

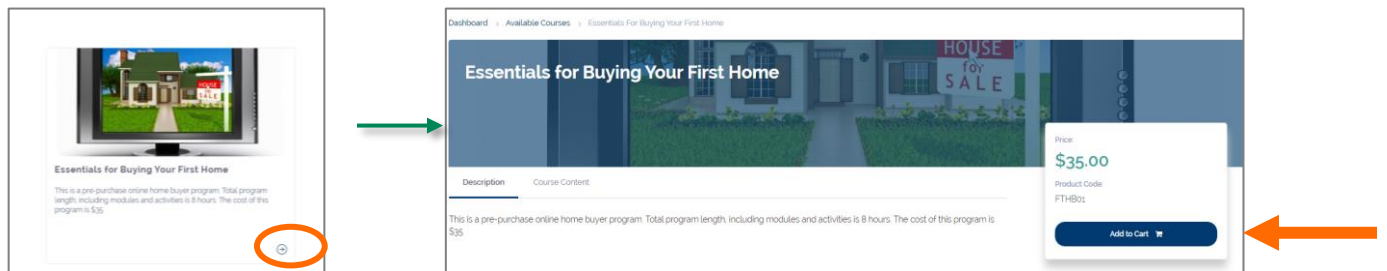
Frequently Asked Questions

The information below is intended to address common questions and situations. If you require additional assistance, please contact us at cpeducation@moneymanagement.org. We will reply by the following business day.

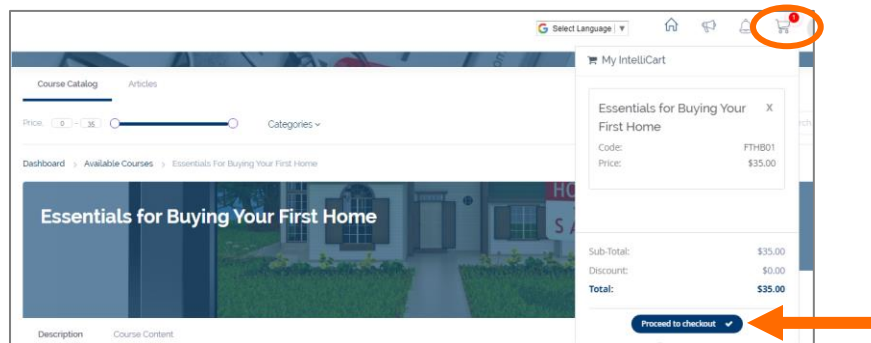
Q: How do I enroll in a course?

A: To enroll in a course take the following steps:

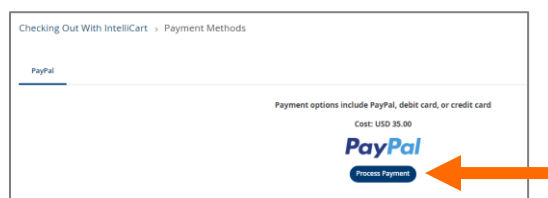
1. From the 'Course Catalog' tab, select the desired course. Then select the 'add to cart' or 'enroll' icon.



2. If there is no cost for the course, it will be available under the 'My Courses' tab after enrollment. If there is a cost associated with the course, select the shopping cart icon from the top menu bar and select 'Proceed to Checkout'. You will be redirected to a confirmation page.



3. From the confirmation page, select 'Proceed to Checkout'. Then select 'Process Payment' and follow the prompts to process your payment via PayPal.



4. Once payment is successfully processed, the course will be available under the 'My Courses' tab.



Q: I don't have a PayPal account but I want to pay for a course. What should I do?

A: Follow the prompts to proceed to PayPal. Once there, select the 'pay with a Credit Card or Debit Card' icon and follow the prompts to pay with a debit or credit card.

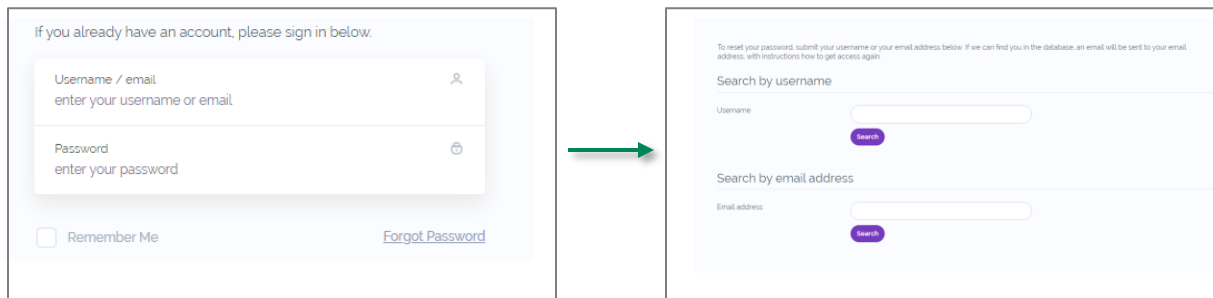
Q: Why don't I have courses available on the *Essentials for Buying a Home* site?

A: Payment must be successfully completed via PayPal before selected courses will be available. Please check to be sure you receive a PayPal confirmation number to indicate payment has been fully processed.

Q: I forgot my password. What should I do?

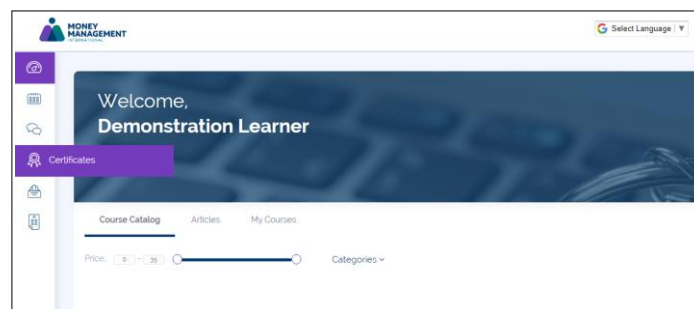
A: Receive a password reminder by taking the following steps:

1. Click 'Forgot Password' from the program landing page to access the email/password reminder page. Follow the prompts to receive a password reminder.



Q: How can I access my certificate of completion?

A: Once all courses and activities are complete, the certificate of completion will be available via the 'certificates' icon on the left menu bar. You may need to refresh the screen or log out/log in to view the Certificates tab. Note: you must score 90% or higher on the *Essentials for Buying a Home* post-assessment; it can be taken more than once, and the highest score will be recorded.



Q: Courses are not being 'checked off' in the system. What should I do?

A: Because the default settings for the Chrome browser block cookies, progress may not save. If you are using Chrome Browser, follow these steps before beginning courses:

1. copy and paste this link in the location bar at the top of your browser window:
chrome://flags/#allow-sync-xhr-in-page-dismissal
2. Click "Enter"
3. Next to "Allows synchronous XHR request in page dismissal" click on "Default" and select "Enabled".

