

## **AgentU Continuing Education (CE) Frequently Asked Questions**

### **How do I access the free online CE class?**

From Travelers AgentU homepage (<http://agents.travelers.com/agentU>), click on “Access Free Course” located under the “Free CE Course” heading in the “Spotlight” section. From here, choose “Description” for more information, or “Launch” to access specific instructions (including a promo code) and link to CEAuthority’s site. Please note, an Agent HQ ID and password are required to launch the course.

### **How many CE hours are granted for the free course in my state?**

This information is listed in the course description. From the AgentU homepage, click on “Access Free Course” located under the “CE Opportunities” heading in the “Spotlight” section. From there, click “Description” in the Course Description box. Here you will see the applicable credits by state. This information is also available on CEAuthority’s website ([www.ceauthority.com](http://www.ceauthority.com)).

### **Will I incur any expenses as a result of taking the designated free course?**

Depending on the state, there may be a small state fee associated with issuing the CE credit.

### **How do I know what fee, if any, applies in my state?**

This information is listed on the CEAuthority website. Upon launching the course, you will see the link to CEAuthority ([www.ceauthority.com](http://www.ceauthority.com)). Once on their site, choose “Courses and Credit Hours” from the top navigational bar. Choose your state from the “Select By State” drop down window, then choose “View State Rules” on the left. State fees will be listed within this description.

### **How do I gain access to CEAuthority’s complete online library at the discounted price?**

From Travelers AgentU homepage (<http://agents.travelers.com/agentU>), click on “Access Free Course” under the “CE Opportunities” heading in the Spotlight section. From here, you can choose “Description” for more information, or “Launch” to access specific instructions (including a promo code) and link to the CEAuthority site. Please note, an Agent HQ ID and password are required to launch a course.

### **What does the \$27 provide?**

This provides access to all the CEAuthority courses (normally \$19.95 per course) for one year.

### **When does the year of access begin?**

The 365 days of access starts the day you input/redeem the promo code provided.

**What if I do not have an Agent HQ ID and password?**

If you do not have a Travelers Agent HQ ID and password, please contact your agency administrator, or click the link on AgentU's homepage "Need a User ID?" located in the right hand column under Log-in Support.

**Are these classes listed on the Sircon website?**

Yes, course approvals are listed on the Sircon website under the providership Stoneriver-RegEd or Insurance Ed Institute C/O Stoneriver RegEd (depending on the state). From the Sircon site ([www.sircon.com](http://www.sircon.com)), choose, "Look Up Education Courses/Credits", then "Approved Providers Inquiry." Choose your state, the provider (Insurance ED Institute C/O Stoneriver RegEd, Inc), then "Available Courses."

**Why am I experiencing difficulty accessing the site?**

This may be because your pop-up blockers are enabled. Browser pop-up blockers must be disabled for the site to perform correctly.

**Can Travelers employees take advantage of this offer?**

Yes, Travelers employees are welcome to access these options. Please note that an Agent HQ ID and password are required to launch the courses.

**Are the courses offered at a specified time?**

The online courses provided by RegEd's CE Authority are self-paced learning modules. You can take the courses anytime and anywhere internet access is available.

**Once I begin a course, do I have to complete it all in one sitting?**

No, courses can be bookmarked and restarted at a later time.

**Can an agency enroll just once and then have multiple users access the course?**

No, anyone wishing to receive CE credit will need to enroll individually so that the credit can be applied to their specific license.

**Who can I contact for information on AgentU and this new CE offering?**

Please contact Amy Edstrom at [aedstrom@travelers.com](mailto:aedstrom@travelers.com) with any additional questions.