



# Cvent for CGS Webinars

A step-by-step tutorial on how to register for CGS webinars and more



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# Registration

## Account Setup

# How to Register for All Cvent Webinars

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CVENT is the program CGS utilizes to conduct webinars through Zoom.

There are two steps for registering for CGS's webinars in CVENT.

- **Step 1:** You must create an account for the overall CGS JB & JC Webinar program.
  - Think of this like signing up for a service such as Netflix. You must create an account with all your information *before* you can select a specific program to view.
  - Once you have created that account, then you are able to watch any program available on that channel.
- **Step 2:** Choose your webinars.

**Registration must be completed to join a webinar.**

# Step 1: Setting Up Your Account

- Go to: <https://web.cvent.com/event/fbd6579b-4908-466e-a153-c6939fc961c3/regProcessStep1> or by clicking on the “**Register in Cvent**” hyperlink on the JB or JC Education Calendar of Events on [cgsmedicare.com](http://cgsmedicare.com)
- Fill in your information to set up your webinar account.
- Cvent saves your information, so you don’t have to enter it every time you return to add specific webinars.
- If you bill both JB and JC, for “DME MAC Jurisdiction (CGS)” choose the one you predominantly bill.
- Just once, and you’re done!
- Click on **Next**.

The screenshot shows a registration form titled "CGS JB & JC Webinars" with a "Summary" link in the top right. The section is titled "Personal Information" and includes the instruction "Fill out the information below, then click Next to continue." The form contains the following fields:

- \* Registration Type (dropdown menu)
- \* DME MAC Jurisdiction (CGS) (dropdown menu)
- \* First Name (text input)
- \* Last Name (text input)
- \* Email Address (text input)
- \* Mobile (text input)
- \* The Provider Transaction Access Number (PTAN) (text input)
- National Provider Identifier (NPI) (text input)
- \* Company (text input)
- \* City (text input with a location pin icon)
- \* State (abbreviation) (text input)
- \* Zip/Postal Code (text input)
- \* Are you registered to use our FREE webportal, myCGS? (radio buttons for Yes and No)

At the bottom right, there are two buttons: "Cancel" and "Next".

# Step 2: Choose Your Specific Webinars

- This screen shows all our currently scheduled webinars (sessions).
- You simply **Select** the ones you would like to attend.
- You can always come back later and select additional webinars or change them.
- **IMPORTANT!** Make sure you scroll all the way to the bottom of the sessions list and click **Next**.

Previous

Cancel

Next

Summary


## CGS JB & JC Webinars

Please select your sessions below. New sessions are added often.  
[Click here to manage your sessions.](#)

Sessions  
Select the sessions you'd like to attend.

March 28, 2023


10:30 AM-12:00 PM **External Infusion Pumps and Supplies** Free  
Virtual [Select](#)

 **Belinda Yandell**  
Provider Outreach & Education Senior Analyst  
CGS Administrators, LLC

Join us for an in-depth review of external infusion pumps, as well as related infusion medications and supplies that are covered under this LCD and Policy Article.

March 29, 2023

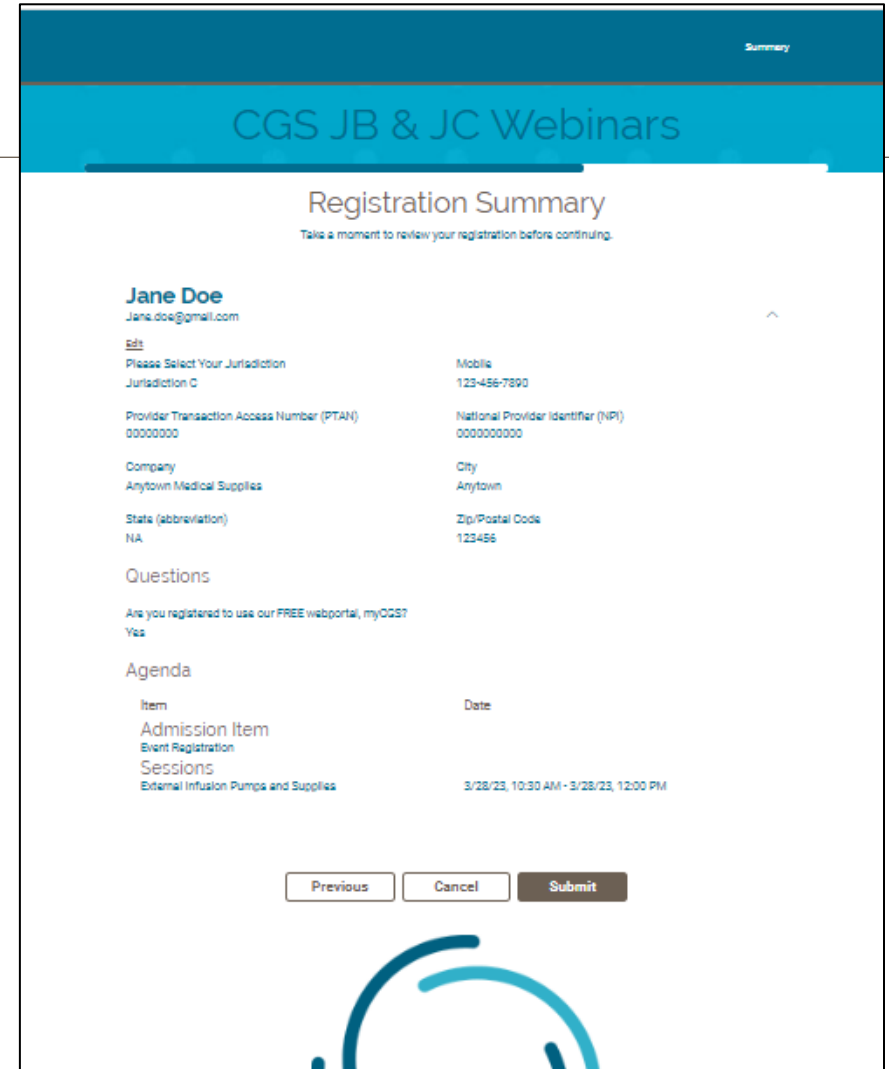
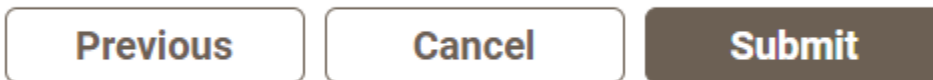
10:30 AM-12:00 PM **Prior Authorization of Power Mobility Devices** Free  
Virtual [Select](#)

