



Frequently Asked Questions about CIC Online Webinars

Q: What technology do I need to take a CIC 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 CIC 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 CIC exam?

- CIC exam is only needed for those seeking the designation. If you already have the CIC 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 CIC webinar. You may take the exam any time during those days.
- Please plan on two uninterrupted hours to complete your exam. Exam must be taken in one sitting with a proctor in attendance.
- The exam is short answer and essay questions written by our Ed Consultant who is on the Webinar the entire time with you so he knows exactly the material that was covered.
- 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.
- Proctors must be a disinterested 3rd party and be pre-approved by the National Alliance before you start your exam. Video instructions here: [How to Select a Proctor](#)
- If a proctor is not available, we suggest an online proctor such as MonitorEDU at a small additional fee to you.

Q. When do I get my results?

- You will receive your results about 4-6 weeks after completing the online exam.

Q. What about the Course Materials?

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

Q. What is the Agenda?

All times listed are CST

Day 1		Day 2	
7:30 AM	Log on to familiarize with format	7:45 AM	Log on to Webinar with Day 2 Link
7:45 AM	Rules of Engagement presentation	8:00 AM	CIC Presentation begins
8:00 AM	Opening comments by Ed Consultant	12:00 PM	Lunch
8:15 AM	CIC Presentation Begins	1:00 PM	CIC Presentation continues
12:15 PM	Lunch	5:00 PM	CIC Presentation concludes
1:15 PM	CIC Presentation continues	CIC Exam is only needed for those seeking the designation.	
5:15	Optional Exam Briefing by Ed Consultant		
5:30	Day 1 concludes		

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

Q. How do I join a Webinar?

- Approximately 7 days before your scheduled webinar you will receive two emails from Christine Shouse at CustomerCare@GoToWebinar. One email will contain your link to DAY 1 of the CIC webinar & a separate email with a link to join DAY 2 of the CIC webinar. 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.
 - We have heard from several participants that their company has a firewall on their network preventing the receipt of these emails. Please email Christine at education@planeia.com if you do not get the link within 3 days of your webinar.

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

- 16 hours of CE is granted after your full attendance is recorded. CE for CIC's is approved in all 50 states, PR and DC. (NY residents-maximum CE is 15 hours per CIC.)
- 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.
- Agency Management includes 3 Ethics CE Hours.

Q. How much is the CIC Institute as a Webinar?

- \$425 per Institute
- Registration closes by noon the day before CIC 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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