

Frequently Asked Questions (FAQs)

—The CBA-CLE Pass

What is the CBA-CLE Basic and Elite CLE Pass?

CBA-CLE offers two Pass options: **BASIC** and **ELITE**. The Pass is a subscription service that allows each Registered Purchaser unlimited access to any recorded seminar produced by CBA-CLE during the term of the Pass. The homestudy formats included in the Pass are Video-on-Demand and MP3 audio files available on the CBA-CLE website, including electronic course materials (anything that doesn't need to be shipped). ELITE PASS holders are also able to attend Live Seminars, Live Webcasts, and Video Replays held at the CBA-CLE classroom; some exclusions apply, including teleseminars and designated third-party seminars and for-fee speaker seminars held at the CBA-CLE Classroom. Special program prices may be offered to ELITE CLE Pass Holders for these excluded on-site seminars. ELITE Pass holders are also eligible to receive a substantial discount for designated off-site seminars and CBA-CLE Institutes held at area hotels and mountain resorts. BASIC Pass holders are eligible for special prices on selected Live Seminars, Live Webcasts, and Video Replays held at the CBA-CLE Classroom held throughout the year.

Why Should I get a CBA-CLE Pass?

Pass Holders receive unlimited online access to the best catalog of CLE seminars in Colorado, all at a fraction of what you would normally pay! You not only receive all the CLE credits you need to satisfy your compliance requirements, but you don't have to miss any programs with the Pass. It's more than just credits—it's sharpening your skills and getting critical updates to new laws and legislation.

How long does the CBA-CLE Pass run?

Your subscription to the CBA-CLE Pass runs from the date of subscription for 12 months. You will receive a renewal notice for your Pass before it expires.

Can I cancel my CBA-CLE Pass before the 12-month term has expired?

No. The contract term is for 12 months and all sales are final. There will be no full or partial refunds.

Is the CBA-CLE Pass transferable?

No. The CBA-CLE Pass is non-transferable.

How does the CBA-CLE Pass work?

Homestudies (Basic and Elite Pass)

Receive unlimited access to all MP3 and Video-on-Demand homestudy courses in the CBA-CLE catalog. This includes 1-hour programs, full-day, and multi-day Institutes. Plus all practice areas and ethics programs are available!

Go to <http://www.cobaracle.org> and make sure you are logged on. Unless you have previously set a username and password for the www.cobar.org website, the default username is your CBA number (this is not your attorney ID number) and your password defaults to your last name. (You always have the option of updating your username and password.)

Add any MP3, Video On-Demand or PDF Course Materials product to your shopping cart and proceed to checkout. You should have a zero balance throughout the transaction. Once you have completed the transaction, proceed to 'My CLE Dashboard'.

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What is "My CLE Dashboard"? (previously MyCobar)

My CLE Dashboard is the core of your personal experience with the CBA-CLE website. My CLE Dashboard is where you can access your CLE and update your **Practice Area** and **Interest Tags**. By self-selecting your preferences, we can show you relevant content and find out what you want to learn more about.

My CLE Dashboard is where you will find tabs with the following important resources:

Live Seminar & Webcast

History

View Invoice
Download Affidavit
Download Materials
Download MP3*
View Webcast

Your Homestudies

View Invoice
Download Materials
Download MP3
View Video

My Account

Update Your Information
View Transaction History
View Event History

If you need technical support, please visit our **Support Center** and see if we are available for **LiveSupport**. If you need help after hours, please send an email to clesupport@cobar.org.

*When you attend a Live Seminar, Live Webcast or Live Video Replay, CBA-CLE adds a complimentary MP3 Audio recording of the program to your record.

Live Seminars/Live Webcasts/Video Replays in the CBA-CLE Classroom (ELITE Pass):

ELITE Pass Holders are able to attend Live Seminars, Live Webcasts, and Video Replays held at the CBA-CLE Classroom, that are held within their 12-month pass term, at no charge. To reserve your seat, we highly recommend that you pre-register for seminars.

Live Seminars/Live Webcasts/Video Replays in the CBA-CLE Classroom (BASIC Pass):

Throughout the year for selected programs, CBA-CLE will offer special promotion codes for reduced rates for **BASIC** Pass holders. Pass holders can register at the reduced rate only for seminars that are within their 12-month pass term.

CBA-CLE Seminars and Institutes at area Hotels and Resorts (ELITE Pass):

ELITE Pass holders are eligible to receive a substantial discount on off-site seminars and CBA-CLE Institutes that are within their 12-month pass term. You can register for these programs online and choose the "**ELITE** Pass Holder" price option. If you prefer to register by phone or by fax, be sure to indicate your CBA-CLE Pass status when you call or fax your form in.

How is the CBA-CLE Pass different than those offered by other providers?

