

## BEFORE TAKING YOUR FIRST COURSE, PLEASE REVIEW THESE VERY IMPORTANT POINTS.

### 1. If You Step Away from the Course, Logout to Save/Bookmark Your Place (i.e. "Log Out When You Leave")

The AE21 Online system has a special bookmarking feature. While you do not have to remain in the course until the end once it is launched, if you need to step away from your computer, please exit the course and log out of the system. When you log back in and re-launch the course, the system will return you to where you last left off. The online system requires a continuous uninterrupted internet connection to work properly. If this connection is lost, you may not realize it and keep working, only to find that none of the work was communicated to, and saved in, the LMS. This is the best way to ensure that all of your work is saved in the event of a loss of internet connection.

Can you take a quick "potty-break" or go refresh your drink? Certainly. Just be aware of the risk. It's like working on an important document in MS Word or Excel...and after a period of blessed creativity (not to mention your best work), your system crashes and you lose everything because you didn't save it. You can prevent this by logging out when you leave.

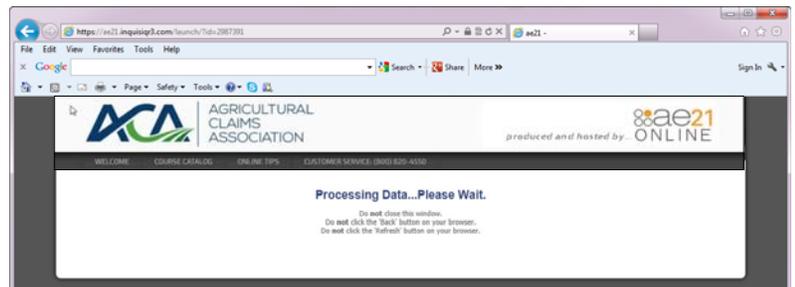
### 2. When Exiting a Course, Click the "X" Displayed in the Top Right Corner of Your Browser.

Or, if you have completed the course, just click the "Exit Course" button. The course window will close and you will see a message that reads, "Processing Data... Please Wait. Do not close this window. Do not click the 'Back' button on your browser. Do not click the 'Refresh' button on your browser". (See the image below-right )

This is where the system is saving or bookmarking your place. The process only takes a few moments.

Please understand that it is imperative that you follow these instructions.

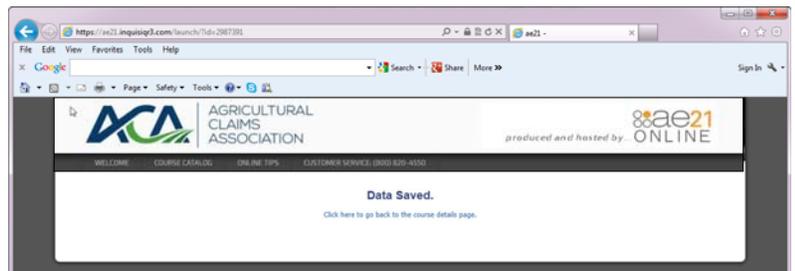
Failure to follow these simple instructions could result in a loss of your course progress or completion, and make you repeat all or part of the course.



### 3. Watch for "Data Saved"!

When the system has finished saving your data, the message will read, "Data Saved. Click here to go back to the course details page." When you see this message, the system has successfully saved your work. You can now navigate away from this page and/or close your browser.

Do not click your back button from this page, however. Click the provided link to return to your **My Account** page.



### 4. What if You DO Lose Internet Connection, or Get "Disconnected"? What Then?

What if your system crashes? What if you experience a sudden loss of power, or better yet, just a "brown-out"? What if the kids get to your system and close your browser? First, don't panic! We've prepared for this!

If you lose internet connection, or even if you are in doubt, *the course player will still appear to function*. However, **DO NOT** continue with the course! Just exit the course. If you did lose connection and there is data that the system was unable to save, you will see an image of a blue disk and a trash can where "GO" would normally be. This indicates that there is unsaved data. Click the blue disk to save the data. A pop-up box will appear asking if you are sure you want to commit the data. Click "OK". You will receive a message when the data has been saved. You can then close that pop-up window, and once again, you're safe!

| Lesson                                   | Type  | Status      | Score | Action  |
|--|---|-------------|-------|---|
| 1. Residential Property Claims Adjusting |  | In Progress |       |   |

 Some lessons in this course have uncommitted data. Click  to commit the data or  to discard it.

