

Online Class Frequently Asked Questions

- **Do I need to reference any information the Colorado Department of Revenue's Web site to take/pass the test at the end of the class?**
 - When navigating through each lesson/page, you'll notice that there are many links where you'll be taken to the Colorado Department of Revenue's Web site for more details on given topics. However, you will not need to reference this information in order to complete and pass the test for this class, which will be available after you get through each lesson/page of the class.

- **How do I get to the next page?**
 - To advance to the next page of the class, click on "Next Lesson."

- **Who do I contact if I am experiencing technical issues?**
 - If you experience technical issues while taking the class, you'll need to click on the "Contact Us" button and send an email informing us about the problems you are having. Depending on the nature of the issue(s), it may take some time to look into the situation and get it resolved; but you will be contacted and kept informed of the status of the situation.

- **How do I obtain the certificate of completion?**
 - Once you complete the test, after going through the material in the class, you will be able to print a certificate of completion, which will show you how many continuing education credits (CPEs) were received, the name of the class and date of completion. Should you have any questions about the certificate, please don't hesitate to contact us.

- **What score do I need to get to pass the test?**
 - You must score 100% on the test to pass the class but you may take the test as many times as you need to pass it. However, once you pass the class, you WILL NOT be able to take the class again. Therefore, if you need to refer to any of the information after passing the test, you will be able to view the class information on our [Class Content Online](#) Web page or in the "Library" section of the class.

- **What happens if I forget my password?**
 - If you forget your password, just go to the login page and you'll see a link that says "Forgot your password?" where you'll be able to provide your email and the password will be emailed to you.

- **Who do I contact if I have questions after completing the class?**
 - If you have questions you'd like to ask once you complete the class, or would like to provide additional comments or suggestions, please use the "Contact Us" or "Testimonials" page.
- **How long will it take to complete a class and test?**
 - Plan accordingly, as most classes take approximately two to three hours to read and complete the test at the end; but there is no time limit, so if you get interrupted or have to leave your computer for a long time, you can resume where you left off when you get back or sign back into the class.
- **Do I have to take the test after completing the class?**
 - No. Once you complete the class, you will have the option of taking the test at that point, or you can come back later. You don't even have to take the test at all. However, if you choose not to take the test, you can't obtain a certificate of completion. If you choose to take the test later, just log in and go to the "To pass the test" link shown next to each class topic.
- **Do I need a special Internet browser?**
 - It is advised to use Internet Explorer, as it is the preferred browser. There is no guarantee that the information in the class will correctly display when using other browsers (for example, Mozilla Firefox).