 **Lisa Addison**  
Provider Outreach & Education Senior Analyst  
CGS Administrators, LLC

Learn about filing for prior authorization of Power Mobility Devices, along with

# Registration Summary

- This screen shows all your information, plus the webinars (sessions) for which you have registered.
- If you are happy with your selections, click **Submit**.
- If you'd like to make a change, simply click on **Previous**.
- Once you click on **Submit**, you will get a Confirmation as shown on the next slide.



# Registration Confirmation

- Make a note of your **confirmation** number. This number never changes and is not the same as a **verification** code. You'll need the confirmation code when returning to the to sign into the JB & JC Webinar Registration system. (Think of the confirmation number as your “account number.”)
- You will receive an email with details and instructions on how to join a session on the day of the webinar (shown on next slides).
  - You join sessions on Attendee Hub. Attendee Hub is separate from the registration site you use to set up your account.
- If you wish to make changes, you can either click **Modify** or **Cancel**.
  - **IMPORTANT: if you click on Cancel here it will cancel your registration (your entire “account.”)**
- If you are done, simply click **Log Out** at the top right-hand corner of the page.

Summary Post Registration **Log Out**

## CGS JB & JC Webinars

Congratulations, you are now registered!

**Your Confirmation Number is:**  
XXXXXXXXXX

You will receive an email with your registration details.

[Add to Calendar](#)

[Click here to access your events.](#)

### Registration Summary

Review your registration information below

**Jane Doe**  
Jane.doe@gmail.com

Please Select Your Jurisdiction Jurisdiction C	Mobile 123-456-7890
Provider Transaction Access Number (PTAN) 00000000	National Provider Identifier (NPI) 0000000000
Company Anytown Medical Supplies	City Anytown
State (abbreviation) NA	Zip/Postal Code 123456

Questions

Are you registered to use our FREE webportal, myOGS?  
Yes

Agenda

Item	Date
Admission Item Event Registration Sessions External Infusion Pumps and Supplies	3/28/23, 10:30 AM - 3/28/23, 12:00 PM

[Modify Registration](#) [Cancel Registration](#)



# Joining Webinars

Attendee Hub

# Joining Webinars in the Attendee Hub

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- Once your account has been set up as in the previous slides, most of your future activity will occur through the **Attendee Hub**.
- **Attendee Hub** is the site to:
  - Check your scheduled webinars, select additional webinars or remove webinar sessions,
  - Adjust your settings and profile,
  - Download webinar presentations and,
  - Join sessions (in Zoom).
- When you click on any of the webinar titles on the JB or JC Education Calendar of Events on [cgsmedicare.com](https://cgsmedicare.com), you don't have to do anything to reach the Attendee Hub. You will automatically be taken to the correct place.
- To reach the Attendee Hub directly use the following link: <https://cvent.me/LD3gPz>

# How to Join a Webinar

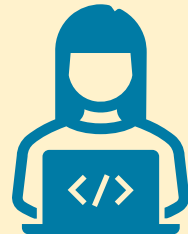
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There are two ways you can join the webinar:

## Method 1:

Through your personal  
webinar schedule via this link to the  
**Attendee Hub**

<https://cvent.me/LD3gPz>



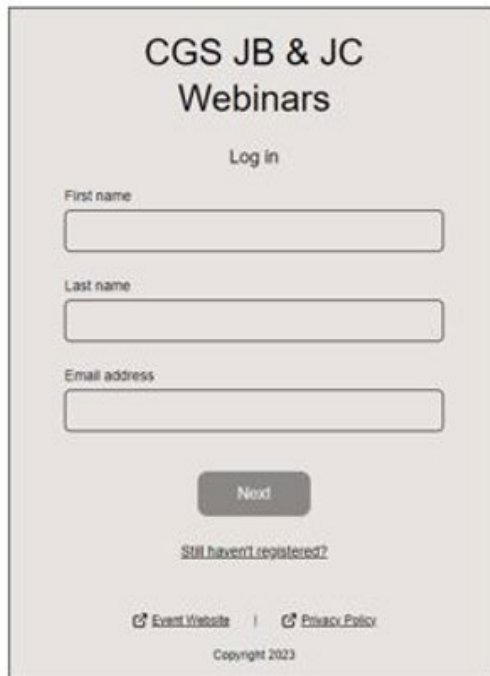
## Method 2:

Through the link in the  
reminder email or text sent one  
hour before the webinar.



