



Rworld Campus FAQs

FAQs

I can't access my course (on my phone).

A: You CAN use your phone in a pinch, but you'll have a better experience with a laptop/computer/tablet. If access with your phone is a must-have--and you can't access your dashboard--try a different browser. Firefox, Chrome, Edge, Safari all work well with the site, but your individual phone security settings may be the roadblock here. Trying a different browser is likely the quickest way to access the site.

My camera isn't working. Can I still attend CE courses?

A: No. For CE courses you must be onscreen and engaged. This is mandated by our Real Estate School to comply with FREC-prescribed attendance policy for live-stream courses. Perhaps you can use a different computer or plan ahead for future attendance. (For NON CE courses, being off camera is allowable, but we encourage on-camera attendance for a more robust learning experience.)

I have to run an errand. Can I stay in this CE class for the short drive?

A: No. For your CE class you must be on camera and not driving, out walking, lying in bed, etc. We recommend you present yourself in class like you would to a client: attentive and engaged.

I took the BLANK class yesterday and it had a really great handout. Can I get that emailed to me?

A: We keep most classes available to you for 10 days. You can go back to the course on your Student Dash and get what you need; it's right where you left it!

When will I get the Zoom link for my course?

A: Your Zoom session will launch automatically from within your course player, the lesson modules of the course you access from your Rworld Campus My Dashboard. If this is your first Zoom session, your computer may attempt to install Zoom on your computer. Allow it to do that. If you have joined a Zoom

session from your computer before, merely continue through your lesson modules until the Enjoy Your Class module appears. Zoom will launch automatically.

Why didn't Zoom launch automatically in my course?

A: You may have some browser security settings set to high with no exceptions for launching applications. It's probably easier to access your Rworld Campus (via your member dashboard) from a different browser.

- On a Mac, that could be Chrome rather than Safari, or Firefox.
- On a Windows machine, perhaps Firefox is creating the problem. You could try Edge or Chrome.
- Android tablets have good success with Firefox.
- Your iPad may work best with Safari.
- Or, if you're skillful enough to tweak your browser security settings to allow Zoom to launch, do that tweak and try again.
- If you're using a work computer, and you have an IT department that has restricted access to sites, plugins and other browser functions, request help from your IT department to make these functions available.
- As a last resort, contact our support, and once we're assured you've attempted all of these steps, we'll give you further instructions on how to access your Zoom session.

I have a question for the Association. Should I post it in our class chat or call the Association?

A: We're always happy to hear from you! Our main phone number is [561-585-4544](tel:561-585-4544); you can email the Education Team directly at Education@rworld.com, or use our "Chat Now" button on your screen.

How do I get my New Member Orientation Certificate of Completion?

A: Your New Member Orientation certificates will be available in your Rworld Campus Course, once you complete the lesson modules to 100%. **You will need to reach 100% completion.** You can return to the **My Account** page to retrieve your certificate at any time. It will remain available in the "Certificates" section of **My Account**.

How do I get my Certificate of Completion for the CE course I have taken?

A: When you complete a course there are instructions that guide you on how to get your certificate. You can find your class completion certificate by logging into **MyRealtorDash** through your Profile icon. Once you are in your Profile, select the

My Education tab to find your class certificate. **Note:** Please allow 24-48 hours for verification and processing.

Why is the sky blue?

A: It loves Florida beaches so much - it's sad it can't swim.

Possible New Questions:

Can I take my course in bed, since I'm not feeling well?

A: I'm sorry you're not feeling well! If the course is for CE credits, it's best you cancel/reschedule for another time. We require all attendees to be on camera for the duration of CE classes in order to comply with state regulations. Otherwise, you're welcome to attend non-CE courses and remain off camera, but please communicate with your webinar host so they are aware you're off camera but still actively participating in the class.