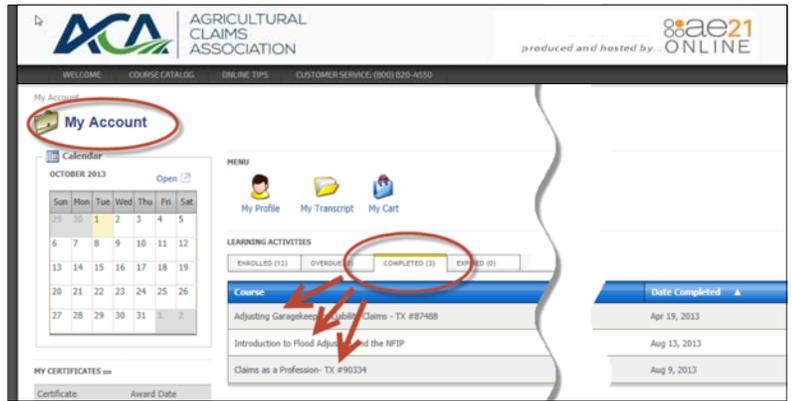


VERY IMPORTANT POINTS (Cont'd...)

5. After You Have Completed a Course...

When you complete a course, the course status will change to "Completed" and will be located under the "Completed" courses tab on your "My Account" screen.

If, for any reason, a course that you have finished does not display as completed, contact us at 800-820-4550.



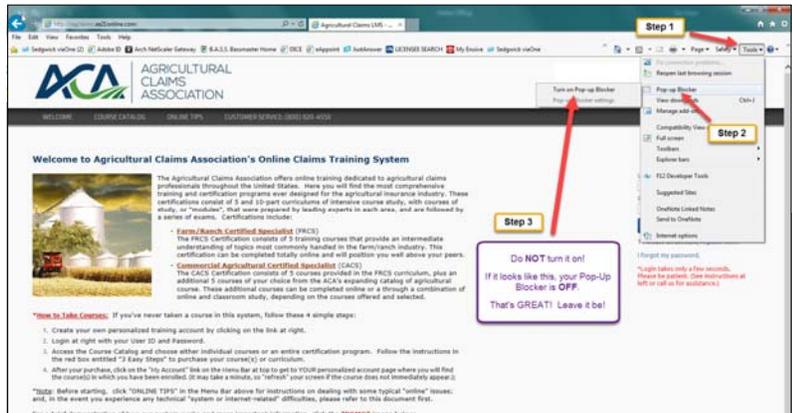
6. Disable Your Pop-Up Blocker!

One of the neat things about our new system is that it allows for all types of functionality and interactivity. By ensuring that pop-ups are allowed for this online site, you will be able to experience the finest licensing, training, or continuing education in the world!

If you are using Internet Explorer, follow the steps outlined in the image at right. Click the points identified in Steps 1-3...

7. For Best Results, Check Your Browser!

Because our system truly is "state-of-the-art", its capabilities (i.e. not only what it can do now, but what it will do in the future) require the latest internet browsers. Our system runs best on the following browsers: Google Chrome, Firefox, and Internet Explorer Versions 10 and 9.

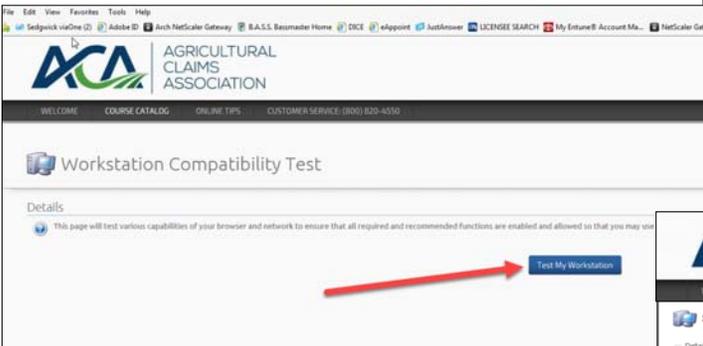


Our experience so far is that Google Chrome works best.

8. Finally, Give Your System "the Test"!

As one final step for making sure your system is capable of all that it can be, our system provides a simple "System Test". On the Home Page of AE21 Online's online system, look down in the bottom left hand corner and click on "System Test".

On the next screen, click "Test My System"...



After 10-15 seconds, you'll get a page that looks like this:

The most important points are the six (6) items under "Required Items".

Under "Recommended Items", you'll see "Pop-Up Blocker Disabled", which we discussed above!

We Hope You Have a Great Online Experience!

