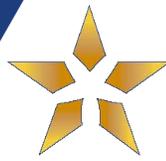


ezLearning Frequently Asked Questions

Registration

1. Does my StarsLink account work for ezLearning?
 - a. No, StarsLink is a different website and system, therefore you need to create an ezLearning account.
2. How do I sign up?
 - a. On the FLC website homepage; click on the “Go to ezLearning” button. From there, select the appropriate registration link for you and proceed to sign up.
3. What is the difference between the 3 registration links?
 - a. The links specify if you are signing up as a licensed Title Agent, a licensed Attorney / Paralegal or if you are not licensed and are interested in enrolling in the Title Academy. Selecting the proper link is very important to ensure you take the correct course to receive the right kind of credits
4. What if I am a licensed Title Agent and an Attorney / Paralegal?
 - a. Sign up as a Title Agent, input your dual license number and email us at fllearningcenter@oldrepublictitle.com for more information on receiving both types of credit
5. What is my ORT Agency Number?
 - a. Every Old Republic agent has a unique ORT Agency Number. Ask your Agency Account Manager if you are not sure what it is
6. I am signing up as a Title Agent, what is the “License NPN Number”?
 - a. Please insert your DFS Title Agent License number in that field



Account Management

1. Forgot your username?
 - a. Try using your email address. If that does not work, reach out to us at fllearningcenter@oldrepublictitle.com

2. Forgot your password?
 - a. Click the “Forgot Password” link at the login screen or [click here](#). If you are still having trouble, reach out to us at fllearningcenter@oldrepublictitle.com and we can reset your password

3. How do I view my transcript?
 - a. Access your transcript by logging in and clicking on the menu bar in the top right corner and select “Transcript”. You can access your certificates and view your progress from there

4. I signed up for Title Academy, but now I am licensed and need CE or CLE credits. How do I access accredited courses?
 - a. Once you are logged in, click on the menu bar in the top right corner and click on “Profile”.
 - b. Next, click “Edit Profile”
 - c. Add your BAR number and/or Title Agent number (License NPN Number) and change your classification to Attorney, Paralegal or Title Agent depending on your circumstance
 - d. Click “Save”. If you do not see more courses, reach out to us at fllearningcenter@oldrepublictitle.com

Courses

1. When will my DFS CE credits be posted?
 - a. Reports are generated every Friday and posted to the state. If you do not see your credit within 7 business days, reach out to us at fllearningcenter@oldrepublictitle.com
2. How do I know how many credits a course is worth?
 - a. Click on the course and you will see how many credits at the top of the description
3. A course I have taken before has reappeared in the catalog. Can I take the same course twice?
 - a. DFS requires us to update the Offering ID of our courses each year. This results in the courses being renewed and will show up like a new course. **You cannot take the same course for 3 years**, so if you are not sure if you have taken a course in the past, refer to your transcript.
4. How do I add new courses?
 - a. Click on the “Catalog” button to view a list of available courses for you
5. Can ethic credits be used as general credits?
 - a. Once your ethics requirements have been met, yes, excess ethics credits can be used as general credits
6. The video in a course will not load or play. What should I do?
 - a. If you are experiencing issues watching videos, please try some of these troubleshooting techniques:
 - I. Make sure you are using Google Chrome, as ezLearning performs best in this internet browser.
 - II. Watching videos online usually requires a strong internet connection. If possible, try completing the course while being connected to a different internet source. For example; if you are having trouble at the office while connected to the internet wirelessly, try a wired connection or try viewing at home.
 - III. Clear the cache in your Internet browser. to do this, make sure your Internet browser is open and hold down the Ctrl button and F5 together.
 - IV. If you have been using Google Chrome and have followed the steps above and still are having issues, try accessing the course in a

6. The information on my certificate is incorrect, what should I do?
 - a. If you find an error on your course certificate, please contact us at fllearningcenter@oldrepublictitle.com

7. How do I know if a course has ethics or general credits?
 - a. There are 2 ways to tell: The first line in the description for each course lists what type of credit you will receive. You can view this by simply clicking on the course and reading the description at the top
 - b. For CE courses, each course has a star in the thumbnail. Courses with ethics credits have an "E" in the star and courses with general credits have a "G"
 - I. Example of a general credit course:



Blockchain and Title Insurance (FL CE Course No. [redacted])
Online Course

- II. Example of an ethics credit course:



Powers of Attorney & Guardianship (FL CE Course No. [redacted])
Online Course