# Joining the Webinar: Method 1

1. Log in to the Attendee Hub <https://cvent.me/LD3gPz>.
2. Cvent will send a verification code to your email\* and/or text message by mobile phone.
3. On your schedule, you will see the current webinar. Click on **Join Session**. *CVENT does not allow you to join sooner than five minutes before the webinar begins.*



CGS JB & JC  
Webinars

Log in

First name

Last name

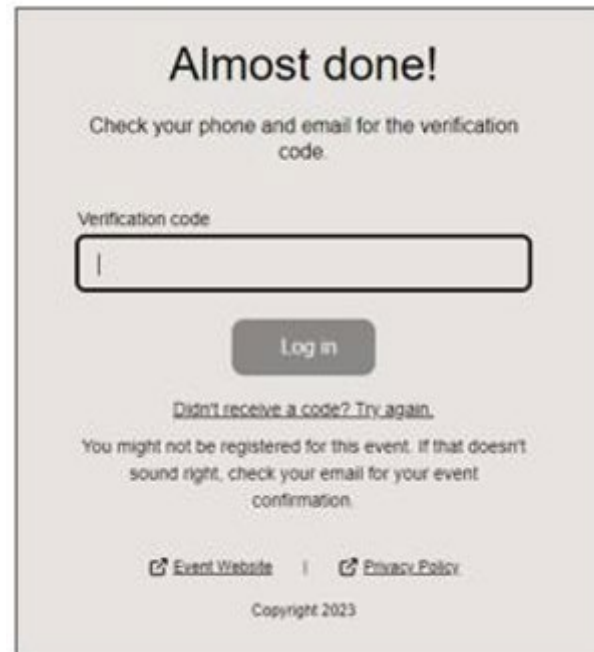
Email address

Next

[Still haven't registered?](#)

[Event Website](#) | [Privacy Policy](#)

Copyright 2023



Almost done!

Check your phone and email for the verification code.

Verification code

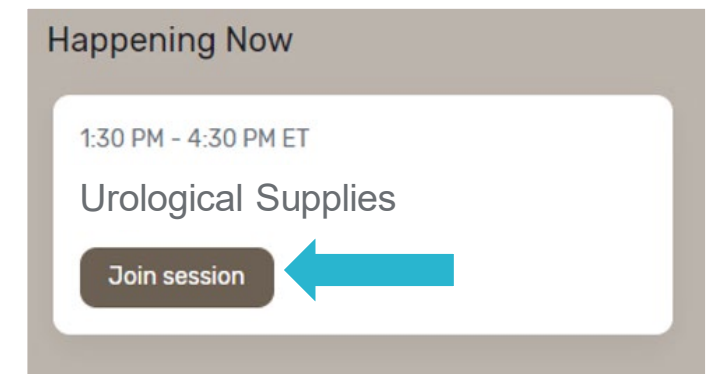
Log in

[Didn't receive a code? Try again.](#)

You might not be registered for this event. If that doesn't sound right, check your email for your event confirmation.

[Event Website](#) | [Privacy Policy](#)

