



# New Learning Platform Frequently Asked Questions

## Changing to the New Platform

- **How do I access the new learning platform?**  
You will still access your course(s) at [irem.org/courselogin](http://irem.org/courselogin) using the same username and password.
- **Are my login credentials the same?**  
Yes, your username and password have not changed.
- **I was enrolled in a course that I did not complete on the previous platform. What do I do?**  
Your course is available in the new platform. However, your progress was reset. You will have until January 11, 2020, to complete the course.

## Learning Platform Overview

- **On what devices can I use the learning platform?**  
The platform can be used on your desktop, laptop, or tablet. While you can view the platform on a phone, it is not recommended for an ideal user experience.
- **What is my Dashboard?**  
The Dashboard is where you will find all of your classroom courses, on demand courses, and webinars. Courses and webinars are organized into In Progress, Future, and Past categories. In Progress courses and webinars are those you are currently taking. Future courses and webinars are those you are registered for, but that have not yet started. Past course and webinars are those that you have completed.
- **Can I access my Transcript in the new platform?**  
Yes, click the “hamburger” icon (3 horizontal lines) in the upper-left corner of your screen to toggle open the Left Navigation Menu and click on Transcript. Your full transcript is always accessible at [irem.org/myIREM](http://irem.org/myIREM) or by clicking [here](#).

The screenshot shows the IREM learning platform interface. At the top, there is a navigation bar with 'Dashboard', 'Catalog', and 'IREM Home' on the left, and a user profile 'Suzanne Hill-student' on the right. A hamburger menu icon (three horizontal lines) is circled in red in the top-left corner. Below the navigation bar is a banner with the text 'Education that makes a difference.' and the IREM logo. The main content area is titled 'Budgeting, Cash Flow, Reporting for Investment Real Estate - FIN402' and shows a 'Congratulations' message. A left navigation menu is visible on the left side, listing options like 'Grades', 'Dashboard', 'Site home', 'Calendar', 'Transcript', and 'My courses'. A right sidebar contains links for 'Course Main Page', 'Return to course main page', and information about contacting an instructor or technical support.



- **What is shown in my Calendar?**

The Calendar displays dates specific to your learning experience. This includes dates such as: when you attended a classroom course, when your course evaluation is available to complete, and when your certification of completion was attained.

- **What will I find in the Catalog?**

The Catalog allows you to search all course and webinars by keyword, category, format, and credential. You may search for multiple elements at once. After you find the course or webinar you are looking for, click on its name to return to [www.irem.org](http://www.irem.org) for more information and to register.

## **Classroom Courses**

- **Can I access a PDF of the student workbook for the course?**

Yes, the student workbook and any other course resources can be found in the Course Resources section of your classroom course.

- **What is the Discussion Forum and how is it used for classroom courses?**

The Discussion Forum is an open forum for students and the instructor to introduce themselves, post questions, and respond to others. Your instructor may even assign a question to respond to here. Feel free to make use of the Forum!

- **Why can't I access my Course Evaluation?**

Your Course Evaluation will open on the last day of your course, at the course end time.

- **Why can't I access my Course Exam?**

Your Course Exam will open after you complete the Course Evaluation.

- **How will I receive my Course Certificate?**

After you successfully complete all of the course requirements, your Course Certificate will become available on the platform. It will also be emailed to you. Be sure to check your junk email folder if you don't see it in your inbox.



## On Demand Courses

- Can I access a PDF of the course materials?

If your On Demand course has resources, they will be found in the Course Resources section of the course.

- What is the Discussion Forum and how is it used for on demand courses?

The Discussion Forum is an open forum for students to introduce themselves, post questions, and respond to others. Only Essentials on demand courses have a Discussion Forum. Feel free to make use of the Forum!

- How do I return to the Course Main Page with all of the course activities?

On the righthand side of your screen, click Course Main Page.

The screenshot shows the IREM course page for 'Budgeting, Cash Flow, Reporting for Investment Real Estate - FIN402'. The 'Course Overview' section on the left contains a welcome message, a deadline notice, and instructions on how to access course materials. The 'Course Main Page' section on the right is circled in red and contains a link to 'Return to course main page', along with contact information for the instructor and technical support.

- I'm having a hard time viewing the Course Content. Can I make it larger?

Close the Left Navigation Menu by clicking the "hamburger" icon (3 horizontal lines) in the upper-left corner of your screen. This will allow a larger viewing area for your course content. Note that you may need to use the scroll bars to see all of the content.

The screenshot shows the IREM course page for 'Budgeting, Cash Flow, Reporting for Investment Real Estate - FIN402' with the left navigation menu closed. The 'Course Content' section is visible, showing a 'Congratulations' message. The 'hamburger' icon in the upper-left corner is circled in red. The 'Course Main Page' section on the right is also visible, containing a link to 'Return to course main page' and contact information.



- **For how long will I have access to my on demand course?**

Your course deadline is indicated in your confirmation e-mail. If you do not complete the course (including the exam) within that timeframe, your transcript will reflect an incomplete status for this course. You will need to re-register for the entire course if you wish to seek IREM credit.

Be sure to download any Course Resources, as these materials will not be accessible once you complete the course or after the expiration date, whichever comes first.

- **Why can't I access my Course Evaluation?**

Your Course Evaluation will open after you complete all of the content in the Course Content section.

- **Why can't I access my Course Exam?**

If your On Demand course has an exam, it will open after you complete the Course Evaluation.

- **How will I receive my Course Certificate?**

After you successfully complete all of the course requirements, your Course Certificate will become available on the platform. It will also be emailed to you. Be sure to check your junk email folder if you don't see it in your inbox.

## Webinars

- **I'm registered for a webinar. How will I access it?**

You will access the webinar at [irem.org/courselogin](http://irem.org/courselogin).

- **Can I access a PDF of the webinar materials?**

Yes, webinar materials can be found in the Resources section of the webinar.

- **What is the Discussion Forum and how is it used for webinars?**

The Discussion Forum is an open forum for students and the speaker to introduce themselves, post questions, and respond to others. Feel free to make use of the Forum!

- **How will I receive my Course Certificate?**

After you complete the Webinar Evaluation, your Course Certificate will become available on the platform. It will also be emailed to you. Be sure to check your junk email folder if you don't see it in your inbox.

- **Can I access a recording of my webinar?**

Yes, after the webinar, access the recording by clicking on the title of the program in the Webinar section, then click Recordings. The recording will be accessible for 30 days after the program.

## More Questions?

Please contact our Customer Experience Support Squad at [getinfo@irem.org](mailto:getinfo@irem.org) or (800) 837-0706 ext. 4650.