Many pass or bundle products restrict the number of credits and seminars that are included, and most also rely primarily on non-Colorado specific content. The CBA-CLE Pass has none of these limitations. Both the **BASIC** and **ELITE** CBA-CLE Pass allow UNLIMITED ACCESS to ANY online homestudy course in Video-on-Demand or MP3 format. The CBA-CLE **ELITE** Pass is also unique in that it includes free access to attend CBA-CLE Live Events, Live Webcasts, and Video Replays held at the CBA-CLE Classroom, and a reduced-rate for specialty third-party seminars and Institutes.

Finally, with the CBA-CLE Passes, you know you are getting quality CBA-CLE programming with a focus on Colorado law and practice provided by the dedicated and experienced Colorado lawyers and professionals.

Can I take a portion of an online seminar?

Yes, you can fit CLE into your busy schedule! Many CBA-CLE homestudy seminars are portions of a full course. With the CBA-CLE Pass, if you're interested in just a specific portion of a program, you simply watch only the part that interests you. No commitment for full price, no commitment of a specific block of time. You view only those programs of interest to you on your own schedule.

May I simply register at the door for a live seminar if I didn't pre-register?

We encourage Pass Purchasers to pre-register to ensure enough space and course materials are available for all attendees.

Are there are discounts for volume purchasers for a law firm?

If a law firm wishes to purchase CBA-CLE Passes for all its attorneys, a discount for multiple users is available. Call Mary Dilworth at 303.860.0608 or email at mdilworth@cobar.org.

Why should I get all my CLE from CBA-CLE?

Colorado Bar Association Continuing Legal Education is the premier provider of CLE in Colorado providing content you can count on and faculty you can truly learn from. Our focus is Colorado lawyers who practice Colorado law; we recruit the best and the brightest to help you get the information you need.

With our CBA-CLE Pass, we offer on-demand availability of thousands of online homestudies, with new content from live seminars added weekly.









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What are the system requirements for online homestudy courses?

To view a Video On-Demand program, you will need:

- AdobeFlash Player (version 11.X or better). Free Download here: <http://get.adobe.com/flashplayer/>
- A recent version of Adobe Reader. Free Download here: <http://get.adobe.com/reader/>
- A connection to the Internet of at least 700 kbps is highly recommended. Check your speed now.
- A sound card and speakers
- A current web browser. See below for approved list. Cookies must be enabled on the browser for your login credentials to be recognized (this is the default).

Browser Name	Platform
 <p>Chrome Stable Release: 22.0.1229.94 Latest browser version: 23.0.1271.22</p>	
 <p>Firefox (also called Mozilla Firefox) Stable Release: 16.0.1 Latest browser version: 17.0 Beta 1</p>	
 <p>Internet Explorer Stable Release: 9.0.10 Latest browser version: 10.0.8400.0</p>	
 <p>Safari Stable Release: 6.0 Latest browser version: 6.0.1</p>	

Using Your CBA-CLE Pass for the first time:

IMPORTANT INFORMATION ON DELETING OLD “COBAR” COOKIES ON YOUR COMPUTER

If you have visited our website before – either the cobar.org or cobarCLE.org - and logged into our site to make an online transaction or perhaps use the Bar Association benefits (Casemaker or *The Colorado Lawyer*, for example), the cookies in your browser will identify you as you *were* prior to being a pass holder. So, before you use your CLE Pass for the first time, it is important that you delete any old cookies in your internet options for your web browser for the site, and then log back in. You should not be logged in on the site/s while you do this. You need to clear those identity cookies so new ones can be established so you are seen as a Pass holder. Again - if you do not delete old cookies from cobar.org, it is possible that you will not be recognized as a Pass holder. (If you have never been to the website and logged in, there will be no cookie file.)

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If you use Internet Explorer as your Browser:

1. On your task bar click Tools
2. Click Internet Options
3. Under the General tab Click Settings
4. Click View Files
5. Delete the cookie: /cobar.org

If you use Firefox as your Browser:

1. On your task bar click Tools
2. Click Internet Option
3. Click on Privacy
4. Click on Remove Individual Cookies
5. Click on the cookie: /cobar.org
6. Click on Remove cookie

If you use Google Chrome as your Browser:

1. Click the wrench icon on the browser toolbar
2. Select Settings
3. Click the Under the Hood tab
4. Click Content settings
5. Click the Cookies tab
6. Remove /cobar.org

How do I sign up for the CBA-CLE Pass?

Download the User Agreement, sign it and either mail it in, fax it, or scan it and email with payment to: clepass@cobar.org. The agreement has options for either paying for the entire Pass up front or using the Easy Pay monthly pay option with a credit card on file. There is a discount for current Colorado Bar Association members. When emailing the enrollment packet, please secure your PDF document with a password if you include your payment information on the document; you can call us directly at 303-860-0608 and provide your password to Lori Krupske our account manager. If you choose to email your password for the document, you should email the password in a separate email from the attachment. If you are unable to password protect the PDF, please fax, mail, or drop off your enrollment form, or call us directly to provide the payment information. We must receive both pages of the Agreement with your signature.

