

Online CLE Troubleshooting

How do I take the online CLE after making my selection?

It's a 3-stage process with 3 separate emails for taking online CLE after you select your CLE:

1. **Create an account** with the NOBA website at the secure checkout page. The 1st email, a registration email will follow. This is the 1st email you'll receive.
2. **Purchase the online CLE** . A 2nd email, your purchase confirmation email, will be sent following your purchase.
3. **Receive the 3rd email with the web address and passwords** to view the CLE. The 3rd email will provide a user name and password for this specific CLE program only; these are not the same as your initial registration email address and password in step one.
 - *Please note it may take up to 20-30 minutes to receive this email. It's the Internet and it's not always immediate.*

All registrations are copied to the bar staff and we can manually forward the web address and passwords to view CLEs if you can't find it in your inbox or spam folders.

Didn't get the 3rd email with the web address and passwords to watch the CLE?

1. Check your inbox after 20-30 minutes. If it's still not there...
2. Check your junk mail and/or spam folders. This is where most of the problems are. Remember there are 3 emails. Lawyers should receive the 1st email confirming their registration with the website, the 2nd email confirming their payment, and the 3rd email with the link and password information to access the online CLE.
3. The 3rd email that provides the link and password may arrive *no more than 20 - 30 minutes upon initial registration and payment*. There is notice of this on the website, but some lawyers miss it. You're in a hurry – we understand.
4. If you didn't get the email or can't find the emails - it's rare. Don't worry. These emails are sent by our website company and the NOBA staff gets a copy of the emails. As a last resort, the 3rd email with the website address and password can be forwarded by the bar staff manually. Call the bar office during office hours, at (504)525-7453. And if it's after hours, the NOBA staff periodically checks email, especially when approaching the Louisiana CLE reporting deadlines with the Supreme Court. We understand how important this is for you.

Have you taken this online CLE before? So you purchased the online CLE but never received the web address and password to view the CLE?

If you were able to purchase the CLE, but have no record of an email with the web address and password to view the video, *did you take this online CLE before?* The system will not allow you to take an online CLE you've already viewed in the past. We're looking out for you because the

Louisiana Supreme Court will not give you CLE credit for an online CLE you've taken more than once.

Don't worry. We're NOBA. We will not charge your credit card. We take care of our members. And if you're not a member, we'll take care of you too. (Psst – you should join.)

Are you having interrupted videos/no sound/other technological issues that were experienced after connecting to the video?

Sorry. We hate when this happens. It's frustrating. But here's what works:

1. Restart your computer.
2. Restart your router. You need to have a good wifi connection or the program may not stream smoothly.
3. Try using a different internet browser. Different browsers can make a difference. Mozilla seems to cause more problems than other browsers.
4. Try using a different computer.
5. Try using a different Internet connection.

OMG – did something happen and it looks like I made a mistake with my credit card?

Don't worry. Like we said before, this is NOBA. We're here to take care of lawyers. We don't charge your credit card if there's a mistake.