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Happening Now

1:30 PM - 4:30 PM ET

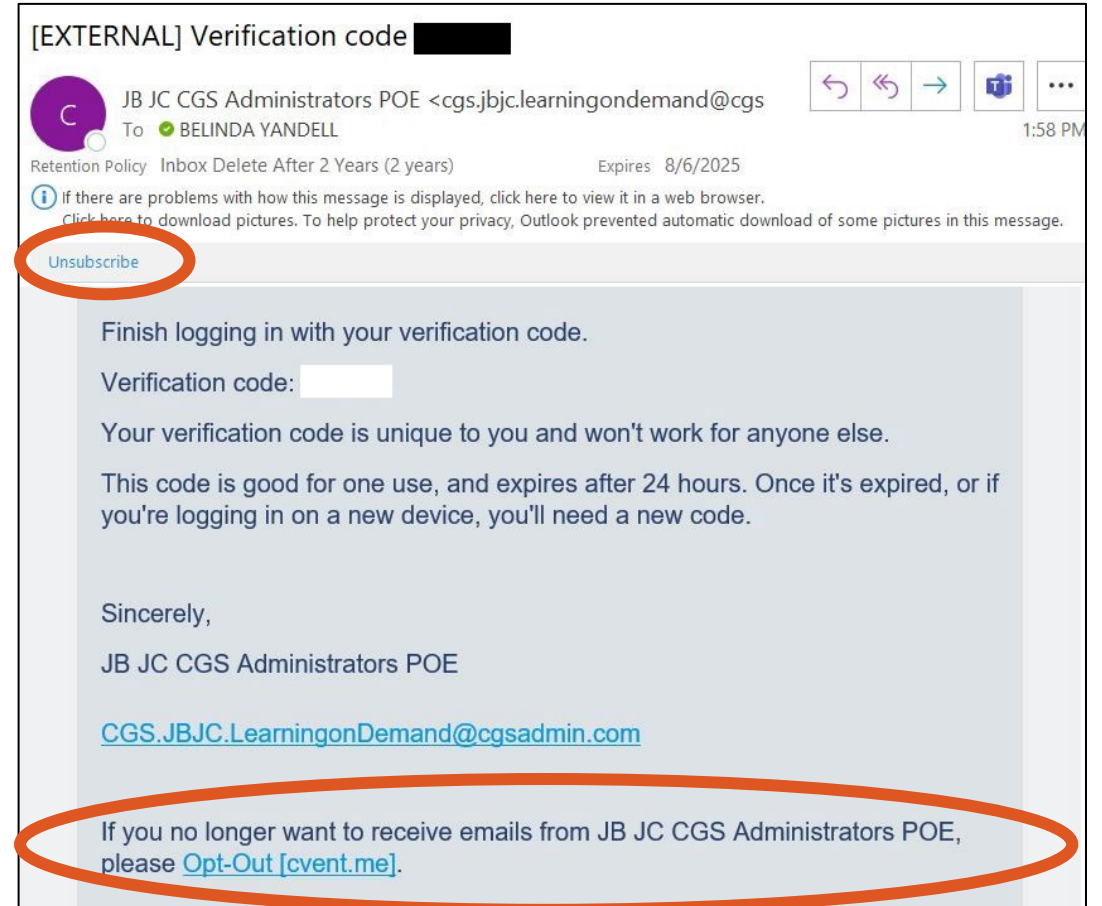
Urological Supplies

Join session

*\* If you are not getting a verification code via email, please see the next slide for help.*

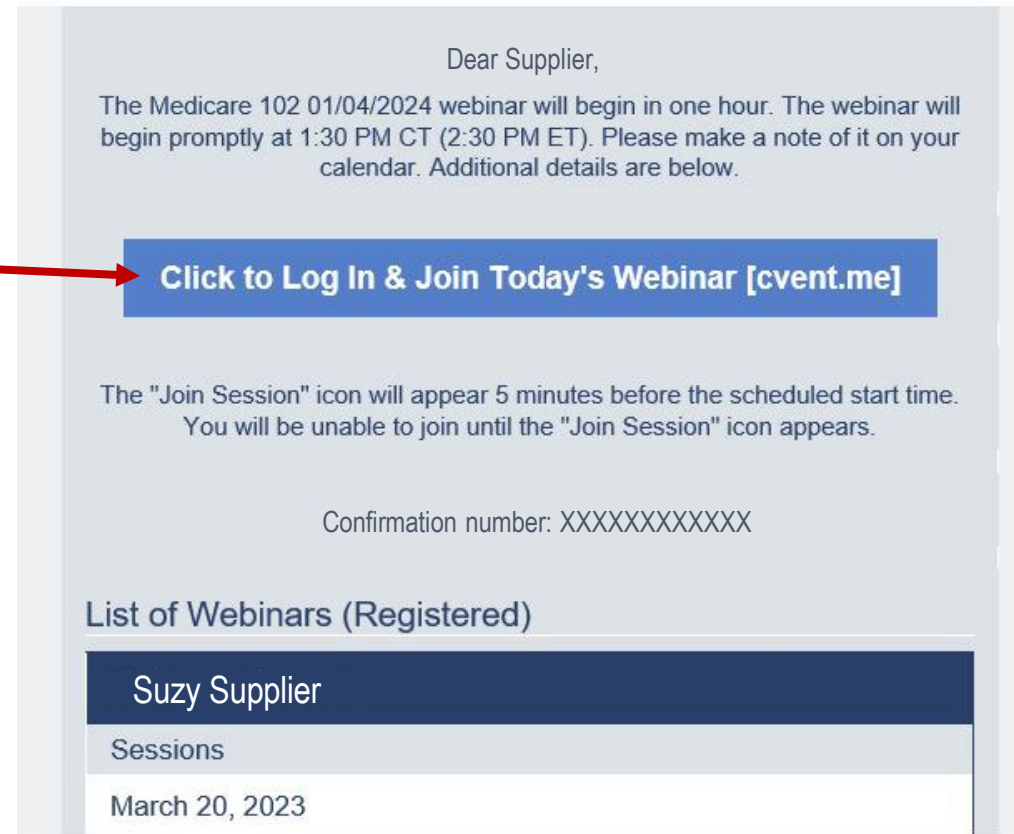
# Important Note: Please Don't Opt-Out of Emails!

- On the right, you see an email from CGS with two places where you have the option to **unsubscribe** or **Opt-Out** of our emails.
- However, please be aware that by unsubscribing, **CGS will not be able to email you the link with verification codes to sign into a webinar.**
- We can only send a text message with codes, etc., if you have provided a mobile number in your account information.
- If you have unsubscribed *and* provided a mobile number, remember to **check your text messages.**



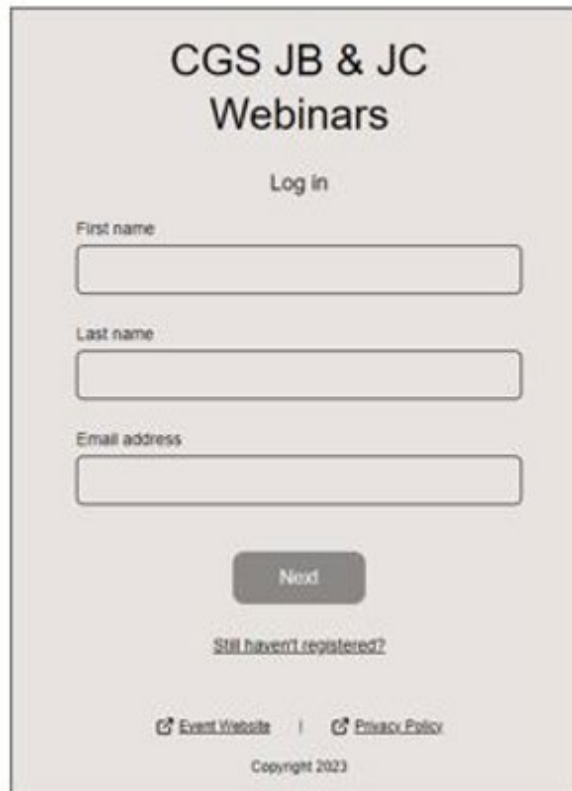
# Joining a Webinar: Method 2

- You will receive a **reminder email** on the day of the webinar, one hour before it begins.
- This will allow you to join the webinar without a verification code.
- As before, be aware that if you unsubscribe or opt-out of CGS notifications, we will not be able to send emails to you.
- This is why we recommend that you do NOT unsubscribe.



