



## Is Distance Learning Right for You?

### Consider the following before proceeding with any online course:

- Do you have adequate computer equipment with Internet access (not wireless)?
- Is your computer situated in a quiet location where you can work uninterrupted?
- Are you more interested in curriculum than interaction?
- Are you a highly focused, self disciplined individual?
- Do you find the distance learning approach preferable to traditional in-classroom student/teacher stimulation?
- Do you need a flexible schedule to fit your needs?
- Is the content you want to study appropriate for online learning? (meaning NO hands-on instruction)
- Do you prefer one-on-one interaction with faculty (most likely via e-mail) rather than classroom participation?
- Will you benefit from distance education?

If you answered YES to six or more of the above questions, then distance education just might be a good choice for you! Be sure to consider your capabilities in terms of time and identify the specific approaches and attendance requirements.

Before enrolling, for questions about our online courses, read the following or call IFREC Real Estate Schools toll free at 888-647-7277, Monday through Friday 8:30am – 5:30pm.

**\*Online courses are NOT downloadable.** The online course can be accessed from any computer with an internet connection.

### The following topics are covered in this document:

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## What is the procedure/requirement for getting a Florida Real Estate license?

- Be at least 18 years of age and possess a high school diploma or GED equivalent.
- Complete the Sales Associate or Broker Course satisfactorily as required by the Florida Real Estate Commission; successfully pass a three hour end of course exam with a minimum grade of 70.
- Submit an application for the state exam to the Division of Real Estate (DRE) along with the application fee payment. Electronic fingerprints are also required. You may submit your application to the state as soon as you register for your class.
- The Division of Real Estate will process and approve your application to take the state exam. A private testing company will send you information advising you how to schedule your exam. For more information on scheduling your state exam and electronic fingerprinting, visit [www.prommisor.com](http://www.prommisor.com). You can also view application status at [www.myfloridalicense.com](http://www.myfloridalicense.com).

We suggest you print the following information for reference.

### Course tuitions:

63 Hr. Sales Associate Pre-license = \$299.00 includes State Exam Prep Course  
72 Hr. Broker Pre-license = \$499 includes State Exam Prep Course  
28 Hr. Reactivation Course = \$139.95  
45 Hr. Sales Associate Post License = \$169.95  
30 Hr. Broke Post License = \$149.95  
14 Hr. Continuing Education = \$23.95

## Are there any other required study materials?

None required but optional learning tools are available through our bookstore. You can shop online at [www.ifrec.com/bookstore.html](http://www.ifrec.com/bookstore.html).

### Registration Process:

1. Go to [www.ifrec.com/online](http://www.ifrec.com/online)
2. Select the desired course from the list, click "add to cart".
3. Register
4. Click "checkout"

## Customer Service

### Questions for Your School

If you are a returning student, please contact your school administrator regarding:

- Course Extensions
- Certificates
- Reporting to the State
- Obtaining CE Credit
- Refund Policy
- Course Content

The contact information for your school is located at the upper right-hand corner of the page and in the Contact Us section under the Support tab.

Forgot your username or password? Go To:

[https://www.recampus.com/REcampus/login\\_request.aspx](https://www.recampus.com/REcampus/login_request.aspx)

### What if I need help during the course?

Depending on the challenge, you have two customer support alternatives, one for CONTENT questions, one for TECHNICAL questions:

- **Content Questions:**

If you need assistance understanding course content or about material that is covered in a course, please email **Ty Thomas**, [Ty.Thomas@ifrec.com](mailto:Ty.Thomas@ifrec.com).

- **Technical Questions:**

Please call the Technical Support Hotline at (888) 213-5124 or email, [REtechsupport@dearborn.com](mailto:REtechsupport@dearborn.com), if you are encountering difficulties such as the following: you're having trouble getting your course to run, graphics are not visible on your screen, your computer crashes while running the course or you have other system-type problems.

