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.
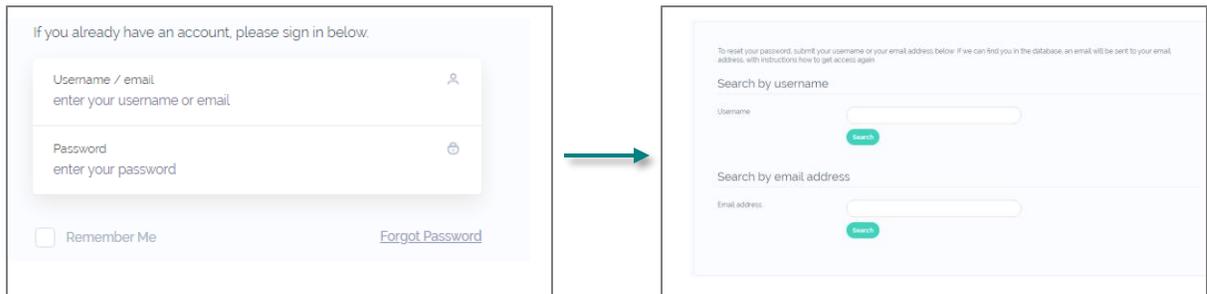
Q: **Why won't my courses load?**

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.

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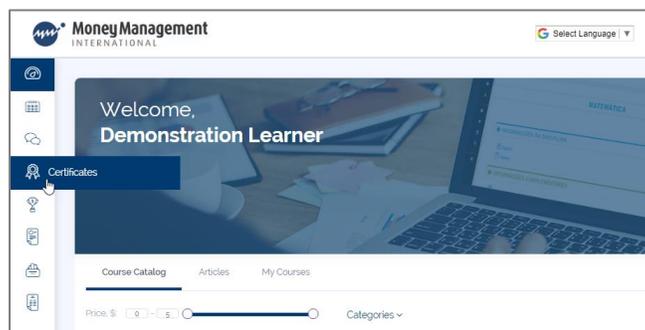
Q: **Why don't I have courses available on the first time homebuyer site?**

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.