

Online CLE Troubleshooting

Didn't get the 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.
3. The 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 email with the website address and password can be forwarded by the bar staff manually. 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.