

## **Login Information for the Following Webinar:**

### **Handling Angry Customers with Tact and Skill**

Presenter: Andrew Sanderbeck

Location: Online via PCI Webinars Archives

Duration: 62 Minutes

Double Click on (or Cut and Paste) this link to enter the classroom:

<http://connectpro85922111.na5.acrobat.com/p48905082/>

### **Preparation:**

If you have not attended a PCI online Webinar, please go to the URL below and run the technology test before the meeting to ensure that your computer and network are ready for online meetings. While testing your computer is not mandatory, it is recommended. It is likely that you will be able to access the webinar without running the test.

The technology test is found at:

[https://admin.acrobat.com/common/help/en/support/meeting\\_test.htm](https://admin.acrobat.com/common/help/en/support/meeting_test.htm)

### **Downloading Files:**

The instructor for this class recommends you download the following files:

<http://www.peopleconnectinstitute.com/client/images/AS Handling Angry Customers With Tact and Skill Handouts.doc>

The PowerPoint presentation may be downloaded here:

<http://www.peopleconnectinstitute.com/client/images/As Handling Angry Customers 2011.ppt>

### **Enter the Online Meeting Room:**

On the Web, go to the PCI Connect meeting room (URL above). Enter as a “Guest” and type your name. This will be viewed in a webinar format with a PowerPoint presentation. Participants did not use microphones, but were encouraged to chat and to use the meeting room icons.

### **Leaving the Meeting Room:**

At the end of the session, you may simply close your web browser window, or you may go to the “Meeting” menu at the top of the screen and select “Exit Connect Pro.”

We hope you enjoy your online learning experience!

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P.S. Please email Andrew if you have any questions and suggestions about or difficulties with your webinar experience.