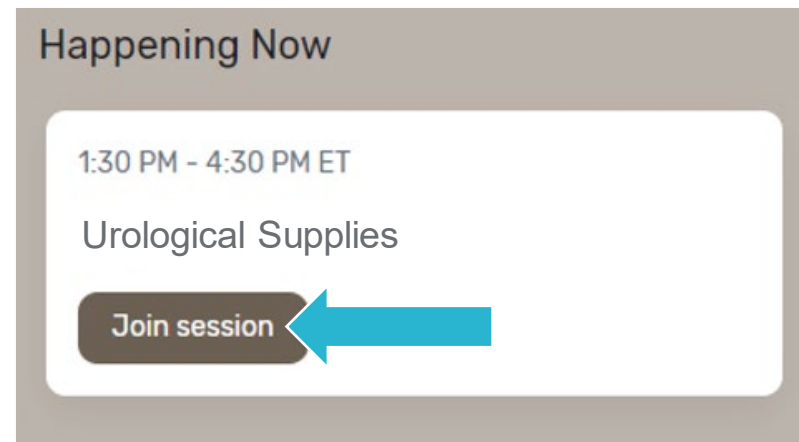
# Joining the Webinar: Method 2 (continued)

1. Log in to the Attendee Hub.



The screenshot shows a login form for 'CGS JB & JC Webinars'. It includes a 'Log in' heading, three input fields for 'First name', 'Last name', and 'Email address', a 'Next' button, and a link for 'Still haven't registered?'. At the bottom, there are links for 'Event Website' and 'Privacy Policy', and a 'Copyright 2023' notice.

2. On your schedule, you will see the current webinar. Click on **Join Session**.



The screenshot shows a 'Happening Now' section with a white card containing the text '1:30 PM - 4:30 PM ET' and 'Urological Supplies'. A dark button labeled 'Join session' is at the bottom of the card, with a blue arrow pointing to it from the right.

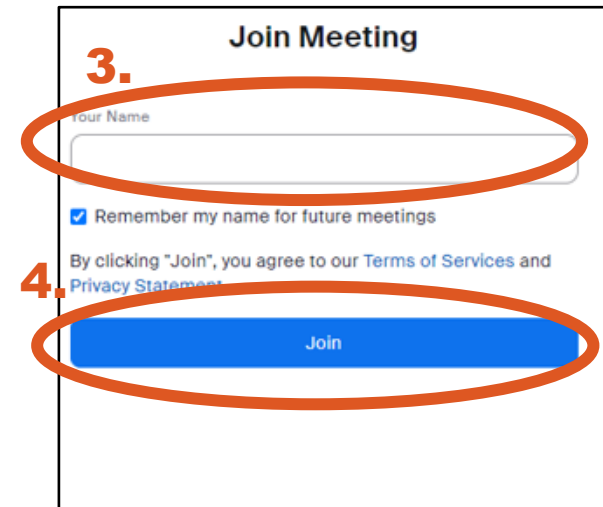
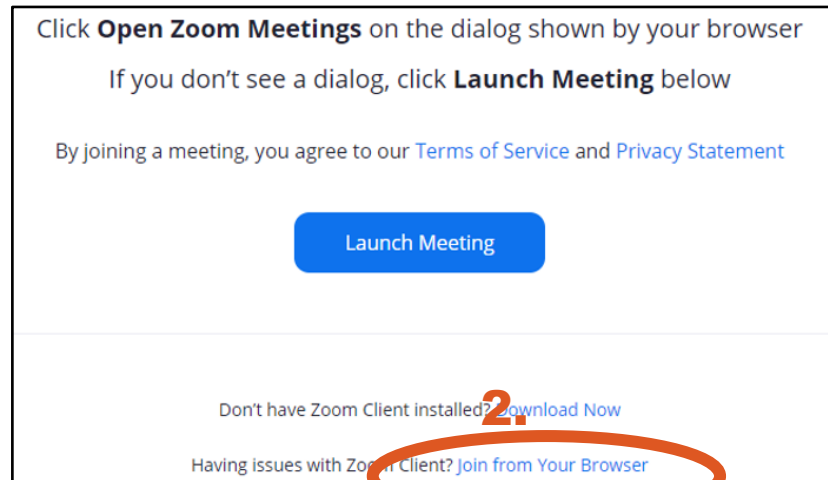


## **REMINDER**

CVENT does not allow you to join sooner than five minutes before the webinar begins.

