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Purchasing Courses

Do I need to set up an account to purchase a course?

Yes. Having an online account will give you anytime access to your courses, online exams, certificates of completion, courses and exams in progress, and courses and exams completed.

Can I purchase a course by phone?

Yes. Call us during business hours (EST) and we will take your order over the phone. We will also set up an account for you on our Website. You will receive temporary login information via Email, which you can change after you login for the first time. Once your account is created, you will receive online access to your course(s) and exams.

Can I purchase a printed copy of a course?

Yes. Most courses are available in print format. We ship courses within twenty-four hours on business days. You have the option of receiving your course(s) via next day, second day, or regular shipping. Shipping charges are shown at checkout. All exams are completed online.

Do you offer individual or group discounts?

Yes. If you purchase three or more courses (in one order), you receive an automatic 20% off. If you purchase five or more courses you receive 25% off. We also put selected courses on sale from time to time. We can provide you with a group/corporate discount coupon code if you have several individuals in your company who need continuing education. Please contact our office for more information: Phone: 800-588-7039; Email: contact@bhfe.com.

Can I purchase courses for other individuals under my account?

Yes. First, purchase all of the courses needed for the group at once, from your account. The courses will initially be placed in your account (located on the "My Courses" page of "My Account").

Next, have the individuals in the group set up an account and/or login, then go to the "My Courses" page of "My Account." At the bottom of the page, find *"Don't see your course here? Click here....."* On the form that appears, select the desired course number from the pull-down list and then enter either the order number or *your* Email address. After selecting "Find My Course," the course will be transferred to the individual's account.

For large quantities, or if you wish to order printed copies of courses for a group, please contact us via phone: 800-58807039; or Email: contact@bhfe.com.

Can I purchase extra exams for others in my office to take?

No. However, see "Do you offer individual or group discounts? "

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If my course and it is updated at a later date, can I obtain the updated edition?

Yes. Upon request, we will post an updated PDF of your course in your account at no charge. If you originally purchased a printed version of the course, the updated edition will be made available to you as a downloadable PDF.

How do I receive a purchase receipt?

Purchase receipts appear after checkout is completed. A copy of the receipt is also Emailed to you. You can also obtain a copy of any receipt by clicking on the order date for the course(s) in your "My Courses" page in "My Account."

Can I exchange a course?

Yes, as long as the exam has not been submitted for grading. Contact us by Email: contact@bhfe.com; or phone: 800-588-7039.

What is Beacon Hill's return policy?

You may return any course within 30 days of purchase (and before you complete the exam) for a full refund (you can also exchange a course for another of equal value).

For more information regarding administrative, complaint, and refund policies, please contact the customer service manager at our offices by mail: contact@bhfe.com; or phone: 800-588-7039.

Taking an Exam

How long do I have to complete an exam?

One year. If you don't complete the exam in one year, contact us to see if there is an updated version of the course. If there is, we will place an online copy of the updated course and exam in your account, free of charge. You will have another year to complete the course.

Can I obtain a copy of an exam to view offline?

Yes. Open the exam for your course and click the green "Print Exam" button at the bottom of the first page.

What happens if I do not pass an exam?

The online grading program allows three attempts to pass an exam. There is no charge for retakes. If you do not pass an exam in three attempts, please contact us and we will reset the grading program to give you additional attempts.

Can I find out which exam questions I got wrong?

Yes, but only after the exam is passed. There will be a link to view the results next to the course on your "My Courses" page in "My Account." This will include the correct and incorrect answers.

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Can I start an exam, then leave and go back to it later?

Yes. On each page of an exam, there is a green button: "Save and Leave Exam for Later." This saves the work you have done to date. Later, you can resume the exam using the link on the My Courses page.

How many questions are on an exam for a given course?

NASBA (CPA), CFP Board (CFP®), IRS (EA, ERPA, RTRP), and IDFA (CDFA®) require that course-exams have a minimum of five questions per credit-hour.

I purchased a printed course. How do I take the exam online?

Log into your account, go to "My Courses" page in "My Account" and view your course and its corresponding exam. Open the exam link to proceed.

Can I fax in my exam answer sheet instead of completing the exam online?

