**Royal Society of Medicine Specialty Certificate Examination (SCE) preparation course**

**Frequently Asked Questions**

**I haven’t received my event confirmation – what should I do?**

Please sign in to your online account to check if your event booking was successful; the details should be listed in the ‘Event booking’ section in the ‘My account’ area.

If you have booked an event and have not received an email from us confirming the booking, please contact the Customer Services team on 020 7290 2991 or email [events@rsm.ac.uk](mailto:events@rsm.ac.uk) to arrange for a new receipt to be sent to you.

**I have booked for a webinar; how do I watch the meeting?**

You will receive an email from Zoom 1-2 hours before the webinar is due to begin. This will include a link to join the webinar.

If you are having problems accessing Zoom, you can visit the [Zoom support portal here](https://support.zoom.us/hc/en-us/articles/115004954946-Joining-and-participating-in-a-webinar-attendee-).

**I did not attend the webinar; how do I watch the meeting recording?**

You will receive an automated email from Zoom within 2-3 days of the webinar passing. This will include a link to the recording and a passcode.

**How can I get my CPD certificate?**

This webinar series does not offer CPD.

**How can I get my certificate of attendance?**

If you attended the webinar - You will receive your certificate of attendance automatically within 7 days.

If you did not attend the webinar - Your certificate will be sent automatically within 60 days of the last SCE preparation course day.

**I want to book onto this course, but it has already started. Will I get a copy of the previous course day recordings?**

For late bookings contact customer services on [events@rsm.ac.uk](mailto:events@rsm.ac.uk). They will provide all recording links and passcodes for the recent course days.

All session recordings will be available for two weeks after the final live webinar broadcast via Zoom. The link will be sent 24 hours after the webinar takes place.

**Can I have access to the slides?**

We are not able to share presenter slides with registered participants.

On occasion, presenters may ask to share handouts. Handouts will be shared with participants via [respiratory@rsm.ac.uk](mailto:respiratory@rsm.ac.uk) if provided.