Site Usage Instructions – First Time Visitors

Site Usage Instructions

Thank you for visiting our Continuing Education Portal. Because we want you to have a positive experience we've created this document to guide you through the account activation and registration process. If there is anything we can do that would enhance your experience please click on our **"Contact Us"** tab and send your comments to our support team.
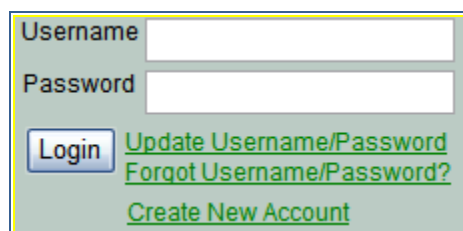
Please feel free to browse around the site; we want you to feel comfortable with the navigation process.

If you want to view general information about our courses you can go to the **"Courses"** tab. When it opens you will see a list of the courses that are currently being offered and a short description of what the course covers. You will also find an explanation of our **Cut-off Date policy**. It is important that all users read and understand this policy.
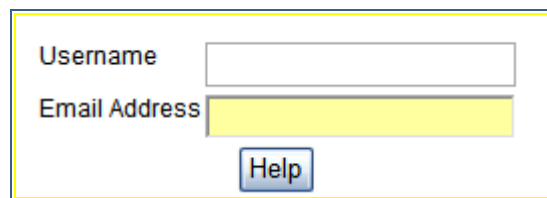
First Time Visitors:

When an individual first enters this site they will notice this area in the top right corner of the screen.

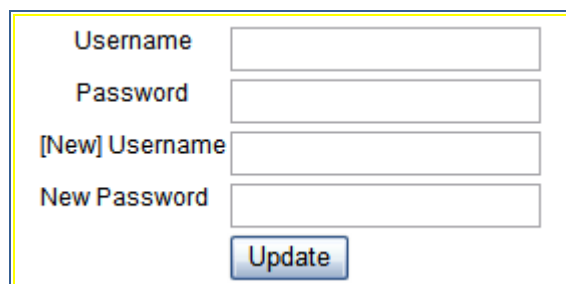All of the functions that allow the visitor to access the user portion of the site are located here.

If an individual is currently a member of a CHBA local or has taken one of CHBA-BC's courses in the past, they and/or their company will already be in our system. Before they attempt to create a new account, they should click on the "**Forgot Username/Password?**" button and input their email address into the **"Email Address"** area and then click the **"Help"** button.
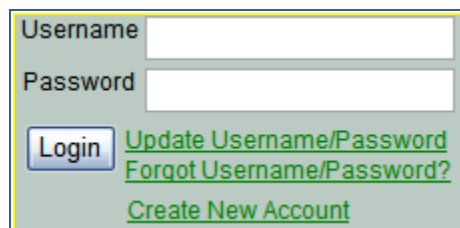
If they have used the correct email address they will receive an email with a temporary password that they can change when they return to our site. To change the username and/or the password they just click on the **"Update Username/Password"** button.

Fill in all of the fields and click the **"Update"** button. Their new Username and Password will be activated.

If an incorrect email address has been used they will be asked to contact their local home builders' office or the administrator@elearning4u-chba.com to assist them in verifying or changing their username and password.

If they do not fit into the category as defined above they must click on the **"Create New Account"** tab.

To create a **Student and/or Employer** account or an **Employer Only** account in our system. Please see the **Create New Account** instructions.