

# REAL ESTATE DIVISION

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## FAQs ABOUT MY ACCOUNT

With the recent implementation of “My Account” by the Division via their Online Services, many questions have been raised by licensees. Answers to the frequently asked questions are addressed below.

**Q: If I see my completed education under the “Continuing Education Credits” tab in “My Account,” will I still receive certificates for my CE classes?**

A: Yes. An approved sponsor of continuing education and post-licensing education is required to provide a certificate of completion pursuant to the requirements of the Nevada Administrative Code (NAC) for each licensing program that requires continuing education. (NAC 645; NAC 645C; NAC 645D; NAC 116A; NAC 119A)

**Q: Since my completed education can be seen in “My Account,” do I have to maintain any records of my classes?**

A: Yes. Licensees have a responsibility to maintain their own file and record of certificates of completion for continuing education and post-licensing education for each license or permit.

**Q: I am a real estate licensee. Do I still turn my certificates in to the Division as proof of completing my mid-term education?**

A: Yes. Real Estate licensees (NAC 645) must continue to submit all certificates to fulfill proof of mid-term education completion.

**Q: I just took a class, how fast will the sponsor get that information to the Division?**

A: Continuing education and post-licensing sponsors have three business days to submit to the Division an electronic roster each time a live classroom class has been taught or a licensee has completed a distance education class.

**Q: How fast from the time a sponsor submits it will it be added to the Division’s data system?**

A: The Division uploads the roster within 2 business days of receiving the roster. If information submitted by the sponsor is not “accepted,” (which means that the

information about the course does not match the Division's record or the licensee's license number is not correct) the sponsor is notified and asked to remediate the problem. This delays the upload.

**Q: How long after the Division has processed the roster does it take to appear in "My Account"?**

A: Once the Division has uploaded the roster, the information can be viewed in the licensee's live data file immediately.

**Q: If I have a CE credit that does not appear in "My Account," but the course was taken after April 14, 2014, should I call or email the Division and see what the problem is?**

A: No. Contact the sponsor of the class. The Real Estate Division will not research a licensee's education history or contact a sponsor on behalf of a licensee as to why certain education credits are missing.

**Q: I have my certificate for the missing credit. Should I bring this in so the Division can add it to my record?**

A: No. If a course for which the licensee has a record of completion (a certificate) is missing from the licensee's file, **the licensee needs to contact the sponsor to sort out the discrepancy.**

**Q: I have never logged in to NRED's Online Services, what is my user ID and password?**

A: Your user ID is your license number without the leading zeros (i.e. If your license # is S.0012345, enter S.12345). Your password is the last four digits of your social security number.

**Q: I cannot log into "My Account." What do I do?**

A: If a licensee has a problem logging in to "My Account," the licensee may contact the Division at 702-486-4640 or email [realest@red.nv.gov](mailto:realest@red.nv.gov). Requests must include license number and name. Passwords will be reset to the last four digits of the social security number, but will never be given out. Do not contact Licensing.

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