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1 Registering for the Webinar

To register for a webinar, fill out the required fields on the registration form:

- ❖ First Name
- ❖ Last Name
- ❖ Email Address
- ❖ Phone Number
- ❖ Street Address
- ❖ City
- ❖ State
- ❖ Zip Code
- ❖ Job Title
- ❖ Organization
- ❖ Industry

Click **Submit**.

The screenshot shows a web browser window with a navigation bar at the top containing the CoNetrix logo and menu items: TECHNOLOGY, SECURITY, TANDEM, and ASPIRE HOSTING. On the left side, there is a 'Resources' section with a list of links: Articles, Webinars, Events, Email Lists, and Blog. The main content area is titled 'Registration Form' and contains the following fields:

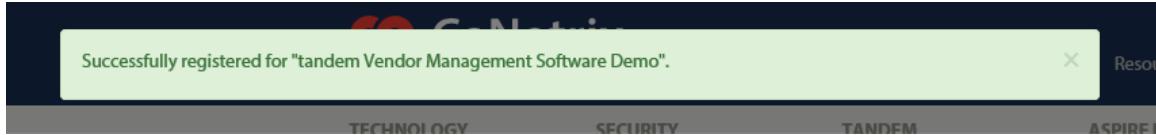
- First Name:** * (text input)
- Last Name:** * (text input)
- Email Address:** * (text input)
- Phone Number:** * (text input) with a note: "Use format '999-999-9999', with an optional extension ('ext. 456')." (text input)
- Street Address:** * (text input)
- City:** * (text input)
- State:** * (dropdown menu) with "-Select One-" selected.
- Zip Code:** * (text input)
- Job Title:** * (text input)
- Organization:** * (text input)
- Industry:** * (dropdown menu) with "-Select One-" selected.
- How Did You Find Us?:** (dropdown menu) with "-Select One-" selected.

At the bottom right of the form are two buttons: a red 'Submit' button and a white 'Cancel' button.

The footer of the page includes a 'Contact Us' section with a phone icon and the number (800) 356-6568, and a 'Contact Form' button. It also contains copyright information: © 2015 CoNetrix | Legal Notice | Privacy Policy, and the address: 5214 68th Street, #200, Lubbock, Texas 79424. Social media icons for Facebook, Google+, Twitter, and LinkedIn are also present.

2 After Registration

After you click **Submit**, a green success message should appear.



Following registration, you will receive a confirmation email from GoToWebinar.

The email will come from customer@gotowebinar.com.

The confirmation is not always sent automatically because CoNetrix hand-approves each attendee to make sure that our product is appropriate for each attendee's needs. As soon as you are accepted, the confirmation email will be sent.

If You Did Not Receive Confirmation

If you do not receive a confirmation email within 24 hours of registering for the webinar, check your spam folder.

If the email is not in your spam folder, contact support at info@CoNetrix.com or your account representative to inquire about the status of your registration.

The **tandem Software Demo** webinars are specifically designed for financial institutions (i.e., banks, credit unions, mortgage companies, etc.) and you must have a valid financial institution email address to attend. If you register for a **tandem Software Demo** webinar with a personal email address (i.e., Gmail, Yahoo, Outlook, etc.), your registration will not be accepted.

If You Would Like to Cancel Your Registration

You may cancel your webinar registration at any point prior to the webinar. To do so, open your confirmation email, scroll to the bottom, and click **Cancel Your Registration**.

To Cancel this Registration

If you can't attend this webinar, you may [cancel your registration](#) at any time.

On the scheduled date and time of the webinar, return to your confirmation email.

Click the link to join the webinar.



Dear Alyssa,

Thank you for registering for "tandem Vendor Management Software Demo".

Financial institutions rely on third parties for a variety of solutions and services, and in doing so transfer various risk from the bank to the vendor. Therefore, financial institutions must appropriately manage the vendor relationship. In this FREE 30-minute webinar, we will discuss the components of a vendor management program as defined by the FFIEC and demonstrate the CoNetrix tandem Vendor Management software.



Note: this webinar is designed specifically for financial institutions, banks, savings associations, and credit unions. You must be an employee of an approved financial institution and have a valid financial institution e-mail address in order to attend.

Please send your questions, comments and feedback to:
info@conetrix.com

How To Join The Webinar

Wed, Jul 8, 2015 10:00 AM - 10:30 AM CDT

Add to Calendar: [Outlook® Calendar](#) | [Google Calendar™](#) | [iCal®](#)

1. Click the link to join the webinar at the specified time and date:

<https://global.gotowebinar.com/join/8205292805864293890/877727612>

Note: This link should not be shared with others; it is unique to you.

