UNIVERSITY of HOUSTON
COLLEGE of OPTOMETRY

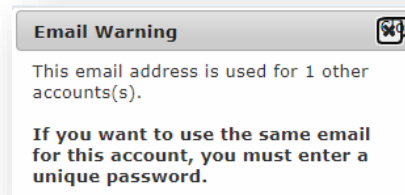# In-Person and Live Webinar Conference Registration FAQ

Do I have to create a new account?

If you have taken any live courses with us previously (all the way back to 1995!), you already have an account. When registering with us for courses in the past, we created a profile in our database where your demographic information and course attendance is housed in order to report your hours to COPE and the TOB, as well as hold your historical attendance information for reasons such as transcripts for new employers, state board auditing, etc. This account should continue to be utilized so that all of your information continues to be stored in one place, allowing you to always access your entire UHCO CE history.

What if I'm not sure if I have an account?

If you think you might have an account, try logging in with the information displayed below. Contact the CE team if you are unable to log in with that information.

Note: If you are creating a new account, and get the message below, you already have an account with us!

> **Email Warning**
>
> This email address is used for 1 other accounts(s).
>
> If you want to use the same email for this account, you must enter a unique password.

What is my login information?

Your Username is your OE Tracker number.

- You can find it at the ARBO Website or by contacting the CE team.

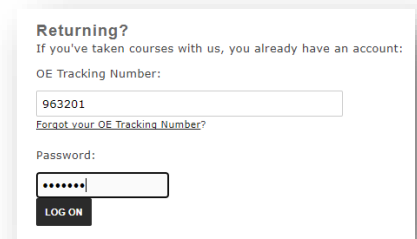Your Password is your first and last initials, and zip code.

- The zip code is based on the address we have in our database. This is often either an office address or a home address, whichever you provided during a previous registration.
- Example login:

  OE Tracker: 123456 (provided by ARBO)

  Password: CE77204 (first initial, last initial, zip code)

- Contact the CE team if you would like to change your address, or if you are having trouble logging in.

> **Returning?**
> If you've taken courses with us, you already have an account:
> OE Tracking Number:
> 963201
> Forgot your OE Tracking Number?
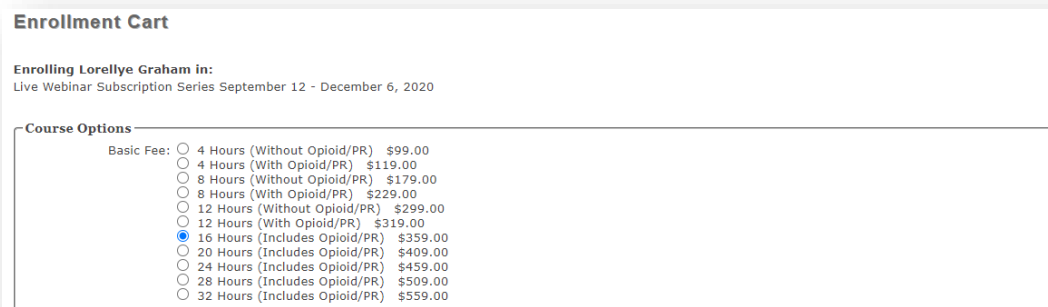> Password:
> ••••••••
> LOG ON

How do I register for in-person conferences?

Simply log into your account, or create an account if you've never attended a conference with us before, then:

- Select the conference you wish to attend by selecting the *Location* option to search in a specific area, or select *All Locations* to view all available options.
- Select the registration option that best suits you. It will be broken down by full conference registration or daily attendance options.
    - For example: Saturday, 8 Hours without Professional Responsibility Course
- Proceed to your cart to checkout and complete your registration.

How do I register for live webinar conferences?

Step 1: Select the amount of hours you wish to attend.

Step 2: Click the "Select a Workshop" tabs below the hours registration section.

WHAT ARE WORKSHOPS?

"Workshops" is a term the system uses when referring to a set timeframe. In this case, workshops simply means a group of lectures such as 4 hours during Saturday AM, 4 hours during Saturday PM, and the same for Sunday. Each workshop selection is broken into 4 hour block sessions and designated with the day and AM/PM timeframe.

- For example: Saturday AM without Professional Responsibility Course
- Sessions generally occur 8-12 (AM Session) and 1-5 (PM Session) on Saturday and Sunday, and lectures are not repeated across any of the session options.

- The number of sessions you choose depends on how many hours you selected in the registration box above the workshop options.
    - For example: You select the 16 hours including the PR and Opioid Courses option. This means you will select 4 separate sessions to total 16 hours.
    - *Note:* You may not split a four hour time block into multiple sessions.

What do I do if I forgot to select my workshops when registering for a live webinar conference?

The system will not allow you to progress without selecting at least one workshop option. If you need to change your workshop selection after registration is complete, contact the CE office by calling **(713) 743-1900** or by emailing us at OPTCE@CENTRAL.UH.EDU.

# Can my spouse or partner register me under their account?

No, each participant needs their own account with their personal licensing information in order for attendance to be properly reported to COPE and the Texas Optometry Board, including the production of attendance letters.

Can I use the same email address as my spouse or partner when registering for live webinar conferences?

No, each participant needs to log into the Zoom Webinar sessions individually for their attendance to be recorded accurately. This requires separate names and emails for each registered attendee. If two attendees attempt to login using the same email address, only one person will receive attendance credit.
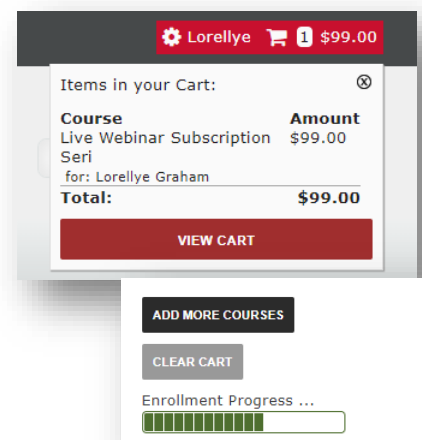
Why did I receive a message saying I cannot add the course to my cart?

If you began a transaction but left before completion, you may receive this message.

Cannot Add Course

Course is already on this user's enrollment cart.
OK
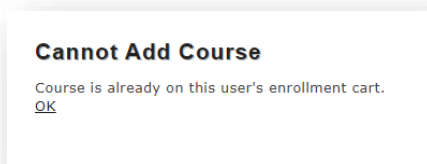
In the top right hand corner of the screen you will see the cart icon. By clicking on it you will be able to access your cart.

Click "VIEW CART" to see what you already have selected. It works best if you click "CLEAR CART" and start over. If you choose "ADD MORE COURSES" it will give you the same message as before.

⚙ Lorellye 🛒 ① $99.00

Items in your Cart: ⊗

Course	Amount
Live Webinar Subscription Seri for: Lorellye Graham	$99.00
Total:	**$99.00**

VIEW CART

ADD MORE COURSES

CLEAR CART

Enrollment Progress ...

Why did I receive a message that said it cannot continue?

This means the page has timed out. Click "Return to previous page" to log in again.

Cannot Continue

No active user detected - your session may have timed out.
Return to previous page