

## Tracking online attendance

Our online webinar courses are tracked through our Learning Management System (LMS).

The LMS requires users to create an account to use the platform.

This account is tied to our Customer Retention Management (CRM) platform.

When a user logs in to the LMS platform and enrolls in a webinar, the system tracks the user's progress within the course and also tracks whether or not the user has earned the certificate of completion.

For live webinars, the user's time in the live session is tracked and they must attend a specific amount of time to be eligible for the certificate.

For recorded webinars, users must pass the quiz associated with the webinar course to earn the certificate.

All of this information is then transferred automatically to the CRM for storage and follow-up. User files will contain every webinar course attended and whether or not the certificate was earned.