

Frequently Asked Questions

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

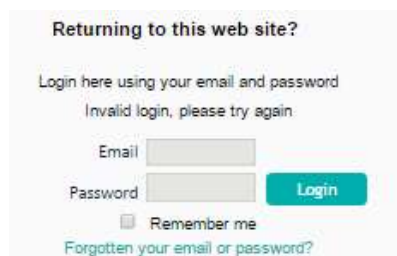
Q: Why won't my courses load?

A: Program modules are audio guided and interactive. Please adjust the security settings on your browser to allow pop-ups from the site, www.clearpointu.org.

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

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

1. Click 'Login' under the Log In tab to access the email/password reminder page



Returning to this web site?
Login here using your email and password
Invalid login, please try again
Email
Password
 Remember me
[Forgotten your email or password?](#)

2. Click the 'Forgotten your email or password?' link. The password will be sent to the email address on file.

Q: How can I access my certificate?

A: Once all courses and activities are complete, the certificate of completion will be available via the 'my courses' icon or tab. You may need to refresh the screen or log out/log in to view the Certificates tab. Note: 2-hour counseling certificates will be emailed by a counselor within 48 hours of completing the counseling session.



#	Name	Actions
1	6 Hour Home Buying Seminar	View

Q: Why don't I have courses available on the first time homebuyer 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.