

Frequently Asked Questions

The information below is intended to address common questions and situations. If you require additional assistance, please contact us at cpeducation@moneymanagement.org. We will reply by the following business day.

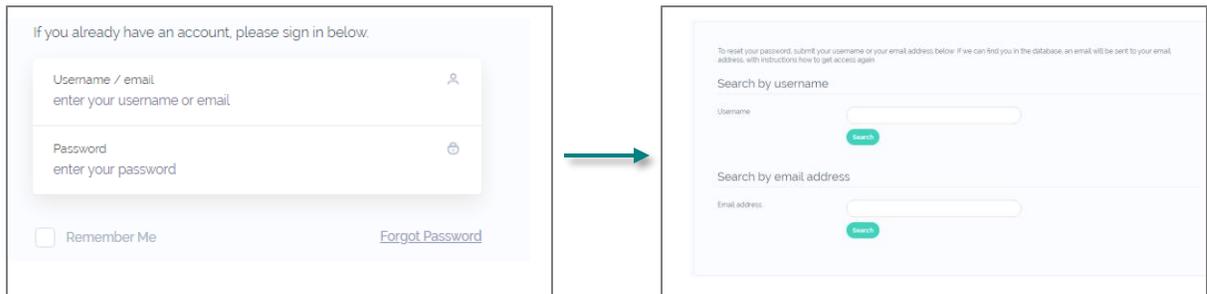
Q: Why won't my courses load?

A: Program modules are audio guided and interactive. Please adjust the security settings on your browser to allow pop-ups from the site, www.mmiuniversity.org (click [here](#) for instructions to enable pop-ups in Google Chrome; click [here](#) for Internet Explorer). You may also need to [enable Adobe Flash Player](#), if prompted.

Q: I forgot my password. What should I do?

A: Receive a password reminder by taking the following steps:

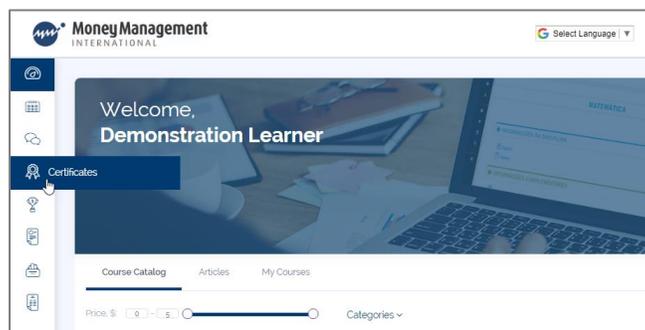
1. Click 'Forgot Password' from the program landing page to access the email/password reminder page. Follow the prompts to receive a password reminder.



The image shows two screenshots of the user interface. The first screenshot is the login page with the heading "If you already have an account, please sign in below." It features two input fields: "Username / email" with the placeholder "enter your username or email" and "Password" with the placeholder "enter your password". There is a "Remember Me" checkbox and a "Forgot Password" link. A green arrow points from the "Forgot Password" link to the second screenshot. The second screenshot is the "Forgot Password" page with the heading "To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again." It has two search sections: "Search by username" with a "Username" input field and a green "Search" button, and "Search by email address" with an "Email address" input field and a green "Search" button.

Q: How can I access my certificate of completion?

A: Once all courses and activities are complete, the certificate of completion will be available via the 'certificates' icon on the left menu bar. You may need to refresh the screen or log out/log in to view the Certificates tab.





Q: Why don't I have courses available on the first time homebuyer site?

A: Payment must be successfully completed via PayPal before selected courses will be available. Please check to be sure you receive a PayPal confirmation number to indicate payment has been fully processed.

Q: I don't have a PayPal account but I want to pay for courses on the first time homebuyer site. What should I do?

A: Follow the prompts to proceed to PayPal. Once there, select the 'pay with a Credit Card or Debit Card' icon and follow the prompts to pay with a debit or credit card.