If this is Your First Webinar

If this is your first webinar using GoToWebinar on your computer, you will be directed to a **Joining Webinar** screen.

Click the **Download Software** button. The download takes just a few seconds. When the GoToMeeting download is ready, your browser will give you the option to **Run** or **Save File**.

Click **Run**.

Note: If your machine displays a popup indicating you do not have the rights to download the software, contact your system administrator or IT staff to assist you in installing the GoToWebinar software.

If this is Not Your First Webinar

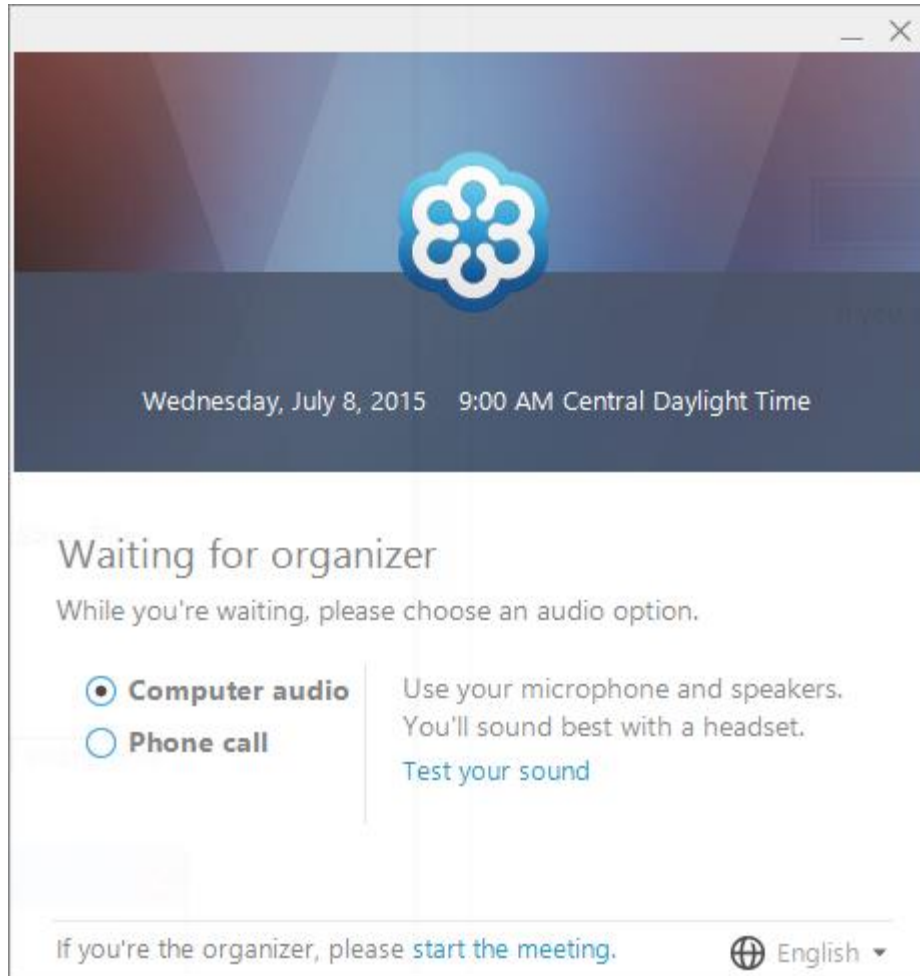
If this is not your first time using GoToWebinar, when you click the link, the GoToWebinar Initializer will run.

Several screens will appear, similar to the following image to initialize the software and verify your meeting ID.



3.1 Waiting for the Presentation to Begin

If you arrive before the presenter, you will see a window that looks like this.



