



## Student Orientation Package

### Welcome!

Before you begin, please review this brief orientation so you can easily and successfully navigate through our online course. **Per NC Real Estate Commission rules, you have 30 days from the time of enrollment or before midnight June 10, whichever comes first, to complete your continuing education.** Please make sure you enter your full name as it appears on your real estate license and verify that you have entered the correct license number. This information will be used to transmit your credit to the NC Real Estate Commission and it must match their records.

If you fail to complete your course within 30 days from date of purchase or before midnight June 10, whichever comes first, the course WILL EXPIRE and you must purchase the course again...no exceptions. No courses may be taken during the NC Real Estate Commission designated blackout period from June 11 – June 30.

### Course Time

The goal of the Commission governing rules is that licensees receive quality and thorough instruction on acceptable subject matter which will help assure that licensees possess the knowledge, skills, and competence necessary to conduct their business in a manner that protects and serves the public.

Please note that your course will not be counted as completed until you have successfully completed each element of the course. A passing grade on each of the end of section quizzes must be achieved. You will be given the opportunity to retake a quiz, if needed. Throughout the video sections of the course you will not be allowed to “fast forward” the content. You are required to view all content and “check points” will be placed throughout the course to ensure you are engaged and watching the video. If you do not respond to these “checkpoints”, you will be required to go back and replay that portion of the video.

**You must view and complete each course element, meet the minimum seat time requirement, and pass all exams in order to complete the course in its entirety.**

As elements of the course have been successfully completed, the Course Activity page will show a completed status.

## Navigation

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**Handling Offers Properly Today**  
New laws on "electronic transmission of contracts", the "E-Sign Act, and UETA will be discussed, as well as the basic rules on handling various types of paperwork and situations: offers, counteroffers, multiple offers, contingent sale offers on sale of property, and backup offers! Real life scenarios will be discussed and analyzed throughout the course.

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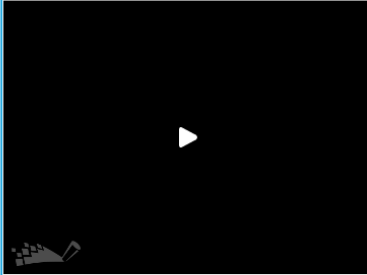
**NEXT:**  **Section One - Video Segment 1**

My Course Activity

Course Elements 1-10 of 10 First | Previous | Next | Last | show: All

-  **Section One - Video Segment 1** 19 mins,49 secs
-  Learning Game - Key Points in Handling Offers - This element will be available as soon as you complete the one before it.  
Learning Game - Key Points in Handling Offers
-  Section One - Video Segment 2 43 mins,42 secs - This element will be available as soon as you complete the one before it.
-  Quiz - Section One - This element will be available as soon as you complete the one before it.  
Section One - Quiz 1
-  Section One Quiz Review - Video 3 13 mins,39 secs - This element will be available as soon as you complete the one before it.
-  Sections Two & Three - Video Segment 4 10 mins,32 secs - This element will be available as soon as you complete the one before it.
-  Quiz - Sections 2 and 3 - This element will be available as soon as you complete the one before it.  
Quiz - Sections 2 and 3
-  Section Four - Video Segment 5 51 mins,48 secs - This element will be available as soon as you complete the one before it.
-  Section Four - Video Segment 6 17 mins,40 secs - This element will be available as soon as you complete the one before it.
-  Quiz 3 - Section Four - This element will be available as soon as you complete the one before it.  
Quiz 3 - Section Four

### Section One - Video Segment 1



Chapters | Notes

Click here to begin the Course and ...

Click  to begin

Use Video Controls to Pause/Play & Rewind.



Close

When you have completed the Course element or want to stop and continue later, click on Close to return to the Course page.

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





## Handling Offers Properly Today

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My Course Activity

Course Elements 1-10 of 10 First | Previous | Next | Last - show: All

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The green tick indicates you have completed a Course element.

The next Course element will display. Click on the link to access.

### Section and Final Quizzes

At the time quizzes are presented, the number of questions and minimum passing scores will be presented.

