

PharMerica Webinar FAQ

We appreciate your interest in our webinar programming. To provide you with additional information, we developed this FAQ. It will help answer your questions about CE credits, joining webinars, how to obtain a certificate of attendance, and more.

Here are the most common questions we hear from webinar participants. You can click on a question to navigate to the answers you need.

[Can I get the slides or handouts from the webinar?](#)

[I'm having trouble joining webinars, where can I get help?](#)

[How do I get my CE credits?](#)

[How do I get a certificate of attendance?](#)

[I need help with something else.](#)

General Webinar Information

Dates and Times: Our live webinars are generally presented on **Tuesdays at 1:00 pm EST**.

Webinar Slides & Recordings: Sorry, but we cannot share the slides from our webinars. However, you can watch the recording any time on our Illuminate website. Find the recording by clicking on one of the links below:

[Past Skilled Nursing Webinars](#)

[Past Senior Living Webinars](#)

[Past I/DD Webinars](#)

Handouts: During the live webinar events, handouts can be downloaded from the webinar application menu under Handouts. After the webinar event, please email lisa.tuttle@pharmerica.com for handouts. Handouts are provided at the presenter's discretion and are not included with all webinars.

GoToWebinar Support

PharMerica's webinar presentations are hosted by GoToWebinar. For technical questions or issues related to joining webinars, visit [GoToWebinar Support](#).

Quick Tips:

- Please check your firewall settings or consult with your IT support to ensure that you can register for and join GoToWebinars.

- If you wish to receive CE credits for attendance, be sure to join the webinar within the application. Unfortunately, GoToWebinar does not record attendance for those who join by audio only, and we can only provide CE credits for those who have their attendance recorded.

Credentialing Information

Types of Credits Available: We work with our credentialing partners to make the following continuing education credits available:

- Continuing education for nurses (CNE credits)
- Nurse Administrator continuing education (NAB credits)
- Nurse Administrator Board Pharmacist (NABP credits)

General Attendance Requirements:

- Attendees must be in attendance for at least 50 minutes to receive credit.
- Continuing education credits are only available for those who listen live, and you must view the event in its entirety to qualify for a credit certificate.
- A certificate cannot be created for multiple attendees (i.e. groups) if they listen live on one computer.

Nursing Credit (CNE) Information:

PharMerica partners with Pedagogy via PharMerica University to issue CNE credits. PharMerica does not directly provide credit certificates for attendance.

To obtain a CNE certificate, follow the CE certification instructions offered [here](#). Be sure to log into PharMerica University/Pedagogy with the same email address you used to register for the webinar. CE credits are available for 30 days after the live webinar. Be sure to complete the CE credit process within this timeframe.

Please note: If you attend the webinar with a group, certificates cannot be created for each attendee. If you are seeking credit, you will need to log in on your own computer.

Nurse Administrator (NAB) Credit Information:

To receive NAB credit, include your NAB number (starts with an 'R') and name as it appears on your account when you register for the webinar.

To receive credit after the live webinar, please review instructions [here](#).

Typically, attendance is submitted to NAB credentialing organizations within 3 days of the live webinar presentation. Attendees should have access to their certification within 5 days.

NABP Credit Information:

To receive NABP credit, include your NABP number, your name as it appears on your account, and your date of birth (MM/DD) when you register for the webinar.

Typically, attendance is submitted to NABP credentialing organizations within 3 days of the live webinar presentation. Attendees should access their NABP credits through their credentialing organization.

Certificates of Attendance

PharMerica provides attendance certificates for those who attend our webinars. To obtain the certificate, select the “view certificate” at the bottom of the “Thank you for attending our webinar” email that is sent out 3 hours after the webinar concludes.

Please note: These certificates are NOT CNE or NAB certificates.

Additional Support

For additional support, please email lisa.tuttle@pharmerica.com.