

FREQUENTLY ASKED Q's - REGISTER USING PROCLASS

- **If I have forgotten my User and/or Password, how do I re-set?**
 - From the OLLI home page, click on *Register OnLine*. On the next page, look to the right and below the User and Password boxes, it will ask "Forgot Password? Click here".
 - If the username and/or password has auto filled, click the "eye" button below Password to view the password. Make a note of both and click Log-In. If it fails, go back and clear both the Username and Password, and click Forgot Password.
 - Enter the email address we have on file for you. NOTE: If the email you use does not match what we have on file, you will need to call the office and update your email.
 - An email will be sent to you with a link to reset. The reset will confirm the user name on your account. You may change the User Name in this password reset email also if you wish. Enter a password that meets the criteria and Submit. It will be accepted and allow you to log in. Make a note of the Username and Password you have created.
- **It's been a long time since I was a member, shall I begin as a new member?**
 - NO! Please call the office. You may be in the system. Please... Do not set up a duplicate contact in our system.
- **How do I access my Account information?**
 - Once you have logged into your account, hover the mouse over the yellow cog wheel (*yellow daisy*) top right in the black banner where you will see your name.
 - Click on the cog wheel (daisy). Three options will open: *My Account, Change Password and Log Out*.
 - Click on *My Account*. As you scroll down, you will come to a series of tabs at the bottom: *Emergency Contact, My Registrations, Account Registration, Invoices, Payments and Membership*.
 - As you click on each of these you will see your past and current activity. You are encouraged to review this information regularly and change or correct the information especially your personal information such as your address, phone number, and email.
 - Remember to click SAVE when changes are made.
 - NOTE: *Account Registration* is empty because it is not used in our application.
- **I enrolled in a class, but changed my mind. Can I drop or transfer to another class online?**
 - No. You will need to call the office to drop or transfer. To receive a refund, you must request the drop after the 1st class. Tuition refunds cannot be processed after the 2nd meeting of a class.

- **I see the class lists, but where are the descriptions?**

- The complete class description can be viewed by clicking the bolded class title. Use the back arrow to return to the class list.

- **How do I pay online?**

- Annual membership (\$40) is due for Fall semester. It is recommended that you process your membership before registration opens.
- Log in to your account and select membership from the black banner for the Annual membership. Continue through the screens to the pay site. Then starting on Friday, Sept 18 at 9:00 you will be able to go directly to the classes and begin your registration.
- As you select each class, it is "put in the cart". Once in the cart, you will be prompted *Do you want to search for more classes? Or Checkout*. After you have selected the last class you want, select *Checkout*.
- Several screens will review your selections and you will need to *Accept Terms*.
- At a blue tinted screen enter your email address. This indicates that you are now at our secure payment site. The receipt for this transaction will be sent to your email.
- Enter your email and continue; you will be asked for your credit card information.
NOTE: Credit card information is not saved at this secure site. For each transaction, you will have to enter the credit card information. Also, if your computer *auto fills*, you may want to verify it is the card you want to use and the information is correct; otherwise clear the fields and enter your preferred credit card.