No. All exams must be taken online.

Can I print my certificate of completion?

Yes. Once an exam is successfully completed, a link to open the certificate is posted next to your course on the "My Courses" page in "My Account."

How can I obtain a certificate of completion for a course that I completed in the past?

Once an exam is passed, a link to open the certificate is posted next to your course on the My Courses" page in "My Account." The certificate of completion will remain available to you in your account, should you need to obtain a copy at a later date.

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Technical Information

Do I need special software or applications to view courses and exams?

For downloadable PDF courses, you need Adobe Reader to view the course. By downloading and saving the PDF to your computer, you will enable Bookmarks that aid in navigating through the document. Bookmarks are not available when viewing the PDF through your Internet Browser. Also, by saving the PDF to your computer, you will have the course-book available for future reference (the course-PDF is deleted from your account after you pass the exam).

Video-based courses: No software or applications are required, although we recommend that you use Google Chrome for your Internet browser.

Can I access my courses and exams on another computer?

Yes. As long as you have Internet access, you can log into your account from any computer or other mobile device.

Can I view course-PDFs through my mobile device?

Yes, as long as you have Adobe Reader loaded on the device.

Will the online exam program work with my mobile device?

In most cases, yes. However we recommend that you complete the exam on a computer.

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CE/CPE Credit Information

How many credit hours do I need?

CPA CPE: consult your state's [CPE requirements](#).

CFP® CE: Thirty hours every two years, two of which need to be from the CFP Board-created ethics course (see *CFP Board Ethics Course* on the Courses page of our website). You can take courses in any of the approved CFP Board [Principal Topics](#). Also see the CFP Board [Continuing Education Policies](#).

CDFA® CE: go to the [IDFA](#) website.

NAPFA CE: Same as CFP®, but with specific credit hour requirements for designated topic areas. See [NAPFA](#) for specific CE requirements.

IRS CE: see the [Continuing Education for Tax Professionals](#) page on the IRS website.

Will Beacon Hill report my credits?

CFP®, IRS, and CDFA® CE: Yes. We report credits every Tuesday and after the end of each month. Note that, for CDFA® CE, you must first report your credits to the IDFA. Our report serves only as a confirmation.

CPA credit: No. You report your credit as part of your state's license renewal/CPE reporting requirements. Consult your [state board of accountancy](#) for details.

Can I repeat a course in a subsequent renewal cycle?

Yes. Most of our courses are updated annually and, as a result, provide new and updated information on the topic. Also, NASBA, CFP Board, IDFA, and the IRS have no restrictions on repeating courses in subsequent license renewal periods.

Are your courses approved in my state?

CPA, CFP®, IRS and CDFA® CE courses qualify for credit in all states. Note that several state boards of accountancy require an ethics course that must be pre-approved by the state. We have obtained approval for these courses as necessary. You can take these courses in subsequent renewal cycles as they are updated annually.

Are your courses approved for state insurance credit?

No, unless your state specifically allows courses that carry CPA, CFP®, or IRS credit. Consult your state's insurance CE policy for more information.

Will my CE credits count toward my PACE recertification?

Yes. PACE accepts courses that carry CFP® and CPA credits.

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Security and Privacy

Do you store credit card information on your site?

No. Credit card information is passed directly to our credit card merchant services partner for processing, then it is deleted from our website. You will need to re-enter your credit card information each time you order a course. However, we do retain your shipping and credit card billing address information.

How secure is your Website?

BHFE.com is fully secured as an e-commerce website.
Website/Internet security is through CompliAssure.

What is Beacon Hill's privacy policy?

The personal information you submit to Beacon Hill Financial Educators, Inc and/or www.bhfe.com, will not be shared, sold, or disclosed to third parties in any form, for any purpose, unless required as part of the order-fulfillment or credit-reporting process. Beacon Hill Financial Educators, Inc. will not disclose your sales history to third parties for any purpose, at any time. On occasion, we will send you mail and Email promotions regarding new courses, special sales, etc. You can opt-out of our promotional activities any time, either when you receive an Email promotion, or by contacting us directly.

If you have any questions regarding our privacy policy, contact us at 800-588-7039, or contact@bhfe.com.

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