

2022 MANDATORY COURSE ONLINE TROUBLESHOOTING

1. How do I access my AREA member account?

- From our website, www.albertarealtor.ca, select **MY ACCOUNT**.
- You should be redirected to your personal dashboard but may need to login with your AREA member credentials.
- Mid-way down the page under **Standalone Courses** is your list of AREA courses, both past and present.
- Locate the “**2022 FINTRAC Mandatory Course**” course option and scroll to the right to click the **VIEW COURSE** button.

2. Who do I contact if I do not remember my login credentials?

- Your AREA login credentials are the same as the credentials you use to sign into your local board platform, Pillar9™ and your REALTORLink® accounts.
- Try both lower-case and upper-case options, as some board platforms are not case-sensitive, whereas the AREA platform is.
- Attempt to reset your password in Pillar9™ if possible or contact your local board for a password reset if needed.

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*

For Apple Devices and Safari Browsers:

- Navigate to your browser settings; often by clicking **SAFARI** on the top left-hand corner of your screen. **If using an iPad navigate to your Settings on your Home Screen**
- Select **Preferences**, then **Privacy** and locate the item called. “**Prevent Cross-Site Tracking**”.
- **Disable** this item.
- Navigate back to your course and refresh to determine if this made any difference.

For All other Devices and Browsers:

- 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 memory](#).

4. I have completed and passed the Final Exam and do not know where to navigate to close the course properly.

- If available, click the down arrow on the bottom of the page, which will move you to the Course Completion message.
- If this down arrow is not available, click the RETURN TO LMS button on the top left-hand corner of your account screen.
- If when you exit the course and navigate back to your account, the course is not logged as GRADED, contact AREA at the number below to adjust manually.

5. I have clicked the RETURN TO LMS button, and the system will not log my completion or final grade.

- This glitch occasionally occurs with certain devices. Please call AREA to move your course to a completed state. You do not need to complete the course again if you have a final completed grade.

We hope you have found this information helpful. Should you still require assistance please contact us at **403-228-6845** or email pd@albertarealtor.ca.