



Frequently Asked Questions about CISR Online Webinars

Q: What technology do I need to take a CISR webinar?

- Internet connection
- A desktop computer or laptop
- Speakers or audio on your device
- Headset or headphones are recommended
- You do not need a webcam or microphone

Q: Do I need to attend the entire CISR webinar?

- To earn continuing education credits and/or designation update credits, you must be in FULL ATTENDANCE of the webinar. There will be unannounced poll questions taken frequently during the live webinar. You must reply to all attendance polls to earn credit.
 - Poll questions will not be taken during breaks or lunch
- Failure to answer the poll questions will disqualify participants from earning state CE and/or designation update credit.

Q. How do I take the CISR exam?

- CISR exam is only needed for those seeking the CISR or CISR Elite designation. If you already have the CISR designation you do not need to take the online exam.
- The exams are taken online in your personal learning portal on the National Alliance website.
- Access to your exam will be available Monday at 12:01 AM through Thursday 11:59 PM of the week following your CISR webinar. You may take the exam any time during those days.
- Please plan on one uninterrupted hour to complete your exam. Exam must be taken in one sitting.
- The exam is 50 multiple choice questions
- If you need assistance accessing the exam or encounter problems during the exam, please email examhelp@scic.com.
- Video instructions may be viewed here: [How to Take the Final Exam.](#)

Q. Do I need a proctor for the exam?

- Yes, the exam must be proctored, meaning someone must watch you take the test and confirm that you did not use any course materials or notes to take the test.
- All online exams require a proctor. In order for someone to serve as your proctor, they must meet the definition of a **disinterested third-party** as defined below:
- A **disinterested third-party** is someone with no direct business or family relationship to you. For example, an agency principal, a supervisor, a subordinate, a friend or family member would NOT qualify as a disinterested third party.
 - Disinterested third-party proctors are available in many locations. The quickest way to a locate a proctor in your area is to conduct a Google search for “approved proctors near me.” Some examples of a disinterested third party are: a coworker who exclusively works in a training/HR role or a local proctoring facility/testing center. Many libraries and colleges also offer proctoring services.

- If a proctor is not available, we suggest an online proctor such as MonitorEDU at a small additional fee to you.
- More details on the proctor may be found here: <https://www.scic.com/proctor-monitor-rules/>

Q. When do I get my results?

A: You will receive your results immediately after completing the online exam.

Q. If I fail the exam, may I immediately re-take the exam until I pass?

A: You only have one attempt to take the online exam per course.

Q. What about the Course Materials?

A: A pdf copy is available for download 7 days prior to the program.

Q. What is the Agenda?

All times listed are CST	
7:30 AM	Log on to familiarize with format
7:45 AM	Rules of Engagement Presentation
8:00 AM	CISR Presentation begins
12:00 PM	Lunch
12:45 PM	CISR Presentation continues
3:45	CISR Presentation concludes. Those who are updating and not taking exam may log out at this time
3:50-4:15	Optional: Q&A and Exam Review. If no questions the webinar will conclude before 4:15

- Exam window opens on the Monday following the CISR program at 12:01 AM
- Exam window closes on the Thursday following the CISR program at 11:59 PM

Q. How do I join a Webinar?

- Approximately 4 days before your scheduled webinar you will receive an email from Christine Shouse at CustomerCare@GoToWebinar.
- Reminder emails are also sent 24 hours and 1 hour before your webinar.
- You will log into the webinar by simply clicking on the link that says “Join Webinar” in those emails at the designated times.

Q. What about the Continuing Education (CE) Credit?

- 7 hours of CE is granted after your full attendance is recorded. CE for CISR is approved in all 50 states, PR and DC.
- CE fee is included in your registration fee.
- CE is processed by The National Alliance and you will receive an email when your credits have been processed approximately 10-14 days after the conclusion of the webinar.

Q. How much is the CISR Seminar as a Webinar?

- \$169 (includes CE fees)
- Registration closes by noon the day before CISR Webinar begins
- Cancellation fees apply if cancelled within 7 days of the start of the Webinar



CIC Webinars are held in partnership with The National Alliance for Insurance Research and Education

Questions: Please email Christine at education@planeia.com

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