

## FREQUENTLY ASKED QUESTIONS

**Q.** How many of our staff members can use the EPCOR Webinar + PSU Subscription Service? Is there a limit we have regarding the number of users or registrations?

**A.** The EPCOR Webinar + PSU Subscription Service is only applicable to the individual named on the subscription agreement. Neither the *Payment Systems Update* nor any of the webinars are transferrable to other staff members. If you have additional staff members who want to participate in a Subscription Service event, they can either register for that event individually or purchase their own EPCOR Webinar + PSU Subscription.

**Q.** How do we access the live and recorded webinars included in our Subscription?

**A.** Refer to the [Getting Started](#) document for steps on how to access the live and recorded webinars.

**Q.** Can I register other users for the webinars?

**A.** You cannot register any other users under your Subscription Service. While you still can register staff for other events, you will be charged the published member rate as the Subscription Service is only applicable to the individual name on the Service agreement.

**Q.** What webinars are included in the EPCOR Webinar + PSU Subscription Service?

**A.** All EPCOR webinars are included. EPCOR typically hosts more than 20 live webinars each year, and recordings are available after the live event concludes. The EPCOR Webinar + PSU Subscription Service only includes EPCOR-hosted webinars listed in the webinar section of the EPCOR Online Store. The subscription does not include Nacha-hosted webinars, webinars included in our Accreditation Prep Programs or other virtual events such as our Day Camps, Universities or Symposiums.

**Q.** How can I identify the webinars included in the subscription?

**A.** All webinars and webinar recordings included with your EPCOR Webinar + PSU Subscription will be listed in the Webinar Category of the EPCOR Online Store. Refer to the Getting Started document for details.

**Q.** When does my subscription expire?

**A.** Your EPCOR Webinar + PSU Subscription runs January 1 - December 31 of each year with the ability to renew the subscription at year end. Participants that sign up mid-year will have access to all future live webinars and the recordings for the live webinars that have passed.

**Q.** What if I'm unable to attend *Payment Systems Update* as scheduled?

**A.** You can either select another in-person location or the virtual option. Please contact Member Support to transfer your registration.