**Please note: content prior to a quiz must be completed in order to access the quiz.** All course elements must be taken in sequence. All course content and quizzes must be completed in order to access any Final Exam (where applicable). Quizzes may be taken as many times as necessary to pass unless otherwise noted.

### Minimum System Requirements\*

- CPU: 2 Gigahertz (GHz)
- Memory: 2 Gigabyte (GB) RAM (32-bit) or 4 GB RAM (64-bit)
- Operating System: Windows 7, Mac OS X 10.7, iOS 6, Android 4
- Screen Resolution: 1024x768
- Browser: Internet Explorer 9, Chrome Current and (Current-1), Firefox Current and (Current-1), Safari 6
- Current and (Current-1) denotes that we support the current stable version of the browser and the version that preceded it. For example, if the current version of a browser is 24.x, we support the 24.x and 23.x versions.
- Browser Plugins: Flash Version 10.1
- Internet Connection:
- Audio Only Chalkboard: 512Kbps dedicated download and 256Kbps dedicated upload

- Small Video Chalkboard: 512Kbps dedicated download and 256Kbps dedicated upload
- Large Video Chalkboard: 1.5Mbps dedicated download and 256Kbps dedicated upload
- Video Only Chalkboard and Full Screen HD Video: 2.5Mbps dedicated download and 256Kbps dedicated upload

\* Please keep in mind that these are minimum system recommendations and other environmental factors may impact your course delivery performance. Contact DigitalChalk Support at [support@digitalchalk.com](mailto:support@digitalchalk.com) if you have any questions about your specific environment or if you are experiencing any technical difficulties. Be sure to close all other tabs, browsers, and programs while streaming your content. It may also help to hard wire your Internet connection instead of using a wireless network connection. While DigitalChalk may run without issue in older operating systems and browser versions, these are not actively tested and we may not address bugs that appear when operating within these older environments.

**This course also requires Adobe Acrobat installed on your computer.**



### **Instructional and Technical support**

Instructional and technical support is available to all students via the following methods:

Technical Support:

Email: [support@digitalchalk.com](mailto:support@digitalchalk.com)

Phone: 877-321-2451 Option 2 (Monday – Friday 8:30am – 5:30pm)

Instructional & Administrative Questions

Email: [service@RealTimeLearn.com](mailto:service@RealTimeLearn.com)

Phone: 855-785-3663 (855-RTL-DONE) (M-F Eastern Time 8:30am – 5:00pm)

### **Mission Statement**

Our mission is to make the quality of online instruction equal to the convenience of the technology. Real Time Learn will bring the best of the classroom to the online environment, offering a variety of real estate courses that combine dynamic video content with practical knowledge specific to real estate in the Carolinas. We will be a trusted source for knowledge and guidance to make our student's time online as valuable as it can be.

## **Refund Policy**

Real Time Learn provides digital media content posted on Digitalchalk.com. Because of the nature of digital media delivered on the World Wide Web, it is not possible to return access to digital media once it has been granted. Because of this, all purchases online with Real Time Learn are non-refundable. The media provided is the intellectual property of Real Time Learn and our licensors.

Real Time Learn, at its sole discretion, may provide an exception to the no-refund policy if written request is received from the student within 15 days of the transaction **and** you meet one or more of the following conditions:

- a. The course material you purchased is unavailable for during the delivery period Real Time Learn allows.
- b. You cannot access the material due to an error on the part of Digitalchalk.com's web site or system.

To be considered for a refund, you must contact Real Time Learn in writing by emailing [service@RealTimeLearn.com](mailto:service@RealTimeLearn.com).

## **End of Course**

After you have completed all the components of your course, you will be asked to complete a short survey on your experience. Your certificate will be immediately available for you to print for your records.

## **Thank you**

You are now ready to begin your online course. We recommend that you print out a copy of the Workbook so that you may take notes throughout the course. Feedback from our students tells us that you want to have a copy of the course material for future reference and you would like to be able to take notes on it. You will be given the opportunity to print the workbook when you begin the course. Printing the course manual is recommended, but not required. All course content will be available online as you go through the course. Remember, this orientation is available at any time on the main login screen should you need it.

Enjoy the Presentation!