# Joining Zoom Meetings

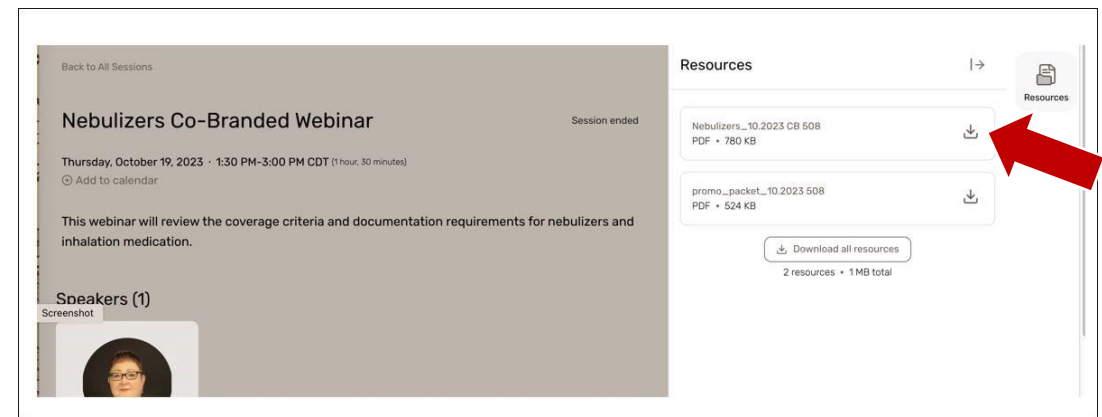
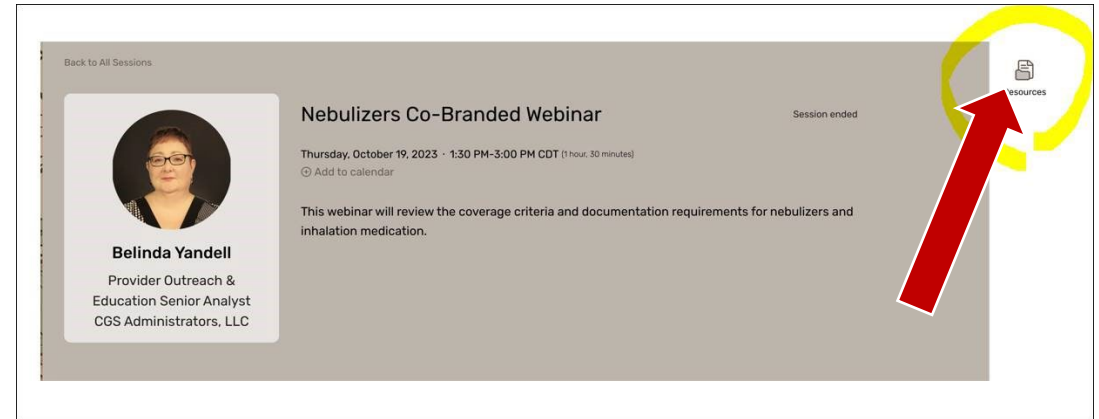
1. After you click **Join Session** in Attendee Hub, you will be asked to open Zoom Meetings, where all CGS/Cvent webinars are hosted.
2. Click **Join from Your Browser** option located at the very bottom. **Google Chrome** is the preferred **browser** to use for our webinars.
3. On the next screen that appears, enter your name and click **Join**.





# How to Download a PDF of the Presentation

- In the Attendee Hub in your personal schedule, click on the session title.
- Click on the highlighted **RESOURCES** icon in the upper right corner.
  - *Be aware that you will not see the RESOURCES icon unless you are registered for the session.*
- A sidebar will open to show the PDFs of the presentation and the promotional packet of important updates available for download.



# Tips and Troubleshooting

# Navigating the Attendee Hub

You can make changes to your personal information, add or change your selected webinars, download PDFs and check other settings in the Attendee Hub: <https://cvent.me/LD3gPz>

1. Log into Attendee Hub  
<https://cvent.me/LD3gPz>.



CGS JB & JC Webinars

Log in

First name

Last name

Email address

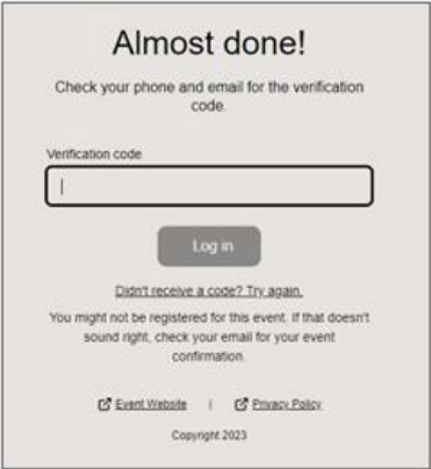
Next

Still haven't registered?

[Event Website](#) | [Privacy Policy](#)

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2. Enter verification code from email or text message.



Almost done!

Check your phone and email for the verification code.

Verification code

Log in

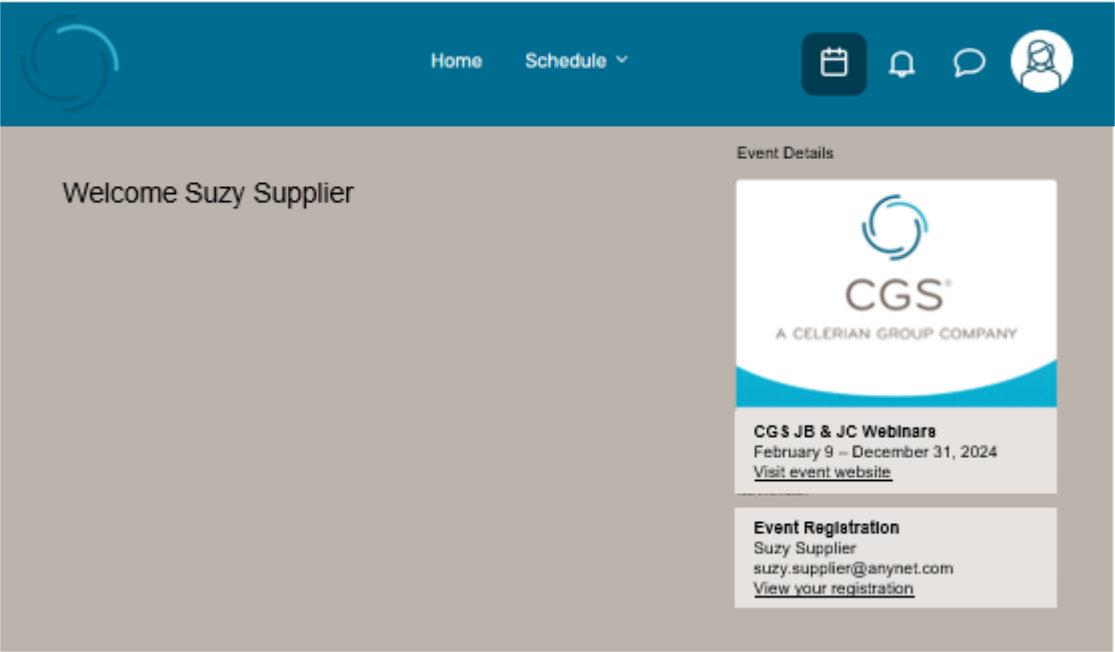
[Didn't receive a code? Try again.](#)