How can I contact Customer Support if I have Questions on my Pass?

CBA-CLE Customer Representatives are available to assist you with any questions at 303.860.0608 or 800.860.2531, or by e-mail at seasonpass@cobar.org. Office hours are Monday through Friday 8:00 a.m. to 5:00 p.m.

Terms and Conditions

The Terms and Conditions for the CBA-CLE Pass can be found on page 7 of this document.



CBA-CLE Pass Subscriber Agreement — Single User

04/2013

Name _____ Attorney Reg. Number _____

Firm Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

BASIC

\$595/year CBA Member \$695/year Non-Member

\$55/month* CBA Member \$65/month* Non-Member

ELITE

\$995/year CBA Member

\$90/month* CBA Member

\$1295/year Non-Member

\$110/month* Non-Member

PAYMENT OPTIONS

Check Payable to CBA-CLE

Visa MasterCard AMEX

Credit Card Number _____

Expiration Date _____

Name on Credit Card *(please print)* _____

Credit Card Billing Address _____

City _____ State _____ Zip _____

Authorized Signature _____

THREE WAYS TO ORDER

Mail

CBA-CLE
1900 Grant Street, Suite 300
Denver, CO 80203

FAX

303.860.0624

EMAIL

Lori Krupske at lkrupske@cobar.org

**monthly payment option requires 12 month commitment*

AUTHORIZATION AGREEMENT FOR PREAUTHORIZED PAYMENTS

Please read and sign below.

FOR MONTHLY SUBSCRIPTION PAYMENTS ONLY:

I hereby authorize Continuing Legal Education in Colorado, Inc. d/b/a Colorado Bar Association CLE to initiate debit entries to my credit card. I understand that I am entering an agreement for a period of 12-months.

I understand that my credit card will be charged on the date of purchase and 11 additional monthly payments will be charged on the 1st day of each subsequent month. If my credit card is declined during the term of this agreement and if I fail to make any monthly payment, CBA-CLE may require immediate full payment of the remaining months. My CLE Pass membership will expire 12-months from the start date of my CLE Pass, unless I opt to renew my subscription.

Signature _____ Date _____

Signature Required on "Subscriber Agreement-Terms and Conditions" on page two of this form.

