

## AEA's Digital Knowledge Hub FAQs

- Can users still purchase recordings for these after the live event?
  - *Yes, live event recordings will be made available for purchase through the AEA [eStudies](#) page. Because of the nature of some workshops, not all the Summer Learning Series and eStudies can be made available for purchase after the sessions have ended*
- For how long are they available?
  - *All registrants will access to the recorded materials for 90 days, if your access expires please contact [education@eval.org](mailto:education@eval.org).*
- What if I can't attend live, will the recording be provided?
  - *Yes, live event recordings will be made available by the end of the following day. Recordings will be available for registrants to review for up to one month. Registrants will receive an email with information where to access the recordings. (Recordings will always be available on the product page)*
- I am unsure if the course/live event is covered over two days or more?
  - *When reviewing the product page on the [Digital Knowledge Hub](#), all products have the time and date information for all sessions. Once you have completed the purchase of the product you can register for each session associated with the workshop located below the workshop information.*
- Where can I access my courses, the courses I have purchased?
  - *All purchases can be viewed and accessed in the 'My Activity' section of the [Digital Knowledge Hub Homepage](#). When logged in you will be able to view courses as well as the progress made in each course.*
- Where can I get more help?
  - *At the bottom right of your screen there is a '? Help Center' that can answer questions from how to join a live event to unblocking a firewall on your computer to download a resource file.*
- What is the refund policy?
  - *Cancellations must be made in writing and emailed to [education@eval.org](mailto:education@eval.org) and will be honored as follows:*
    - *We can provide refunds if an attendee cancels at least one day in advance:*
    - *EStudy registration fees are refundable if submitted no later than 24 hours before the scheduled eStudy date/start time.*
    - *In the case of a eStudy series, cancellation must be received no later than 24 hours before the first scheduled eStudy date/start time.*
    - *Cancellations received less than 24 hours before the scheduled eStudy date/start time will not be refunded. If you are unable to attend the live eStudy, a recording of the eStudy will be made available in the Digital Knowledge Hub within 48 hours following the live eStudy.*
    - *In the event that we need to cancel an eStudy due to circumstances beyond our control, we will make every effort to notify attendees with as much advance notice as possible. Attendees will be given the opportunity to either transfer to another eStudy or obtain a full refund.*
  - *We don't provide refunds due to:*
    - *Attendee technology problems*
      - *It is the responsibility of the eStudy attendee to test their computer setup prior to the start of the eStudy. If a technical failure at your home or workplace prevents access to the live*

*eStudy, you are not eligible for a refund. If the technical problem is due to our error, we will consider issuing a refund.*

- *Attendee email issues*
  - *Refunds will not be issued in cases where an attendee did not receive the eStudy login instruction email due to issues like restricted emails, bounced emails, or any other system issues. It is the attendee's responsibility to contact us if they don't receive the required login information at least 24 hours prior to the start time of the eStudy.*
- *No shows*
  - *Attendees who do not participate in the live eStudy will not be entitled to a refund.*
- *On-Demand EStudies*
  - *On-demand recorded eStudies are non-refundable.*
- If you have additional questions please contact us at [education@eval.org](mailto:education@eval.org) or [info@eval.org](mailto:info@eval.org)