

FREQUENTLY ASKED QUESTIONS (FAQs)

The following topics are covered by the FAQs below (click to view):

1. [License Renewal and Continuing Education Requirements](#)
 2. [Completing Your Online 14-hr Real Estate CE course](#)
 3. [System Requirements](#)
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1. License Renewal and Continuing Education Requirements

When do Florida Real Estate licenses renew?

Florida licenses renew every two years on either March 31st or September 30th. Check the renewal/expiration date on your license or visit www.myfloridalicense.com.

What if this is my first renewal?

STOP! If this is your first renewal, you are taking the wrong course. Licensees are required to complete post license education prior to their first renewal. The requirement is 45 hours for sales associates, and 60 hours for brokers. There is no grace period for first time renewals. If you do not complete your education and renewal before the expiration date, your license will become null and void. Class scheduling information can be found on the Gold Coast website at www.goldcoastschools.com. Contact our career counselors for assistance: 800-732-9140.

What happens if I renew late?

If you are late for your first renewal, your Sales Associate or Broker license becomes null and void. If you are a Sales Associate, you will have to qualify by starting over again with pre-license education and the state exam. Brokers have six (6) months to revert to a Sales Associate license. In order to do this, the Broker must complete the 14-hour Continuing Education Course and submit a fee payment with form #DBPR RE-15, "Revert Broker License to Sales Associate License," to the DBPR. If this is not completed within six months following the expiration date of your broker's license, your license will remain null and void. To operate as a Broker, you must requalify by satisfactorily completing the Broker's pre-license course and passing the state exam.

If this is not your first renewal, your license will go into involuntary inactive status. You can complete this Continuing Education course within one year and pay late fees to renew your license. If you remain involuntarily inactive for more than 12 months, but less than 24 months, you will need to complete 28 hours of reactivation education and pay late fees to renew. If you remain involuntarily inactive for more than 24 months, your license will become null and void.

When can I start my continuing education?

FREC rules state that you must complete your education within your renewal cycle. Your renewal cycle runs for two years and ends on the expiration date listed on your license. You can complete your education any time during this cycle.

What is the renewal process?

Once you complete your required continuing education course, Gold Coast will electronically report your completion to the Department of Business and Professional Regulation (DBPR). You are required to renew your license by sending payment to the DBPR. You may send your payment by check to the DBPR physical address in Tallahassee, FL or you may pay by credit card at www.myfloridalicense.com.

How long does it take DBPR to process my renewal and update my online records?

Gold Coast electronically reports your education to the state after your course completion. DBPR typically posts completions within 24 hours of receipt. Glitches can occur and timeframes may differ. The best way to avoid

problems is to renew early. If your records are not posted to www.myfloridalicense.com within 10 days of your completion and renewal, please call Gold Coast at 1-800-732-9140 so that we may assist you with researching the problem.

When should I complete the course?

Please do yourself a favor and complete it early. Thousands of people wait until the last minute which can cause delays in reporting. Why risk your license going inactive? Complete the course and renew your license at least several weeks prior to the expiration date.

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2. Completing Your Online 14-hr Real Estate CE course

How do I complete the online course?

You complete the online course by taking and passing one of the five, online, 30-question, multiple choice final exams with a score of 80% or higher (answering 24 or more of the questions correctly). The final exams are listed inside the course below the nine chapters, when logged into your online course.

How do I view the Introduction video?

To view the introductory video, click the "Video Introduction" link. The video will play. The video provides helpful information on how to run your online course. However, the video is optional; it is not required to complete your course.

If the video does not play correctly on your computer, you can try viewing via YouTube at the following link:

<http://www.youtube.com/watch?v=m3rrdWQgpWs&feature=youtu.be>

How do I view the online chapters?

There are 9 chapters of material in the 14-hr Real Estate Continuing Education course. You can view the chapter material by clicking on the chapter name to open the presentation. The chapters are designed for self-study reading. The material is presented clearly and concisely. There is no audio or video in the chapter material.

The online chapters are designed to be used in an "open book" manner. You can open and close the chapters as often as you want. Once the chapter is opened, you can view the material one slide at a time, or you can select specific topics to view from a menu on the left. Selecting a topic may also open up additional slides that apply to that topic. You are not required to view all the material, although it is suggested in order to increase the likelihood of passing the final exam.

Can I take my online course on a mobile device?

This online course can be viewed on many different mobile devices, such as iPad. If you are using a computer that has Adobe Flash, the chapter material will be loaded with Adobe Flash. Refer to the **System Requirements**, below, for more information.

