



CLIENT INSTRUCTIONS: PRE-FILING CREDIT COUNSELING COURSE

(THIS COURSE IS REQUIRED BEFORE FILING YOUR CASE)

Go to www.a123cc.org and click on the BLUE box on left side of your screen (1st course required before filing for bankruptcy)



1. On the next page - Click on the yellow starburst **"click here and register now"**
2. Disclosure Form: Read the form. If you do not wish to be considered for a waiver, click in the grey box then scroll to the bottom of the page click on **"I have read this form"**
3. Registration Page:
 - Click the box in yellow if this is a Joint Filing (Married Couple).
 - Create a unique Login (user name) and password. (no symbols)
 - Enter your full name as it should appear on the certificate.
 - Enter your Date of birth & Last 4 digits of your SSN
 - Enter your home address
 - Enter your telephone number and email address
 - Enter your Attorney's Code (the next 2 lines will automatically populate with the attorney information if you entered the code correctly)
 - Enter your court jurisdiction
 - Agree to the Terms of Service. Then click **"SUBMIT"**
4. Payment Screen: You may pay by Credit Card, Debit Card or E-Check. Enter all your information on the left side and make sure the address for your account matches the address shown on the right. Then on the lower right side, agree to the amount and click **"COMPLETE ORDER"**
5. You are ready to begin your course. Go all the way through the course. You may log on and off if needed by clicking in the upper right hand corner of the page : **"SAVE PROGRESS AND LOG OUT"** and your progress will be saved.
6. On the final page, "GRADUATION PAGE", you will be asked to click on one of the methods offered for a follow-up. CHAT, TELEPHONE & EMAIL (only if you have your own email address and entered it during registration). Please click on CHAT during our business hours to finish the course timely. Please note you may click on ONLINE SUPPORT at any time during the course for assistance. You may take the online portion any time 24 hours a day, but the follow-up session is only available during counselor hours.