

Frequently Asked Questions

How do I know if I qualify to take a MCE (Mandatory Continuing Education) course?

Our courses are for MCE credit only. They are not for SAE (Salesperson Annual Education) credit. If you are unsure as to what type of renewal hours are required for your license, please refer to your renewal notice from TREC or visit the TREC web site at www.trec.state.tx.us or call TREC prior to starting your course(s) at 800-250-TREC (8732).

What are the system requirements for my computer needed to take your MCE courses?

The minimum System Requirements are:

- PC with 450 MHz Intel Pentium II processor (or equivalent) and later
- 128 megabytes (MB) of RAM
- Super VGA (800 x 600) or higher-resolution video adapter and monitor
- Internet connection (minimum 56Kbps required, although we highly recommend a high speed connection such as DSL, cable, or T1)
- Printer (for course documentation and Student Affidavit)

Is specific software required in order to take one of your MCE courses?

The following are free downloads required in order to take our MCE courses?

Adobe Acrobat Reader 5.0 or greater: <http://www.adobe.com/products/acrobat/readstep2.html>

Flash Player plug-in: <http://www.adobe.com/shockwave/download/download.cgi>

Microsoft Internet Explorer 5.5 or greater:

<http://www.microsoft.com/windows/downloads/ie/getitnow.msp>

("Beta" Versions of Internet Explorer are not supported for our courses)

How long will it take to complete a MCE course?

We offer two course lengths, one is three hours and the other is six hours. Our courses are designed to take the average person approximately the duration assigned to the course. If you sign up for a 15 hour package of courses, it will take 15 hours to complete.

Where do I access my course?

To access your course, go to www.mycoursepage.com

Enter the requested information and click on the Login button.

Do you have Technical Support?

Yes. Technical Support is available at 1-800-743-8703 or email questions to techsupport@mycoursepage.com

The hours are:

Monday - Thursday: 9:00am to 9:00pm EST

Friday: 9:00am to 6:00pm EST

Saturday: 12:00pm to 4:00pm EST (on call)

Sunday: 2:00pm to 8:00pm EST

Holiday hours are subject to change.

BEFORE YOU CALL: Please be prepared to explain your problem in detail and to have access to your computer.

WHEN YOU PLACE YOUR CALL: In order to effectively troubleshoot your issue, our technicians begin the call by asking you a series of questions regarding your operating environment. We will need to know what type of computer you are using, the operating system you are using, the version number of your software, etc. Your call may be documented or monitored to help us maintain quality of service standards.

Do I have to take a final exam?

Only two courses have a final exam, "TREC Ethics MCE" and "TREC Legal Update". You must pass each exam with a 70% or better in order to receive credit for the course. If you fail the on-line exam, you are permitted to re-take a paper and pencil exam with an authorized proctor, which can delay the completion of your course. If you are working on a deadline, we suggest that you take these two courses first to avoid any issues.

How did I get locked out of taking my course?

Usually getting **locked out** of the system can be due to several reasons:

- A period of inactivity (i.e. getting up and walking away from your computer)
- Not answering a security question within the time allotted
- Incorrectly answering two security questions successively

What is the best way to insure that I do not get locked out of my courses?

DO NOT just walk away from the computer. If you are interrupted for any reason during your course, it is best to logout.

How do I logout of my course and why should I logout?

Click "Quit" in the lower left corner and choose "Logout". Failure to logout will result in being locked out of your course. You will then need to contact to have the course unlocked for you. If you are locked out more than twice, you may have to start the course or lesson from the beginning.

How do I get my course unlocked?

To get your course unlocked:

- First contact Candace Gallagher at cgallagher@alamotitle.com or 512-970-3795.
- You may also contact Technical Support at 800-743-8703 see hours of operation below.
- If you are unsuccessful in contacting Candace or Technical support, please contact our Marketing Department at 512-483-6710.

I have finished my first lesson, but the program seems to restart again from the beginning, why is this happening?

You must repeat each lesson twice. This ensures that you are "mastering" the subject material, which is a requirement that all on-line courses must demonstrate to TREC. This means you may be asked questions several times until you have answered each question correctly at least twice.

Can I log in and out of the course as I wish?

Yes. You may log in and out as often as you need. If you **logout**, the course will bookmark where you left off and allow you to pick up where you left off next time you re-enter the course. The **logout** option is located in the lower left-hand corner under the “**quit**” option. Upon re-entering the course, you will see “Go to Bookmark” as one of your options. This will take you to the exact place where you left off.

What happens once I finish a course, how do I get the information over to TREC?

Upon completion of your course(s), you will be prompted fill out, sign and fax the TREC reporting form that allow us to report your hours directly to TREC. The reporting of your hours to TREC is usually done the same day you fax it to us, unless it is after hours. Any forms sent to us after normal business hours will be processed on the following day.

Will I receive notification that my paper work has been received?

Yes. Typically an e-mail is sent to you letting you know we have received your paper work and it has been sent to TREC.

How long will it take for TREC to process my MCE hours and update my education record on their web site?

It usually takes TREC a couple of days to update their web site with your information, but you can check your education record and verify that you have received proper credit for this course by looking up your license number via their web site or you may call them at 800-250-TREC (8732) <http://www.trec.state.tx.us/newsandpublic/licenseelookup/>

Do you have the link for me to pay for my renewal with TREC on-line?

If you have not already done so, you may pay for your renewal online by visiting the TREC web site or clicking this link: <http://www.trec.state.tx.us/licenses/default.asp>

Do you provide course completion certificates?

Yes. Course completion certificates are usually sent once you have completed all your MCE courses. Please note that course completion certificates DO NOT need to be sent to TREC. TREC has already been notified of your successful completion of your course(s).