You might not be registered for this event. If that doesn't sound right, check your email for your event confirmation.

[Event Website](#) | [Privacy Policy](#)

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3. You will be taken to your account "Home Page:"



Home Schedule

Welcome Suzy Supplier

Event Details

  
CGS<sup>®</sup>  
A CELERIAN GROUP COMPANY

**CGS JB & JC Webinars**  
February 9 – December 31, 2024  
[Visit event website](#)

**Event Registration**  
Suzy Supplier  
suzy.supplier@anynet.com  
[View your registration](#)

# Navigating the Attendee Hub

The screenshot shows the Attendee Hub interface. At the top, there is a navigation bar with a 'Home' button and a 'Schedule' dropdown menu. The 'Schedule' dropdown menu is open, showing options: 'All Sessions', 'My Schedule', and 'Speakers'. To the right of the navigation bar are four icons: a calendar icon, a notification bell icon, a messages icon, and a user profile icon. Below the navigation bar, the main content area displays a welcome message 'Welcome Suzy', the CGS logo (A CELERIAN GROUP COMPANY), and two event cards. The first card is for 'CGS JB & JC Webinars' from February 9 to December 31, 2024, with a link to 'Visit event website'. The second card is for 'Event Registration' for 'Suzy Supplier' with email 'suzy.supplier@anynet.com' and a link to 'View your registration'. Yellow callout boxes with arrows point to the calendar icon ('Your Calendar'), notification bell ('Notifications'), messages icon ('Messages'), and user profile icon ('Your account information with Settings options'). A yellow arrow points to the 'Schedule' dropdown menu with the text 'Drop down menu under "Schedule"'. An orange box on the left contains the text 'Attendee Hub: <https://cvent.me/LD3gPz>'. A yellow arrow points to the event cards with the text 'Allows you to review or update your account Registration (see slides 4 - 8)'.

# Having Problems? Is Your Account Set Up Correctly?

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**Make sure your account is set up correctly according to Step 1 of this PDF.**

- If you went through all the steps in Step 1 and got a Registration Confirmation as shown on slide 8, then your account is set-up correctly. Move on to the next slide.
- If you did **not** get a Registration Confirmation:
  - Check your spam folder; many companies have tightened their email security because of increased threats of data theft, ransomware, etc.
  - **CVENT works best on the Google Chrome browser.** If you have been using some other browser, try registering again with Chrome. (Do not use Internet Explorer, which has been retired and is no longer supported by Microsoft.)
  - Try to set up your account again making sure to follow Step 1 instructions in this PDF.

*If you are still not getting any verification codes or emails,  
contact [CGS.JBJC.LEARNINGONDEMAND@cgsadmin.com](mailto:CGS.JBJC.LEARNINGONDEMAND@cgsadmin.com) for more assistance.*

# Not Receiving Verification Codes or Emails?

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**If you have received your Registration Confirmation with your Confirmation Number, but are not receiving any verification codes or reminder emails for a specific webinar you signed up for:**

- Check that you did not unsubscribe or opt-out of emails at any point. (Instructions on how to do this on the next slide.)
- Check your cell phone for any communication that may have come to you via text message instead.
- Check your spam folder.

