

# Utah Department of Real Estate

## Continuing Education

### PROVIDER-RELATED FREQUENTLY ASKED QUESTIONS

#### Question Topics

1. CE Compliance
2. Roster Submission Process
3. Provider Support

#### CE Compliance

##### 1.1 Does Pearson VUE manage CE compliance?

The Utah Division of Real Estate manages and enforces all CE compliance. CE course credits will be reported to the Utah Division of Real Estate on a daily basis.

##### 1.2 Where does an agent view their CE transcript?

Agents ONLY must set up an account on the Divisions website at [www.realestate.utah.gov](http://www.realestate.utah.gov) and select RELMS at the top to view their CE transcript.

#### Roster Submission Process

##### 2.1 What are the requirements for submitting completed course information?

Rosters for completed courses are submitted to Pearson VUE through the Clarus website at <https://utdre.useclarus.com> within 10 days of course completion.

##### 2.2 What is my Username and Password?

Your Username is your Provider ID, for example 123456-CEP0 (the last digit is a zero not the letter O) then select Forgot your Password? and select Reset it here.

##### 2.3 Am I able to print certificates of course completion from the Clarus website?

No. Utah providers are given a certificate of course completion from the Utah Division of Real Estate when a course is approved.

##### 2.4 What do I send to the Utah Division of Real Estate after reporting CE?

Within 10 days of reporting CE on the Clarus website, providers are required to send a copy of the banked roster and sign in sheets to the Division by email or mail.

#### Provider Support

##### 3.1 Where can providers find additional information related to Continuing Education rules, course and provider approval and requirements?

Providers can find the above information at the Divisions website [www.realestate.utah.gov](http://www.realestate.utah.gov).

##### 3.2 Can providers contact the Utah Department of Real Estate if I have additional questions?

Yes, providers can email questions to [realestate@utah.gov](mailto:realestate@utah.gov) or providers can call the Utah Division of Real Estate at (801) 530-6747.

##### 3.3 Can providers contact Pearson to address concerns and resolve issues related to online CE credit reporting?

Yes, providers can email questions to [ce\\_providers@pearson.com](mailto:ce_providers@pearson.com) or providers can call the Pearson VUE support line:

**Real Estate CE Support** – (800) 274-4577  
**Mortgage Lender CE Support** – (800) 274-7151