Single User Subscriber Agreement — Terms and Conditions

- 1. Term.** You are purchasing a subscription to the CBA-CLE Pass for an initial commitment of one subscription year (12 months) commencing on the date this Agreement is executed. As the Registered Purchaser of the Colorado Bar Association CLE (CBA-CLE) Pass, you will have unlimited access to CBA-CLE online courses from the time registration is complete for twelve months after the purchase date. Written notice will be sent to the Pass Holder at least 45 days prior to the expiration of the agreement, with the option to renew at that time.
- 2. Purchase of CLE Pass.**
 - If You Select Annual Payment.* If you select annual payment, full payment is due at signup and is nonrefundable. No early cancellation for refund is permitted. Each year, you will receive a renewal notice. You can change payment options at renewal.
 - If You Select Monthly Payment.* Monthly payment must be by credit card. If you are a new purchaser or are renewing your subscription, you are committing to pay for the following 12 months. The Registered Purchaser's credit card will be charged on the date of purchase and 11 additional monthly payments will be charged on the 1st day of each subsequent month. If you fail to make any monthly payment, CBA-CLE may require immediate full payment of the remaining months, and your liability for that full payment will survive termination of this agreement. Each year, you will receive a renewal notice. You can change payment options at renewal.
 - Late Payments; customers who cannot select monthly payment.* Monthly payments are due on the first of each month for service in that month. Customers with an outstanding overdue balance with CBA-CLE, who have been repeatedly delinquent in paying outstanding balances, or who are repeatedly late making monthly payments (as determined by CBA-CLE in its sole discretion) cannot select monthly payment for any online subscription.
- 3. Access to Courses.** The Registered Purchaser for the **ELITE** and **BASIC** CLE Pass will have access to all online courses and written materials during the term of the Registered Purchaser's CBA-CLE Pass for as long as the course remains in the Registered Purchaser's CLE account. Courses will remain in the Registered Purchaser's CLE account until (1) the expiration date of the course or (2) the expiration date of the CLE Pass, whichever is earlier.
 - ELITE CLE Pass Holders** are able to attend for free as part of their pass terms: Live Seminars, Live Webcasts, and Video Replays held at the CBA-CLE Classroom. Some exclusions apply, including teleseminars and designated third-party seminars and for-fee speaker seminars held at the CBA-CLE Classroom. Special program prices may be offered to **ELITE** CLE Pass Holders for these excluded on-site seminars. **ELITE** CLE Pass holders are eligible to receive a substantial discount for designated off-site seminars and CBA-CLE Institutes held at area hotels and mountain resorts. **ELITE** Pass Holders will be responsible for optional-function charges offered at a program and selected by the attendee at registration. **ELITE** CLE Pass holders can only register at the "**CLE ELITE CLE Pass Holder**" price option (free or reduced fee) for seminars held within their 12-month pass term.
 - BASIC CLE Pass Holders.** For selected programs throughout the year, CBA-CLE may offer special prices for **BASIC** CLE Pass holders. **BASIC** CLE Pass holders can only register at the "**CLE Basic CLE Pass Holder**" price option for seminars that are held within their 12-month CLE Pass term.
- 4. License and Transferability.** In consideration of the license fee, CBA-CLE grants the authorized user a nonexclusive, nontransferable, limited license to access, retrieve, and view the online seminars and materials while your subscription is in force, and to use them only for purposes of your law practice or legal study. The CBA-CLE Pass may not be used by the Registered Purchaser or by any other person or entity to provide access to the CBA-CLE courses and materials to any third party. Only the Registered Purchaser may use the pass and receive an affidavit for CLE purposes for homestudy courses, live events, live webcasts, and video replays. No substitute attendees are allowed for live events, live webcasts, or video replays. **Any sharing, copying, distribution, display, reuse or resale of the online seminars or materials is strictly prohibited.** The online courses and materials are copyrighted content. All right, title, and interest (including intellectual property rights) in the online courses and materials belong to CBA-CLE or its third party contributors.
- 5. Authorized Users.** CBA-CLE will provide a unique user name and password for the Registered User to access content through the My CLE Dashboard account on the www.cobarcl.org website, if the account is not already in existence for the Registered User. This user name and password may be used only by the Passholder and support staff assisting them, and only so long as those individuals are employed by the organization. All users must not disclose this information to anyone else, and must treat this information with the same care as the organization's confidential business information. You must communicate these obligations to support staff and promptly report any known breach to CBA-CLE.
- By participating in the CLE Pass service, all users consent to receiving periodic email notices from CBA-CLE. However, all emails include the right to opt out of receiving further emails.
- 7. DISCLAIMER.** ALL SERVICES AND INFORMATION FURNISHED AS PART OF THE CBA-CLE PASS SUBSCRIPTION ARE PROVIDED ON AN "AS IS" "AS AVAILABLE" BASIS. CBA-CLE EXPRESSLY DISCLAIMS ALL WARRANTIES, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THESE SERVICES AND INFORMATION DO NOT CONSTITUTE LEGAL ADVICE, AND THEIR USE IS NOT A SUBSTITUTE FOR LAWYERS' OR THE ORGANIZATION'S INDEPENDENT PROFESSIONAL JUDGMENT. CBA-CLE ASSUMES NO RESPONSIBILITY FOR PROVIDING INTERNET ACCESS.
- 8. CBA-CLE** (including CBA-CLE employees, officers, agents, sponsoring organizations, and contributors), is not liable for any loss, injury, claim, liability or damage resulting from errors or omissions in the CBA-CLE Pass subscription, or any interruption in providing access to the CLE Pass subscription service. CBA-CLE's liability in connection with any other claim shall not exceed the amount of the initial 12-month subscription fee. CBA-CLE shall not be liable for any direct, special, indirect, incidental or consequential damages of any kind arising in connection with the use of the CLE Pass.
- 9. COBARCLE.ORG.** The [cobarcl.org](http://www.cobarcl.org) website's "Terms and Conditions" and "Privacy Policy" (posted on www.cobarcl.org) apply to Registered Purchasers of the CBA-CLE Pass.
- 10. Termination; Nonrenewal.** CBA-CLE reserves the right to terminate this Agreement immediately if you or any members of your organization materially breach this Agreement, including but not limited to failure to make timely monthly payments, misuse of the online resources, misuse of the Pass for access to live programs, or disclosure of user names and passwords. CBA-CLE reserves the right to change the terms on which it offers the CLE Pass (or to cease offering it). This Agreement (as modified by CBA-CLE and communicated to you) continues to govern usage of the CLE Pass while your subscription is in force. Your obligations under paragraphs four (4), seven (7), and eight (8) survive any termination or non-renewal.
- This Agreement is nontransferable, is the entire Agreement of the parties, is governed by Colorado law, and its provisions are severable. CBA-CLE's failure to enforce any provision does not waive further enforcement rights.

I have read and agree to the Terms and Conditions listed above.

Passholder Signature Required

Date

For office use only:

Pass Start Date: _____

Pass End Date: _____

Renewal Notice Date: _____