FAQ

Question: How do I access my existing account at www.cyberce.biz?

Answer: Go to the www.cyberce.biz home page and select the "login" prompt at the top right. If you have an existing account type in your user name and password where indicated. If you have forgotten your password you can use our user reset to obtain a new one time username to enter your account and reset your password.

If you do not have an existing account, use the "New User Registration" prompt at the login to create your account. You will create a user name and password; REMEMBER THIS TO LOG IN as an existing user in the future.

Question: Is there a time limit on the Final Exams for each course?

Answer: Yes. California Bureau of Real Estate (CalBRE) Regulations establish a time limit. The Final Exam questions are multiple choice and CalBRE Regulations allow for one minute per multiple choice question. The 3-hour course exams have 15 questions each so the time allowed is 15 minutes. The 15-hour course exams have 40 questions each so 40 minutes are allowed for each exam.

Question: If I fail, can I retake the Final exams?

Answer: Yes. Each course has an Exam A and Exam B. If you fail the first exam, you can take the second exam which, by CalBRE regulations, must have different questions. The time limit for the second exam is the same as mentioned above. If you fail the second exam you will have to re-register for the course (at no charge if within the 1 year time limit) and go through the course material again before taking the final exams.

Question: Are there any other charges if I fail?

Answer: No. You pay a one-time fee upon registration. There are no other charges as long as the course is completed within one year, per CalBRE Regulations.

Question: With CalBRE approved courses, is there a waiting period before I can start testing?

Answer: Yes. Course materials should be available to you within 24 hours of registering. Also, CalBRE regulations state that, "For a correspondence course administered via the internet, a participant must spend the requisite number of hours navigating through the content and completing the incremental assessments prior to being granted access to the final examination." These regulations also limit a participant to "completion of final examinations for a maximum of fifteen (15) credit hours during any one 24 hour period."

Question: What is the easiest way to complete your course?

Answer: CberCE offers seven CalBRE approved Continuing Education courses, the five required courses; Ethics, Agency, Trust Funds, Fair Housing and Risk Management (3-hours each) and two elective courses in the category of Consumer Protection; Home Inspection and Escrow (15 hours each). You can sign-up for each course individually ($25.00 each for the 3-hour courses and $39.95 each for the 15-hour courses) or, you can sign-up for a package including all seven courses (a total of 45 hours of continuing education) for only $69.00. Read the General Information Page for more detail.

Question: What is the General Information Page?

Answer: The General Information page is a CalBRE required information page giving information about CyberCE, the courses offered, pricing, refund policy, completion policy, exam taking and much more. You will be required to Read and Approve the general information page before you can purchase the course.

Question: Can I print out and study a Final Exam before I take it?

Answer: No. CalBRE regulations limit access to the exams to one-time only and they "cannot be printable or downloadable".

Question: Can I print or save the course to my computer?

Answer: Yes. However, as you navigate through each section of the course, you can save or print that section only. You will be able to go back and review any section that you have completed at any time. After you have completed the full course you can save and print the entire course.

Question: Are your exams open Book?

Answer: Yes. The final exams are open book. If you download or print the course materials you can look through those materials as you take the exam. However, the final exams are timed and you must complete them within the time specified so you will not have time to spend looking up answers. You need to read and study each section well and prepare for the final by understanding the reading material and by successfully completing the section quizzes.

Question: Is my study time required and timed or can I just register for the course and go straight to the final exam?

Answer: Sorry, those days are gone. As mentioned earlier, CalBRE regulations require that, "a participant must spend the requisite number of hours navigating through the content and completing the incremental assessments prior to being granted access to the final examination." That requisite time would be 3 hours for a 3-hour course and 15 hours for a 15-hour course.

Question: I am running out of time and need to renew fast, is there any way that you can speed up my waiting time and testing?

Answer: No. Make sure you allow yourself enough time to complete the 45 hours. There are no short cuts. CalBRE requires that the "requisite number of hours" be spent on each course. (Real the General Information Page.)

Question: What can I do if I have to renew my license sooner than I can complete the course?

Answer: CalBRE requires that you renew on time or you will have to pay a penalty to renew late. The fee schedule can be found on the CalBRE website at http://www.bre.ca.gov/Licensees/Fees.html#renewal .

Question: How do I get my Certificate of Completion?

Answer: Once you have passed the final exam for a course, your Certificate of Completion will be placed into your account on line for you to access and print out. There is no waiting.

Question: Does CyberCE provide technical support?

Answer: Yes. Click on the "Contact Us" link on the website for contact information. Email support is available at info@cyberce.biz . Also phone support is available Monday- Friday at 800-310-3421. All weekday calls will be returned within 24 hours.

Question: Are your courses approved for Real Estate Continuing Education?

Answer: Yes. CyberCE is approved by CALBRE as a course sponsor. The CyberCE course sponsor ID is 4331. (Read the General Information Page.)

Question: When does the "requisite time" start for each course?

Answer: The timer will start when you first click on the course that you want to take. You will not be allowed to access the final exam until you have completed the assessment quizzes and also completed the required time of study for each course. If you attempt to access your Final Exam prior to the "requisite time" passing, you will be denied access.

Question: Will I have to show any form of ID to take the exam?

Answer: Yes. Please read the ID requirement on our General Information Page.

Question: Am I getting the lowest price?

 Answer: We will match any competitor's price. You would need to confirm the competitor's price and call CyberCE before you sign up for the course. Once you have purchased the course there will be no price adjustment. Our Prices are in the competitive range for all providers who offer these courses.

Question: How long have you been in business?

Answer: Please click on the "about us" link on our web page, www.cyberce.biz , for more information.