



Webinar Library Frequently Asked Questions (FAQ)

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The **Webinar Library** is accessed through your regular HSABC member portal. To learn more about how to get to the **Webinar Library** please see the [Webinar Library User Guide](#).

How do I register for recorded webinars in the Webinar Library?

- Select your course(s) from the **Webinar Library** and click **Register Now (Free)** then **Submit**. Your selections will go into a **Shopping Cart**.
- Click the **Shopping Cart icon (top right)** to review your cart. When ready, click **Checkout**. Review your selections and personal information and click **Continue** to finalize.
- You'll receive a receipt by email. Confirm your courses in the **My Courses & Certificates** section of the **Member Menu**.
- **Why \$0.00 purchases?** Our system uses a purchase model. This process confirms your registration for free member content.

Do I need an Access Code?

As an HSABC Member, you **do not** need a **Code** to access training.

If you're seeing an Access Code screen, it usually means you are not currently logged in to your account, and you may still need to register for the content.

Your first step should always be to [login to your HSABC profile](#).

Once you're logged in, you can then proceed to register for the course you wish to take. (See above for registration process).

How can I confirm my enrollment or access quizzes/certificates?

Navigate to the **My Courses & Certificates** section in the **Members Menu**. Here you'll find a list of your registered courses, links to quizzes (if available), and your certificates (after quiz completion, if applicable).

Note: Not all courses currently have a quiz or offer a certificate.

I've used all my quiz attempts. How do I request a reset?

Email info@hsa-bc.ca with the course name to request a quiz reset.

How will I know when new content is available in the Webinar Library?

Webinar recordings are typically added to the Webinar Library within 4 weeks of airing live.

For up-to-date information about HSABC training, including Webinar Library updates, please sign up for the [HSABC Newsletter](#).

How do I cancel my event/course registration?

Email info@hsa-bc.ca with the name of the course you wish to cancel.