**Go to Slide 6 of this PDF and look at your personal webinar schedule.**

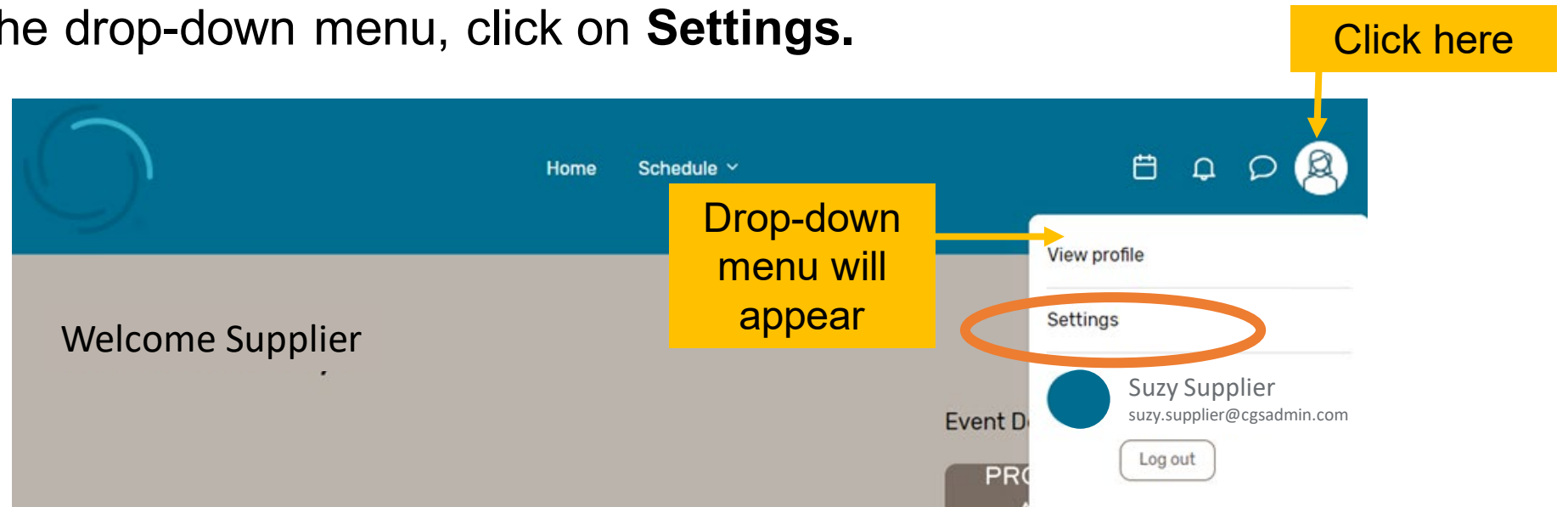
- Are any webinars listed? If not, choose a new webinar (preferably the next one available as a test), and remember to scroll to the very bottom of the schedule until you see the NEXT button. Click on NEXT.
- Log out of Cvent registration, then return to the Attendee Hub (<https://cvent.me/LD3gPz>) and check to see if the webinar you chose is now showing in your schedule.
- It's preferable to choose the next available webinar, even if you don't wish to attend, to see if you receive the reminder email that should arrive one hour before the webinar begins.

*If you are still not getting any verification codes or emails,  
contact [CGS.JBJC.LEARNINGONDEMAND@cgsadmin.com](mailto:CGS.JBJC.LEARNINGONDEMAND@cgsadmin.com) for more assistance.*

# Check your Notification Settings in Attendee Hub

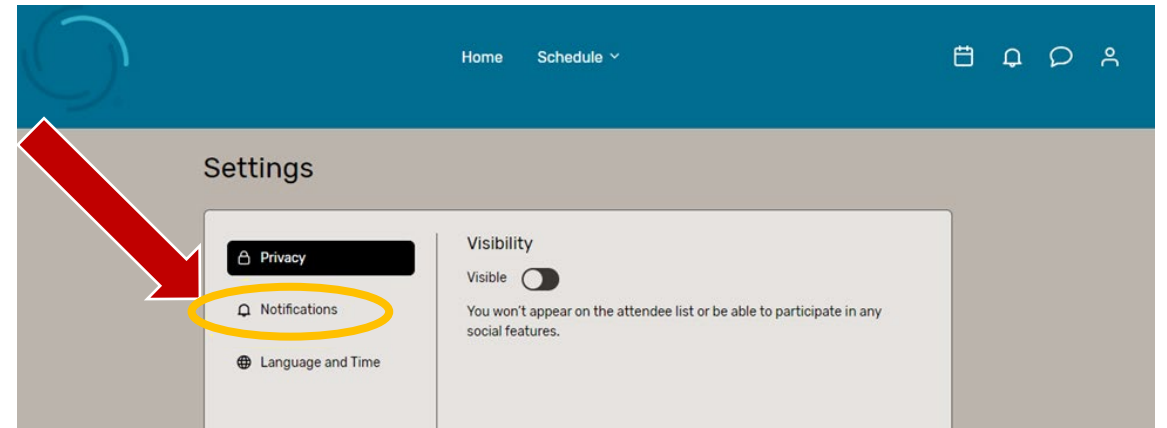
If you think you may have unsubscribed or opted out of email notifications for CGS/Cvent, log into your account and check the following:

1. Click on the **Person** icon on the top right side of the screen.
2. In the drop-down menu, click on **Settings**.

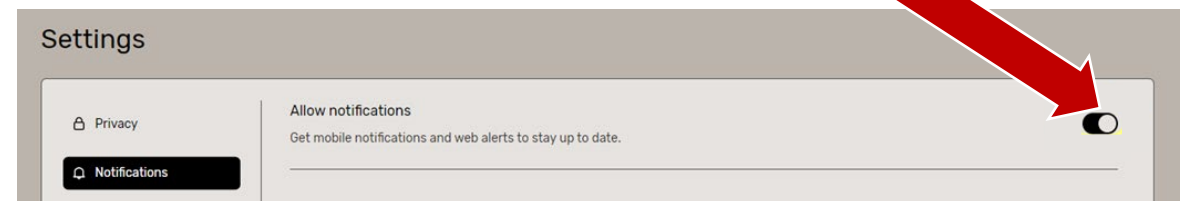


# Check your Notification Settings (continued)

3. Go to **Notifications**.
4. If the button is pushed to the **left**, you have unsubscribed or opted-out.
5. If the button is pushed to the **right**, you should be receiving emails and mobile notifications with verification codes and reminder emails.
6. Once you have made sure your button is pushed to the right, register for the next available webinar to see if you are now receiving emails.



*Button should be pushed to the right.*





# Thank you!