How do I take the online final exam?

Your 30-question, multiple-choice online final exam is designed to be like an "open book" exam. It can be opened, printed (if you desire), and saved for return at a later time. We suggest the following steps for taking your online exam:

1. Open the online final exam and print (or review) the questions. Close the exam without answering any questions. You will be able to restart the exam later.
2. Review any online chapter material you feel necessary to ensure that you are prepared to pass the final exam. If you printed your exam, you can mark your answers as you review the chapter material.
3. When you are ready, re-start the online final exam and select your answer choices for all of the questions. Click "Submit" to score your exam. Your exam will be scored immediately upon completion. A score of

80% or higher is required to pass. If you did not pass, you will need to repeat the process with an alternate exam to complete the course.

How will my online final exam be graded?

Your online final exam will be graded immediately once you have selected answer choices for all of the exam questions and clicked the "Submit" button. Your score, and whether you passed or failed, will appear right away.

What is a passing score?

The passing score is 80% which means you need to answer 24 of 30 questions correctly.

What if I fail the online final exam?

Your online course comes with 5 different final exams. When you first start your course, one of those exams (the one that is underlined) is active and ready for you to open.

If you fail the final exam, one of the remaining alternate exams will be immediately available for a retake. Open the retake exam, print (or review) the questions, and review the chapter material again before submitting the retake exam for grading.

If you fail all 5 final exams, call or email Gold Coast Schools for your options. 1-800-732-9140 or OnlineSupport@GoldCoastSchools.com

Will my course completion be reported?

Upon passing you're the online course final exam with a score of 80% or higher, Gold Coast will electronically report your completion to the Department of Business and Professional Regulation (DBPR).

Once I pass my online course, is my renewal complete?

In addition to passing the 14-hr CE course, you are required to renew your license by sending payment to the DBPR. You may send your payment by check to the DBPR physical address in Tallahassee, FL or you may pay by credit card [at www.myfloridalicense.com](http://www.myfloridalicense.com). **Your renewal is not complete without this payment to the state!**

How long does it take DBPR to process my renewal and update my online records?

Gold Coast electronically reports your education to the state after your course completion. The DBPR typically posts completions within 24 hours of receipt. Glitches can occur and timeframes may differ. The best way to avoid problems is to renew early. If your records are not posted to www.myfloridalicense.com within 10 days of your completion and renewal, please call Gold Coast at 1-800-732-9140 so that we may assist you with researching the problem.

How do I get my completion certificate?

When you pass your online final exam, a printable, online completion certificate will be made immediately available to you to keep for your records. The certificate is available to you when you are logged into your online course. Simply click the link to open up the certificate, and print from your computer.

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3. System Requirements

Will this course run on my iPad or other mobile devices?

This 14-hr online Real Estate CE course will run on many mobile devices, including iPad, in addition to personal computers. Please refer the appropriate system requirements below for the type of device you will be using to view the online course.

What type of Internet connection is required for this course?

This course is an online course that requires an internet connection for course delivery. We highly recommend a high speed connection. The course will work on a slower connection, but you may experience pauses or delays.

What software is required if I am running this online course on a personal computer?

When running your course on a personal computer, the following requirements apply:

Operating Systems: Windows 7 or higher, OR Mac OSX 10.0 or higher

Adobe Flash: When run on a device that supports [Adobe Flash Player](#), version 10 or higher is required.

Supported Browsers (with pop-up blockers set to OFF):

- **Windows*:** [Firefox](#) 23 and higher, [Google Chrome](#) (Click link for free download)
- **Mac:** [Safari](#) 3 or higher, Firefox 23 and later, Google Chrome

(*)Note: Internet Explorer 7 and later may be used successfully with your online course on many Windows systems, but is not suggested. If you use Internet Explorer and experience any issues running or completing your online course, you should switch to one of the other supported browsers.

What software is required if I am running this course on a mobile device, such as iPad?

When running your course on a mobile device, such as iPad, the following requirements apply:

Supported Browsers (with pop-up blockers set to OFF):

- [Google Chrome](#) 29 or later on Windows or Mac (Click link for free download)
- [Safari](#) 6.0.5 or later on Mac
- Mobile Safari in Apple iOS 5.0 or later on iPad/iPhone

Limitations:

- There are a myriad of different mobile devices in the marketplace, and many have individual device-specific limitations. **No representation is made that this course will operate correctly on your mobile device.**
- Online courses designed for mobile support may work on some Android devices, however **we do not officially support Android devices or browsers**. If you experience problems running or completing your course on an Android device, please switch to a different device.