Virtual CE FAQs

We are excited to be able to bring the classes to you during these unprecedented times. It is a learning curve for us all, and to help you, we've put together the following information.

What program is being used to offer virtual education?

- Classes will be offered through the Zoom platform. [You may download Zoom software at here](). We strongly recommend you download the Zoom app to your computer, laptop, or tablet. We do not recommend using your mobile phone for virtual education.

How Do I Register?

- Using the link provided, you will register and pay for the course through our Membership System in order to get an invite to the class. **We are collecting a nominal registration fee of $5 which will be donated to the American Red Cross to assist in their efforts during this time.**
- You will <u>then</u> be sent an email with a link, and you will need to register through Zoom to get a customized Zoom link for the class. Please log in early to ensure you are set up and ready when the class starts.

What happens when I log into the class?

- You will be placed in a "waiting room" until the class begins. Virtual presence is required for credit with visual verification done throughout the class. *****Note, you must be on a device with a camera and a microphone, and not driving in your car or doing other business.***
- Once admitted into the class, you microphone will be muted. We ask that you keep it on mute unless the instructor asks you a question directly. Staff will monitor and mute students who have unmuted themselves.

Will questions be allowed?

- You will have the ability to ask questions to the instructor through the chat option in Zoom. The instructor will make every effort to answer questions during the session. You will see a drop-down menu in the chat option to select if you want to chat separately with the Proctor or the Help Desk for technical or CE-related questions.

What are the recommended Zoom settings?

- For the best viewing ability throughout the class, please make sure you are on "speaker view" and not "gallery view." Do not use "full screen" or else the chat box might not appear correctly and you will not be able to view the presentation slides.

What are the attendance requirements?

- You DO have to be present during the entire class in order to get credit and receive your certificate of completion. Attendance will be monitored via visual verification on your camera and class participation through polls.
- In some classes, we will randomly contact attendees via the chat feature to assure that we remain in compliance regarding participation and giving certificates of completion. Your microphones will be muted and managed by the host. Virginia REALTORS® reserves the right to drop someone from the class if they fail to participate or are not in compliance with the online standards mentioned above.

Do you have any recommended best practices?

- Earphones are a plus, for clarity.
- Keep your device plugged in so your battery doesn't die and you don't get knocked out of the class. If it does, you will be counted absent during the time you are not on camera. More than five minutes could result in your being locked out and not given credit. We do not want to "police" you, but we have been given strict guidelines.
- We must be able to see you through your camera in order to certify that you are present. Please ensure that there is enough light in the room and that you are clearly visible.
- Please be mindful of your on-camera appearance. We don't judge, but you are on camera!
- When the class is over, be sure to select the option to "leave" the meeting.

What if I have questions before class?

If you have questions, please reach out to Education@VirginiaRealtors.org.

I've never used Zoom before. What do I do?

[Here is an excellent tutorial video for those of you who are new to Zoom](#)!