C2EX FAQS

Frequently Asked Questions from Members

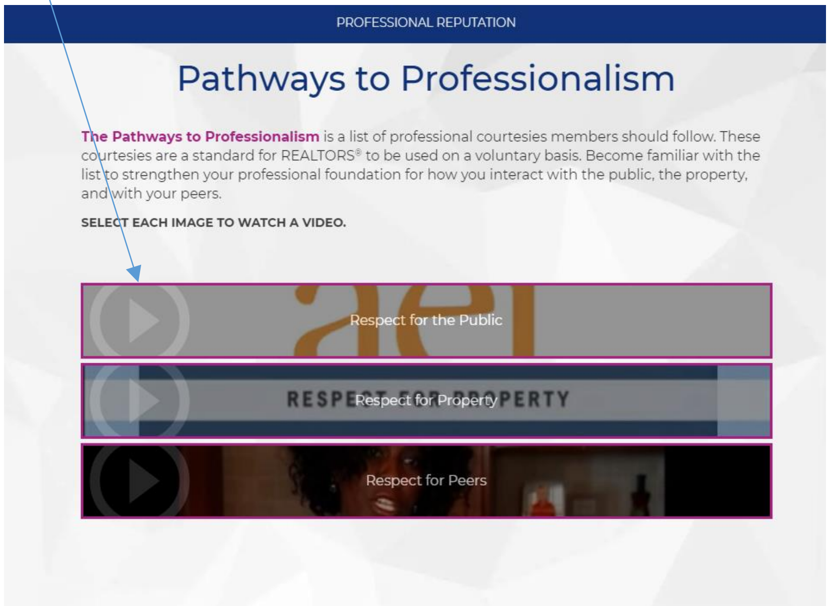
COVERED IN THIS DOCUMENT

Questions from Salespeople, Brokers, and AEs navigating C2EX

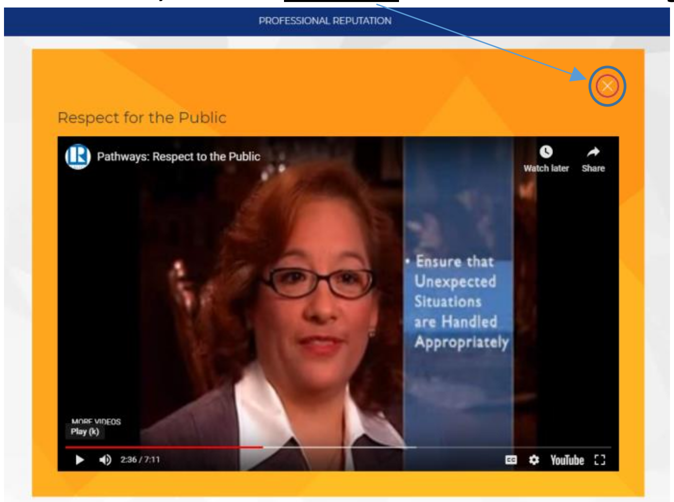
1. **<u>How do I get my screen unstuck at the end of my lesson? It always takes me to a where I left off page. Did I complete the learning?</u>**
A: If the module keeps "circling back", "looping", or "repeating" it means you have completed the module. You can get back to learning page by clicking the Learning Tab (stack of books) in the upper right hand part of the screen on your laptop or desktop. That will take you back to the learning screen, where you can view other learning paths that you may need to complete. Once you've completed all the learning on that page, all the learning paths will have gray check marks next to the plus signs on the right hand part of the page.

2. **<u>I've watched all the videos in this section, but the platform won't let me move forward. Help!</u>**
A: The frames around each video have a purple frame around them to signify that have not been watched. If you hit the "back" button it causes the video frames to turn pink even if you have watched all the videos. You need all 3 video frames to turn gray before the forward button will appear at the bottom of the screen. You can accomplish this by quickly opening each video, and hitting the white "x" in the red circle in the right-hand corner of the video screen to exit out of each video. When you see all 3 frames are gray, you will then be able to advance forward. See the screen shots below for examples.:

