



# LIVE ONLINE *FAQ*

Q

How often are the *Real Estate Accelerator* Live Online courses offered?

A

Please contact Dearborn Student Support at **800.972.2220** for a full list of course dates.

Q

How do I enroll/sign up for my online *Real Estate Accelerator* course?

A

The first step is to purchase the *Career Accelerator* package offered by your school. As part of this package, you will receive a link on your LMS to Enrollment Instructions explaining the next steps. These include:

1. Complete your licensing education and state examination
2. Call Dearborn's student support team at **800.972.2220** to sign up for the session of your choice.

Q

What if I need to reschedule my *Real Estate Accelerator* course?

A

Please contact the Dearborn's Student Support team at **800.972.2220** to reschedule.

*Note: The Transfer/No Show policy for this Real Estate Accelerator Live Online course specifies that you must notify us no less than one week prior to the class start date if you need to transfer to a new date. If you fail to notify us by the appropriate date and don't show up to class, there will be no refund. If you fail to show, you may still transfer to a new class date but will be required to pay a \$100 transfer fee.*

Q

How long do I have to sign up for *Real Estate Accelerator*?

A

From the point of purchase of the *Career Accelerator* package, you have 12 months to contact Dearborn Student Support to register for the *Real Estate Accelerator* Live Online sessions of your choice.

**Q**

Can I take the *Real Estate Accelerator* course before completing my pre-license course?

**A**

You can register for *Real Estate Accelerator* for 12 months after you purchase your *Career Accelerator* package. However, we do not recommend taking *Real Estate Accelerator* until you have completed your pre-licensing education and passed your state examination. This professional development coaching program has been designed for students following completion of their licensing education and state examination.

**Q**

Can I attend more than one session of *Real Estate Accelerator* Live Online (given it's within my 1-year access period)?

**A**

No, the purchase of this product within a *Career Accelerator* package allows for registering one "session" of your choice.

*Note: Each "session" consists of 16 hours of education by the designated Lead Instructor, plus 4 additional 1-hour weekly follow-up coaching sessions.*

**Q**

Is the online *Real Estate Accelerator* course being taught by my school or by a Dearborn instructor?

**A**

Your school has selected Dearborn Real Estate Education to be its partner for this program. Through this partnership, we are offering you a highly effective training/coaching experience. Dearborn's instructors have trained and coached hundreds of agents and are eager to help you.

**Q**

Who is the instructor and what are his/her credentials?  
Will that same instructor be my coach over the 4-week follow-up?

**A**

Your instructor and coach is Matt Thomson. Matt is a real estate training expert who has guided hundreds of high performing real estate professionals to success in the industry. From teaching real estate licensing education to coaching seasoned agents, Matt leverages his unique perspective into a highly effective training and coaching experience for you.

Q

Will I receive a workbook or textbook? If so, will it ship right away, or not until I register for my *Real Estate Accelerator* course?

A

The *Real Estate Accelerator* workbook will ship following your registration for the *Real Estate Accelerator* Live Online session of your choice with Student Support.

Q

Can I get a refund for just the *Real Estate Accelerator* portion of my order? If so, who do I contact about that?

A

Because this sale of *Real Estate Accelerator* Live Online was a REcampus purchase, it would be up to your school to approve and request the refund.

Q

I lost the link to my *Real Estate Accelerator* Live Online course. Can I get it resent to my email address on file?

A

The link will always be provided to you on your course LMS dashboard.

Q

Can I access my course on an iPad or iPhone? What about other mobile devices?

A

Mobile devices can be used to access the course:

- **iOS 9 or later**
  - Internet connection: 3G connection or better: Wi-Fi recommended for VoIP audio and video
  - Minimum iPhone 4s
  - Preferred minimum iPhone 5
  - Minimum iPad 2, preferred minimum iPad Air
- **Recommended that iPad users download HTML5Meeting for best experience**
- **Android 4.1 (Ice Cream Sandwich) or later**
  - Internet connection: 3G connection or better: Wi-Fi recommended for VoIP audio and video

Q

Is there a recommended web browser for accessing my course?

A

Chrome, Firefox, and Edge will work without plug-ins. With plug-in, Internet Explorer 11 will work.

Q

Who should I contact with technical difficulties in REcampusLIVE?

A

For any technical support questions, contact Dearborn's Technical Support team at **888.213.5124**.

Q

I'm in the REcampusLIVE classroom, but it doesn't seem to be working properly. What should I try before calling Customer Service?

A

For any technical support questions, call Dearborn's Technical Support team at **888.213.5124**.

Q

What is KDNA and how do I use it?

A

KDNA stands for Knowledge DNA. This online web application helps you and your coach track your income producing activities and your continued progress on an annual income plan.

Q

What is IXACT Contact and how do I use it?

A

IXACT Contact is a premier real estate CRM (Customer Relationship Management) tool. With your enrollment, you will receive 6 months of access to get your business contacts organized.

Q

Will *Real Estate Accelerator* Live Online courses ever be cancelled due to low enrollment, instructor availability, or inclement weather?

A

Yes, there is a chance that a class may be cancelled due to any of these reasons. You will be notified accordingly should this occur.