## What is your refund policy?

- **Online courses/products**

No, refunds for online courses.

- **Textbooks and Software**

For textbooks and software that you purchased through REcampus, please enclose a copy of the packing slip that was included with your original order and ship products to the address below. We recommend that you use UPS for accurate tracking purposes. All items must be returned within 30 days from the initial date of shipment and must be in original condition. No opened software or audio CDs may be returned. Please return items to the following address: (Do NOT return to IFREC)

Dearborn/Kaplan Logistics  
Return Department

## Is my credit card transaction/sale secure?

Yes. Secure Socket Layer (SSL) with the highest level of encryption available is used to encrypt all of your personal information, including credit card number, name, address, and social security number, so that this information cannot be read as it is transmitted online. For all pages through which personal information is transmitted, SSL is used.

### **I ordered a physical product through the online bookstore, how do I track my shipment?**

Email customer support at [realestate@dearborn.com](mailto:realestate@dearborn.com) if you have questions regarding order shipment. Customer support is available from 9am to 6pm ET.

## System Requirements

### **What equipment do I need to operate the online courses?**

REcampus online courses can run on either Windows-based PCs or Macintosh OS computers. Our online courses require an Internet connection and the supported browser is Microsoft Internet Explorer, 5.5 or greater.

### **What if I use AOL as my Internet Service Provider?**

You may still access the internet using your AOL account. Simply dial-up using your AOL connection, but we recommend minimizing your AOL screen after signing on to the Internet by clicking the minus sign in the upper right-hand corner of the window. You can then launch Microsoft Internet Explorer by clicking the Start button, selecting programs, then choosing Internet Explorer.

### **Is my browser compatible to take your online courses?**

Our online courses require an Internet connection, 56K modem or greater, 800 x 600 screen resolution, sufficient memory to run system software and browser, Microsoft Internet Explorer version 5.5 or greater, with Java and Cookies to be enabled.

## Tech Support's Frequently Asked Questions

### **When I try to register at REcampus, it tells me "Email address already in use."**

This means that you've already registered, so you can now log in. To log in, click "Log in" toward the top of the screen.

### **I forgot my login information.**

To obtain your login information, Go to: [https://www.recampus.com/REcampus/login\\_request.aspx](https://www.recampus.com/REcampus/login_request.aspx)

### **Once I register for an online course, can I start it immediately?**

Yes. The online enrollment process includes credit card verification. In under a minute, you are approved to start your desired online course(s). You will receive an e-mail confirmation for your records and you may begin the course immediately following registration or at any time you choose.

### **Must I complete the online course in one sitting, or can I log off and come back to it later?**

Your online courses are engineered to "remember" where you left off, so you can return to a given section at a later time. Make sure you use the proper "Exit" buttons in the course so

that your course is bookmarked properly. Normally you will need to complete online final exams (if applicable in your jurisdiction) in one sitting.

### **Does my enrollment expire after a certain period of time?**

You will be able to start the online course at any time during the period allowed by your regulatory agency following initial purchase of the course. Most states allow for a 12-month enrollment, however your state may have different regulations. Please refer to your enrollment confirmation letter for your enrollment's availability.

### **Where do I go on the REcampus website to take an online course?**

After enrolling in an online course, click on "My Online Courses" to view your course list. Make sure that you are logged-in.

### **I ordered a course but under My Online Courses it reads, "You are not enrolled in any courses."**

It's possible that your order did not go through (check Profile / Order History), but most likely you have two REcampus profiles, one with a course and one without. Is it possible you are registered with two different e-mail addresses? Try logging in as both.

