email [training@acdkids.org](mailto:training@acdkids.org).

## **5. Can multiple people watch the webinar on the same computer or device?**

In order to receive a training certificate, webinar participants must register for the webinar individually and attend the webinar on separate computers or devices. Individual registration and attendance is the only reliable way to verify webinar attendance.

## **6. How do I receive my webinar training certificate?**

Webinar training certificates will be emailed to participants within 5 business days of attending the webinar. Please note that the training certificate will be addressed to the name of the registered attendee and cannot be changed. Please register using your own name and email address.

## 7. Can I watch the webinar later and receive training credit?

Currently the webinars must be watched live to receive training credit. The opportunities to participate, share ideas, and ask questions are a valuable part of attending ACD webinars live.

## 8. Can I watch the webinar on a device other than a computer?

Yes, ACD webinars can be watched on a computer, iPad, iPhone, Android phone, or Windows Phone with an internet connection. To participate, download the GoToMeeting app for iOS, Android, or Windows Phone on your device. [Click on this link to learn more.](#)

### Michigan Office

139 W Lake Lansing Rd, Suite 120 • East Lansing, MI 48823  
Telephone: (800) 234-3287 • Fax: (517) 332-5543

### Association for Child Development

[www.acdkids.org](http://www.acdkids.org)

### Illinois Office

4415 W Harrison St, Suite 535 • Hillside, IL 60162  
Telephone: (800) 284-5273 • Fax: (708) 236-0872

---

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or, (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov). This institution is an equal opportunity provider. (Rev. 11/2015)