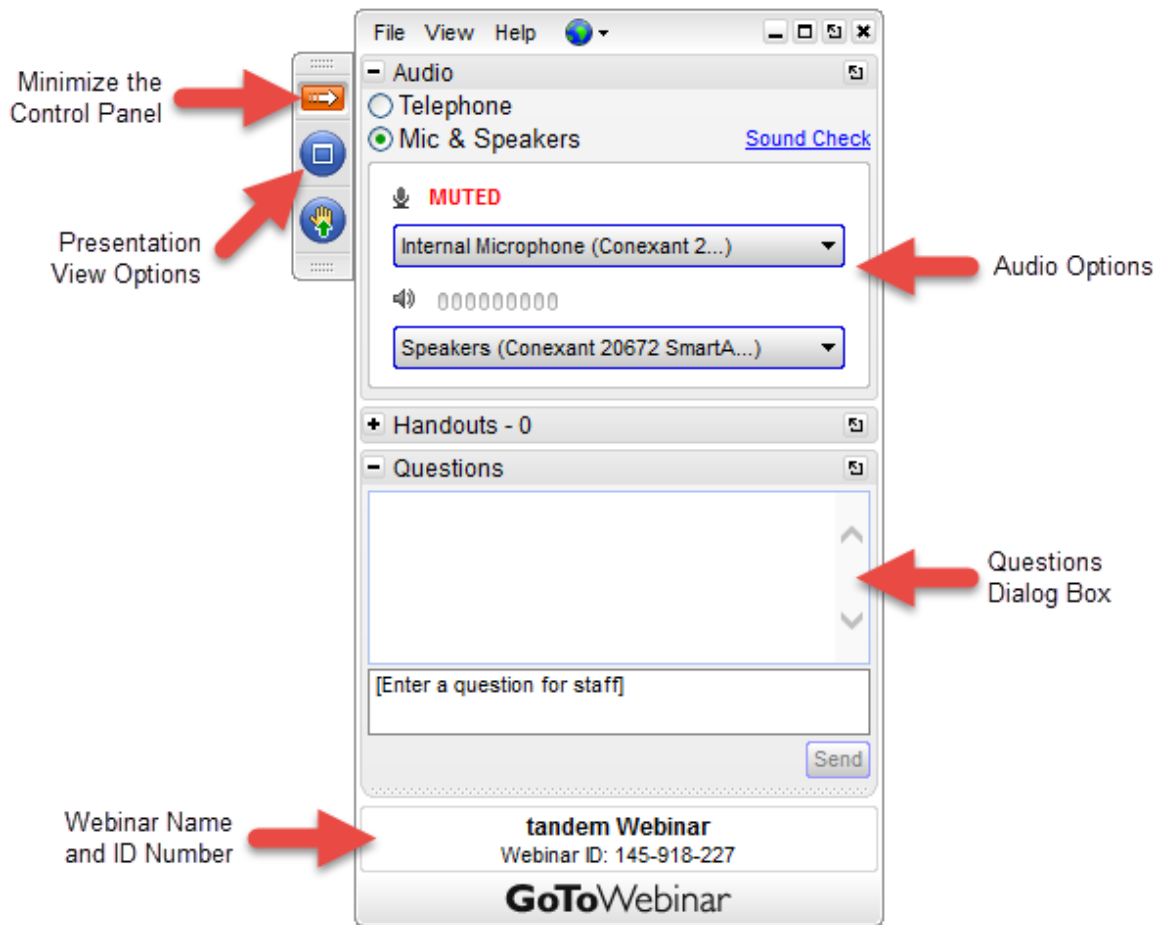
You can choose your audio options here, or you can wait until the webinar has started.

When the organizer starts the webinar, you will see a small window that says *Connecting* while Citrix connects you to the webinar.

If you join after the webinar has already started, you will immediately be added to the session.

4 CoNetrix Webinar Event Experience

4.1 Control Panel



4.2 Audio

For all CoNetrix webinar events, the participants' audio option is muted.

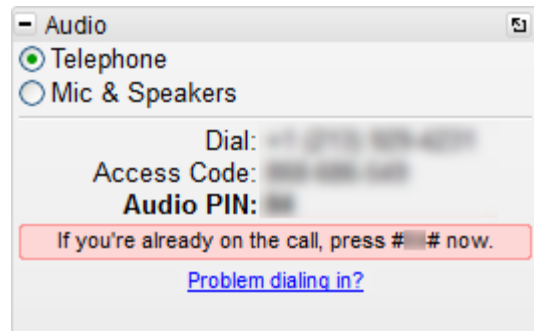
This means that you will be able to hear the speaker, but the speaker and other participants will be unable to hear you.

There are two audio options available for you in GoToWebinar:

- Telephone
- Mic & Speakers

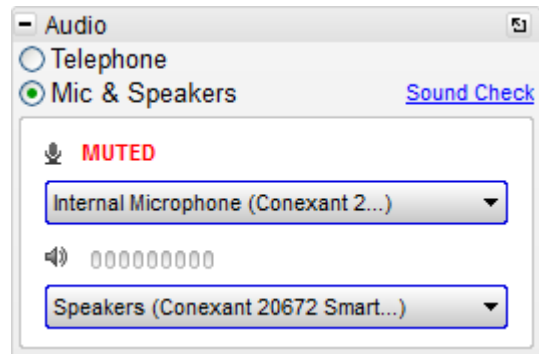
If you choose to use your telephone, your screen will look like this.