### **I keep getting kicked out of my course / I got a "Page cannot be displayed" error / or the pages keep locking up.**

- Make sure you're using Internet Explorer 5.5 or higher as your Internet browser (not AOL).
- You may have corrupt temporary internet files. To delete these files, open Internet Explorer and click Tools / Internet Options. Under Temporary Internet Files, click Delete Files, select Delete all offline content, and click OK.
- Your browser may not be set to check for new versions of pages. To fix this, under Tools / Internet Options / Temporary Internet Files, click Settings, and select "Every Visit to the page." Click OK.
- Your browser security settings may be set to block cookies. To fix this, under Tools / Internet Options / Privacy tab, click the Default button to change settings back to default.
- You may have privacy or security software installed that is blocking cookies. Examples include McAfee Internet Security Suite and Norton Internet Security w/ Privacy Control. If you have this software, make sure the cookies setting is set to allow third-party cookies.
- You may have spyware or adware on your computer. Dearborn does not provide spyware removal software; however third-party software is available on the Internet for free. For more information about spyware, adware, and how they get on your machine, go to <http://www.microsoft.com/athome/security/spyware/spywarewhat.mspx>
- You may have a network firewall blocking cookies. Ask your network administrator to allow cookies from REcampus

## **Using My Online Course**

### **What are the content differences between an online course and a book-based course with the same title?**

Online course content mirrors exactly what you would find in our print book-based courses, with added enhancements. Each course may include additional examples, more detailed coverage of certain topics, and extra questions to help you learn more effectively. The online courses also include a glossary. Like the books used in class, our online courses are divided into several individual lessons, each containing a set of up-front learning objectives as well as end-of-lesson reviews.

### **Can I transfer from an online course to a live classroom course?**

Yes, there are additional fees that will apply. You will need to email Robin Pickett at [robin@ifrec.com](mailto:robin@ifrec.com) with your request and details.

### **Is there a final exam? (Important information to consider)**

Yes, there is a timed final exam for the Sales Associate and Broker Pre-license and Post License courses and it will appear automatically as an item in the course menu. Once you have started the exam, **you must complete it in one sitting** in the order from question number 1. You **cannot** skip around or go back to an answer to review. Once a question has been answered and you have gone on to the next question, you cannot go back. If you try to go back, your exam will end and your grade will be assigned.

### **IMPORTANT INFORMATION ABOUT THE FINAL EXAM**

The final exam is designed to measure your understanding of the course content. Please note the following:

- You have ONE opportunity to complete the final exam. If you do not pass the Sales Associate and Broker Pre-license and Post License courses you are given an alternate exam after the mandated 30-day waiting period at no additional charge. This exam is valid for 1 year. To help you study for the alternate exam, you will have access to your course for 1 year from the original date of course purchase. Please contact your school for further information.
- Bookmarking is not allowed.
- Read the question carefully, select the answer you believe to be correct, and click Next.
- If you have not completed the exam within the time limit, all unanswered questions will be marked incorrect.
- When you have answered the last question, click See Results.

### **If I don't pass the final exam on the first try, may I take it again? If so, is there an additional charge to take the exam more than once?**

#### **Online Courses:**

For the Sales Associate and Broker Pre-license and Post License courses you are given an alternate exam after the mandated 30-day waiting period at no additional charge. The course material will be made available to you to review and prepare to take the alternate exam for 1 year from the original date of course purchase. **Note:** The course material is only available for 1 year from payment.

If the online exam is failed a second time, you will have to re-enroll at full price for the course. You do not have to choose the online version again. You can choose to take the in class version, discount may apply.

#### **14 hr. Continuing Education course**

You will have to purchase the course again at full price.

## **Proof of Education and Completion Certificate**

### **How do I obtain proof of completing the course?**

Once you have completed your online course, it will be posted on the admin site for IFREC. This is checked daily during business hours and your completion certificate will be emailed to you within 24 hours.

For Pre-license courses, you will receive the state exam prep course materials via UPS.

### **How do I register for the State Exam Prep Course?**

Once you have received your materials, you can self study or call our office, 888-647-7277, to register for the live 2-day classroom presentation at any of our locations (no additional costs apply, unless updated materials are required). Your Prep Course is valid for one (1) year from date of end of course exam.