

FREQUENTLY ASKED QUESTIONS

I have forgotten what my login details to the microsite are. Where do I reach out?

-For account concerns, please reach out to psmomicrosite@gmail.com. Our team will be glad to check and update your account.

I have already paid but did not receive an email confirmation with the link to the event? What happened?

-Kindly reach out to us at psmomicrosite@gmail.com and we will resend the confirmation to you.

Gcash is not working when I try to pay, how do I pay for the event?

-This might be caused by either an insufficient gcash balance or an error within the gcash app. You can try paying again in a few hours by going to the event and processing your payment there or use another payment method.

I tried using the same Gcash QR code from my previous transaction that failed and it is not working.

-Each transaction is unique and dynamic, the qr code issued is also tailored to a specific transaction. If the previous transaction failed and you used the same qr code again, you will need to go back to the event on your Microsite Profile and process the payment again.

Will there be a direct zoom link provided?

-No. The link provided on your payment confirmation email is where you can watch the Live stream of the webinar via the PSMO Microsite.

I am a PONA Member, when I tried to register and pay I was given the Non Member rate. How do I avail of the discounted rate?

-Please reach out to your respective PONA representatives and have them update the list so that we can add you to the discounted rate members. Kindly refrain from paying first until you are notified to try again.

I received the link for the webinar but when I try to click on it, it is not showing the video of the webinar. Help!

-Kindly ensure that when you are accessing the link, you are also logged in to your Microsite account. A detailed guide on how to log in and access the link properly is provided below.

I have the link and am now watching the webinar, but I cannot hear any audio.

How do I fix this?

-Be sure to click the "Audio On" button on the live video stream and adjust your volume accordingly. If there is still no audio, kindly close the browser and connect to the event again to check if audio is working.

Why is the video display so small?

-For the best experience, use a laptop, desktop PC, or tablet. If you are using a cellphone, landscape mode is recommended for a better view.

How do I get the certificate once the webinar is done?

-Please refer to the comprehensive guides provided below.

Can we get multiple certificates if only one email account successfully registered and paid?

-No. Unfortunately, only the registered (and successfully paid) email address will secure the certificate after completion of the course.

The email address which I registered does not belong to me. Can I request for certificate under my name?

-No. Unfortunately, the registered name and email address will be the recipient of the certificate.

I wasn't able to finish the webinar, how can I access the lecture?

-The live webinar is recorded and will be available on demand until one month after the event.

Comprehensive Guides:

Microsite Account Login:

<https://tinyurl.com/microsite-login>

Registration Guide for Existing Users:

<https://tinyurl.com/micro-existing>

Registration Guide for No Existing Accounts:

<https://tinyurl.com/micro-no-existing>

Getting Your Certificate after the Event:

<https://tinyurl.com/psmo-pona-cert-guide>