



**ILLINOIS REALTORS®**

## **Licensing & Training Center**

Real Estate Licensing & Continuing Education

The Illinois REALTORS® Licensing & Training Center is your **TRUSTED SOURCE** for state-approved education.



## **OFFICIAL Q & A for WEBINARS**

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### **Q. How do I register for the webinar?**

Visit the registration site at [Webinar Registration](#). Registration will close at 11:59 p.m. the night before the webinar starts. *Once registration is closed we do NOT have the ability to add registrants.*

You will receive a reminder 24 hours before the webinar begins.

### **Q. How do I cancel my webinar?**

You may cancel your registration for a full refund 1 hour before the session begins. There is a link in your original confirmation email that allows you to cancel.

### **Q. If I have not completed my 75-hour Broker Pre-license Course, should I take the 15-Hour Pre-License Interactive Webinar?**

It is highly recommended that you are 100% complete with your 75-hour program prior to taking the 15-hour interactive course.

### **Q. How do I communicate with the instructor?**

You will interact with your instructor by using the chat messaging feature found in the upper right hand corner of your screen. You are able to privately message the instructor, as well as they can respond to you.

### **Q. Do I need a microphone for the webinar?**

No. You will interact with your instructor by using the chat messaging feature found in the upper right hand corner of your screen. You are able to privately message the instructor, as well as they can respond to you.

### **Q. How do I log into Webex?**

Your log-in information is provided in the email you received from [messenger@webex.com](mailto:messenger@webex.com). If you are unable to locate that email, you may contact our tech support at [support@iar.org](mailto:support@iar.org). *Please note to check your spam file.*

We recommend that you open all attachments, check video links and sign-in to the webinar with your username and passcode PRIOR to the start of the course to make sure everything works with your computer equipment. You can test the technical requirements of joining the webinar through WebEx at this link.

<http://www.webex.com/test-meeting.html>

### **Q. Is attendance taken for this webinar?**

Yes, attendance will be taken several times throughout the webinar to insure students are logged in. You are required to attend the entire webinar.

### **Q. Do we receive any materials for the webinar?**

Yes, your course materials will be emailed to you within two business days prior to the webinar. The materials may be in a .pdf format and/or videos that will have direct links to YouTube.

### **Q. Do I have to have special equipment on my computer for this webinar?**

You do not need a camera or microphone. You will be able to see the instructor but he/she will not be able to see you. The way you will communicate is through the "chat" feature of the Webex program. You will need speakers to hear the webinar. Most computers have these internally in the computer.

Notebooks, iPads and smart phones should NOT be used for this webinar. There



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are elements of the webinar that will not come across on these devices.

### Q. What time does the webinar start?

Please refer to your confirmation letter and/or the reminder email from the IAR Licensing and Training Center. Most IAR webinars will start promptly at 9:00 a.m. and continue until 4:30 p.m. with a break for lunch. It is up to the instructor on the length of the lunch period and breaks. Our 12 hour-BMCE webinars end at approximately 3:00 p.m. each day.

### Q. Do we get breaks throughout the webinar?

Yes, courses are approved on 50-minute hours, so if the instructor does not take a one hour lunch and two 15-minute breaks, the course could end much earlier than the time that is posted. The instructor will announce what time you will break for lunch and it may be anywhere from 30 minutes to an hour.

### Q. Do I have to take an exam with this webinar?

Yes, you will need to at least schedule (not complete) your proctored exam within two business days following the course. [Click here for approved proctor locations.](#)

Once you have selected your location, please email [education@illinoisrealtors.org](mailto:education@illinoisrealtors.org) with that information and we will forward your exam to your preferred location. You will then call that location to set up a date and time for testing. The 15-Hour Pre-License; 15-Hour Managing Broker Pre-License or Post-License exams are 25 questions. The BMCE 12-Hour exam is 100 questions.