Just dial the number and enter your access code and audio pin.



If you choose to use your mic and speakers, your screen will look like this.

GoToWebinar should automatically detect the correct speakers, but feel free to use the **Sound Check** option to make sure they work before the webinar.



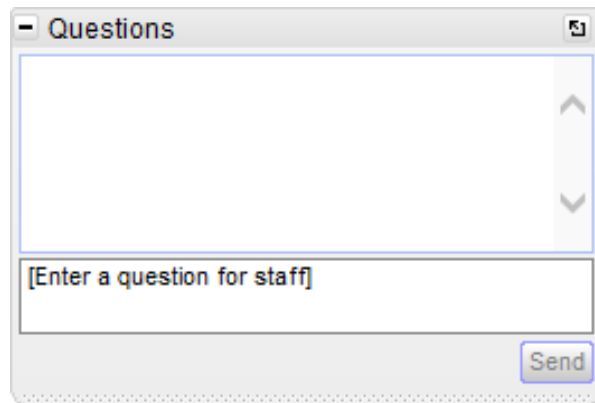
4.3 Questions

We invite you to interact with our presenters during the webinar.

If you would like to ask questions or make comments, use the **Questions Dialog Box** provided by GoToWebinar.

When you submit a question, it is sent to the presenter's **Questions Dialog Box**. The presenter will then have the ability to review and respond to your question or comment.

Your submitted questions will be answered in one of three ways.



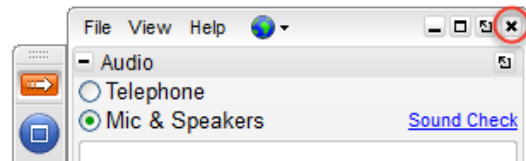
- The presenter may read your question and respond aloud during the webinar, if the presenter feels that the response will contain valuable information for all attendees.
- You may also receive a written response from the presenter through GoToWebinar if:
 - The question is specific.
 - The response is not applicable for all attendees.
 - Many questions are submitted and time will not allow for all questions to be answered verbally.
- If your question was not answered in either method above, the presenter will contact you via email after the presentation. This may happen if:
 - The question is lengthy.
 - The response is multifaceted.
 - The question does not apply to the topic at hand.



There is a hand-raise option with GoToWebinar, but the presenter will not respond to a raised hand, since participant audio is not allowed.

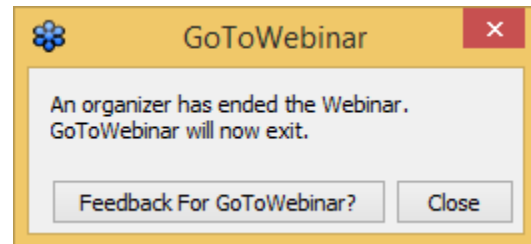
5 Exiting the Webinar

To exit the webinar before the presentation is over, click the **X** in the upper right corner of the GoToWebinar Control Panel.



When the webinar is ended by the presenter, the GoToWebinar window will display a message that looks like this.

If you would like to provide feedback for GoToWebinar, you are welcome to. Otherwise click **Close**.



Regardless of the way the webinar was ended, a short survey by CoNetrix will pop up.

We greatly encourage you to fill out the survey to help us improve our presentations and let us know if there is anything else we can do to help you with your information security and technology needs.

Webinar Survey

- Was this webinar helpful to you?
 - Yes, very!
 - Yes, a little.
 - No, not very much.
- Would you like a non-binding quote for the software?
 - Yes, please!
 - No thanks, we already have a quote.
 - No thanks, we already have the product.
 - No thanks, we are not interested.
- Would you like more information on our tandem software?
 - Risk Assessment Module
 - Policies Module
 - Vendor Management module
 - Audit Management Module
 - Social Media Management Module
- Please provide any other feedback you have for the presenter and/or the tandem team:

Close

6 Certificates, Slides, and Video Recordings

Certificates & Slides

Following security awareness training webinars, webinar attendees may be given the opportunity to request a copy of the slides from the session and a certificate of attendance on the post-webinar survey.

If you do request a copy of the slides and a certificate of attendance, the documents will be emailed to you within three (3) business days following the session.

If you do not receive the slides and certificate you requested by the end of this time period, please contact CoNetrix at info@CoNetrix.com.



Video Recording

CoNetrix webinars are recorded and made available to current **tandem** customers in the **tandem** software at **Support > Videos**.

Contact CoNetrix

If you have any questions, comments, or suggestions for CoNetrix webinars, please let us know.

We would love to hear from you!

CoNetrix

info@CoNetrix.com

800.356.6568

