

Frequently Asked Questions

Why are you asking for my demographic information?

Demographic information is used for reporting purposes to our funding agencies and is never tied to your name or contact information. Our workshops are open to anyone 18 and over regardless of income, Boulder County residency, referral source or other answers provided. All are welcome!

What if I Forget My Username or Password?

If you forgot your username or password, you can select the Forgot Password? Or Forgot Username? links below the Log In to request to receive an your username and/or temporary password by email. If you no longer have access to your email or have created multiple accounts with the same email. Please call the Workforce Boulder County front desk to resolve the issue. Boulder – 3030-413-7555 or Longmont 720-864-6600.

How do I Change My Password?

Once you have logged into your account, select the change password link located at the top of your account information. Enter your new password and confirm the spelling of your password and hit submit.

How do I print a Certificate?

From your User Dashboard, scroll down to the Workshop Enrollments section. Click on the [View Certificate](#) link to the right of the workshop.

How do I print my transcript?

You can view and print your transcript – the entire list of all the workshop you have attended. From your

User Dashboard, scroll down to the Workshop Enrollments section and select

[View/Print Transcript](#)

Workshop	Date and Time	Date Enrolled	Attended?	Cancel Enrollment
Homeownership Training	11/16/2019 09:15 AM- 04:45 PM	10/30/2019	<input type="checkbox"/>	Cancel Enrollment
Investing Basics	11/10/2019 06:00 PM- 08:00 PM	10/30/2019	<input type="checkbox"/>	Cancel Enrollment

Why don't I see a green registration button?

If the workshop is full, the green registration button will not appear. Instead, you will see an indication that the workshop is full.

What do I do if Homeownership Training is full?

Step 1 - Make sure that you have created an account on your LEARNS registration system.

Step 2 - Continue to check periodically prior to the workshop to see if spaces open up. It is common for the workshop to fill up early and also for there to be cancelations as the day of the class approaches. It is always best to be registered so that you are guaranteed a seat. Even if you are unable to register prior to the workshop, you are welcome to show up the day of the workshop to see if enrolled participants do not show and seat become available.

Do I need to Pre-Register in order to Attend a Financial Workshop?

Yes, please make sure that you have created an account on the LEARNS registration system, so we ensure you receive your certificate. If you have trouble creating an account please email ceinfo@bouldercounty.org. If you are unable to register yourself or reach anyone for assistance, it is ok to show up and see if seat are available.

Is childcare provided?

Childcare is provided for evening financial workshops only. If you need childcare, it is always best check that Evening Childcare is offered on the night of your workshop and space are available. Please make sure to register each child needing childcare so that we have the appropriate amount of staff.

What food is provided for the Homeownership Training?

We provide Cosmos pizza. Unfortunately, we cannot accommodate special orders. If pizza does not work for your dietary needs, please feel free to bring your own lunch.

How do I Cancel my Workshop Registration?

On the **User Dashboard**, click Cancel Enrollment to the right of the workshop or childcare you want to cancel.

The screenshot shows two sections: 'Workshop Enrollment' and 'Childcare Enrollment'. Each section has 'Enrolled' and 'Cancelled' tabs. Below the 'Workshop Enrollment' section is a table with columns: Workshop, Date and Time, Date Enrolled, Attended?, and a button labeled 'Cancel Enrollment' (circled in red). Below the 'Childcare Enrollment' section is a table with columns: Childcare, First Name, Last Name, Date Enrolled, and a button labeled 'Cancel Enrollment' (circled in red).

Workshop	Date and Time	Date Enrolled	Attended?	
Investing Basics	11/10/2019 06:00 PM- 08:00 PM	10/30/2019	<input type="checkbox"/>	Cancel Enrollment

Childcare	First Name	Last Name	Date Enrolled	
11/10/2019 06:00 PM- 08:00 PM	Jane	Smith	10/30/2019	Cancel Enrollment
11/10/2019 06:00 PM- 08:00 PM	Joe	Smith	10/30/2019	Cancel Enrollment

Will the Homeownership Training meet my requirements for my affordable purchase program, down payment assistance program, my CFHA loan, or other types of loans?

Generally yes, and you should always speak to the person, program, or lender you are working with to ensure this workshop will meet their requirements.

How long is my certificate good for?

In most cases, 12 months from the date of completing the workshop.