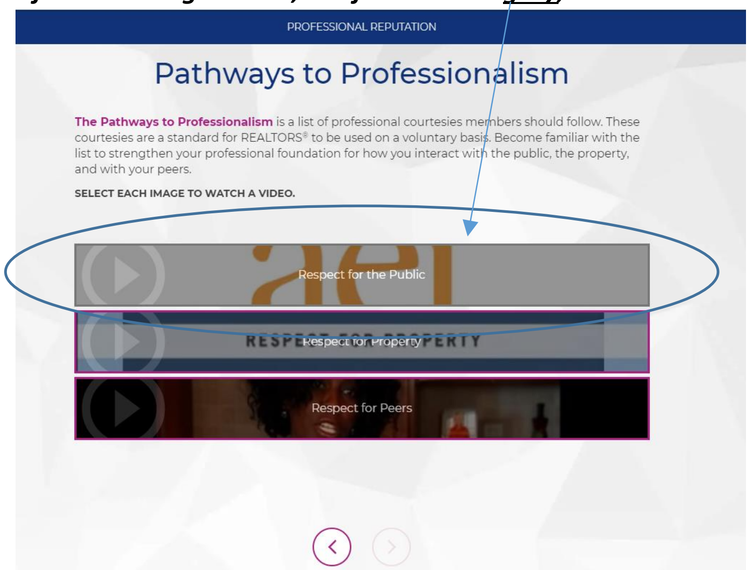
<u>3 Frames pink/purple</u>



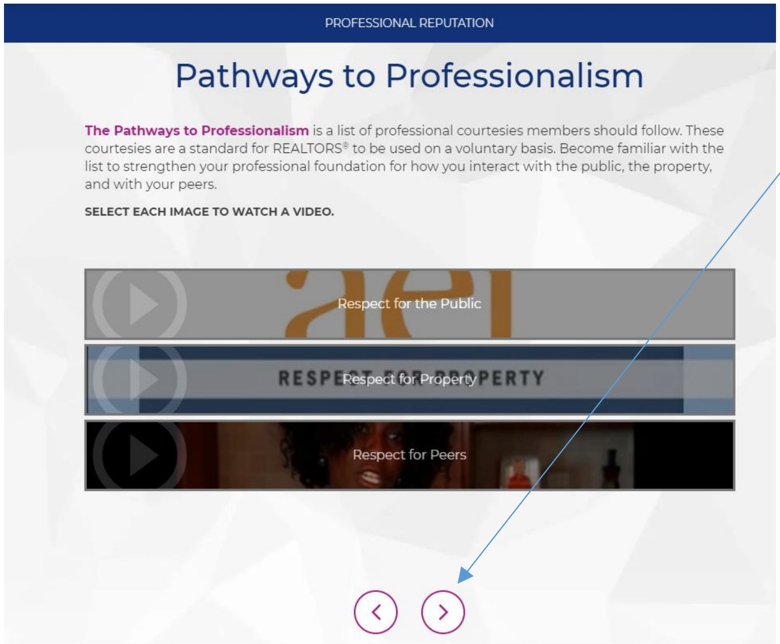
Video Screen, note the <u>white "x"</u> in a red circle in the right hand part of the screen:



After watching a video, the frame turns <u>gray</u>, see below:



Once someone watches all 3 videos, the frames turn gray, and a <u>forward arrow appears</u> at the bottom of the screen.



3. **<u>Does my state or local committee service count toward my committee service task?</u>**
   A: Yes! Any local, state, or national committee service with an association counts.

4. **<u>I am association staff, can I find out who in my local or state association is using C2EX?</u>**
   A: Yes. This list is available on a <u>monthly</u> basis. Send an email to C2EX@realtors.org to receive this list.

5. **<u>I am a member of NAR, can I find out who in my association or state is using C2EX?</u>**
   A: Due to privacy reasons, NAR is only providing the list to AEs and other Association Staff. Please have someone from your State or Local association send an email to C2EX@realtors.org to receive this list.

6. **<u>I am staff at a brokerage, can I find out who in my brokerages has been endorsed?</u>**
   A: Due to privacy reasons, NAR is only providing the list to AEs and other Association Staff. Please have someone from your State or local

association send an email to C2EX@realtors.org to receive this list. However, if your office has a designated REALTOR using C2EX, then they can see in their office who is using the program provided that agent has logged into the platform at least once. This might be another avenue for your office to secure information.

7. **I've earned my endorsement. Where are my endorsement materials?**
   A: Endorsement materials are sent out via email on a monthly basis. Someone who completed their endorsement in March 1- 31 will receive their endorsement materials by April 15.

8. **I have feedback about the platform, where should I send it?**
   A: There is a feedback button on the website on the right-hand side of the platform page. Or you can send an email to C2EX@realtors.org.

9. **I'm an AE. Where can I get marketing materials to promote C2EX to my members?**
   A: Please visit NAR. Realtor/C2EX for marketing materials and more information about the program.

10. **My brokerage information isn't correct on the platform, how do I fix that?**
    A: *Send an email to C2EX@realtors.org and let them know your old brokerage information and your new brokerage information, then wait 48 hours, and log out and in the platform. Your information should be updated at that time.*

11. **I want to present C2EX to my state or local association, how can I do that?**
    A: *Wonderful! Please reach out to our dedicated staff at C2EX@realtors.org, they can provide presentation materials, and answer questions you have about presenting!*

12. **My Achievements page is only showing that I've completed half of my competency. What I am missing?**
    A: *Next up are the tasks. In the upper right hand corner there is a Flag icon that says "tasks" underneath. Click it, and you'll find 3 drop downs, one of them is "Filter by Type". To complete your endorsement related tasks, select "C2EX required" and it will pull up all the tasks you are required to complete to earn your endorsement (these tasks have a blue and white exclamation mark next to them). The other tasks are there to enhance your experience, and test your skills in real life and work scenarios. They are highly recommended! Once you complete all the required tasks, you'll earn your endorsement.*

13. **I am not a Broker or Broker/Owner, do I have to complete the Broker competency?**
    A: No. You do not have to complete the broker competency. Everyone, regardless if they are a Broker/Owner or a Designated REALTOR®,

or not has the Broker competency available to them. If you are not a Broker/Owner then it is not required for you to complete it to earn your endorsement

14. **I am a Broker and I don't have the admin button in my hamburger menu. Help!**
A: The Broker admin button will only appear for an office's Designated REALTOR®, or the users that they have added as managing users. If you have a team of agents under you, but you are not a Designated REALTOR® and want to be added as a managing user, then check in with your Designated REALTOR®. If you are a Designated REALTOR® and don't see the admin button, send an email to C2EX@realtors.org and let us know you aren't seeing the Broker admin button in your menu, then wait 48 hours, and log out and back into the platform. The button should be added at that time.

15. **I am a Broker and I want to learn more about using C2EX with my agents.**
A: That's great! Please consult the Broker Admin Guide. It's available at NAR.Realtor/C2EX.

Still have a question that hasn't been answered? Send an email to C2EX@Realtors.org.