

## **2019 MANDATORY COURSE ONLINE TROUBLESHOOTING**

### **1. I am having trouble adding the course into my AREA member account.**

- Go to [www.albertarealtor.ca](http://www.albertarealtor.ca)
- Scroll down to view **Courses** and click **See all**
- Scroll down to **2019 Mandatory Course** and click **Learn more**
- Choose ONE of the three course options
- Click **Take course** button under the selected course
- Click the blue button at the bottom of page titled **AREA MEMBER LOGIN**
- Enter your board credentials
- Once logged-in you will note the \$75 fee is reduced to \$0
- Select your name in the blue bubble
- **Add to cart**
- Click **Checkout** popup
- Click **Checkout** once more
- Click **PROCESS ORDER** to finalize process

### **2. I cannot find the course I put into my AREA member account.**

- From our website, [www.albertarealtor.ca](http://www.albertarealtor.ca), select **MY ACCOUNT**
- You should be redirected to your personal dashboard, but may need to login once more with your AREA member credentials
- Mid-way down the page under **Standalone Courses** is your list of AREA courses, both past and present
- Locate your 2019 mandatory course option and scroll to the right to click the **VIEW COURSE** button

### **3. I am receiving the below message when I open the course in my AREA member account:**

*MissingKeyMissing Key-Pair-Id query parameter or cookie value*

- Check that your browser allows pop-up windows
- Enable third-party cookies

- Make sure you have the most up-to-date version of Adobe Flash installed
- Clear out your cache
- If using an iPhone/iPad to access training toggle off “Prevent Cross-Site Tracking” as it doesn’t interact well with online learning

This document may assist you identifying how to make these adjustment with your specific device: <https://support.scorm.com/hc/en-us/articles/206163996-Missing-key-pair-Troubleshooting-Guide->

#### **4. I’ve navigated away from the course and ended up in the Final Exam.**

- Navigate back into the course
- On the left-hand side of the page is a blue bar titled “**Toggle Menu**”
- Click on the bar to open the “chapters” of the course
- The first “chapter” is the course content, then the course exam and then the course certificate. Click on the first “chapter” to navigate back to the course content.

We hope you have found this information helpful. Should you still require assistance feel free to contact us at **403-228-6845** or email [pd@albertarealtor.ca](mailto:pd@albertarealtor.ca).