How to Register Online for OLLI Courses and Study Groups

*** To receive your free course for the current membership year, you must enter the REQUIRED DISCOUNT CODE, which is included in the current course registration email announcement and on the online checkout page. If you have two members on one account, please select “Pay Later”, and we will manually enter your free course or study group because of a peculiarity in the system.***

2. Log in to your account.
   a. If prompted, select an account from the drop-down menu. This must be the account under which the current membership was purchased.
3. **NEW STEP IF YOU HAVE TWO MEMBERS ON ONE ACCOUNT:** On the left, under “SEARCH OPTIONS”, a drop-down menu was added, “View Programs for”.
   a. The default is your name and will register only you.
   b. To register only the second member, select their name.
   c. To register both members at the same time, select “All Contacts”. This option will allow you to select one or both students during registration for each individual course, proceeding as you have in the past.
4. In the drop-down menu “Select Semester”, select the current semester and click "Search".
5. Scroll through the list to find the course you wish to select; click "Register". **Your registration is NOT yet complete.**
   a. If the course is full, add yourself to the waitlist by clicking “Wait List”.
   b. If you are viewing programs for “All Contacts” (both members at the same time), select the student you wish to register for this course and then click “Register”.
6. Under “I would like to…”, make a selection.
   a. If you wish to register for additional courses, repeat steps 3 through 5.
7. When you are finished selecting your courses, click "Checkout”.
8. To redeem your free course for the current membership year, find the code at the top of the pending registrations checkout page.
   a. Under your registration items, click “I Have A Coupon Code”.
   b. In the box that appears, enter the current discount code and click "Apply Coupon Code". **You must complete this step to receive the discount.**
   c. The coupon code can only be used once during the membership year (July 1– June 30). **If you have any questions about the use of the coupon code, please use the “Pay Later” option so we can resolve the matter before your credit card is charged and without us losing money each time we have to process a refund.**
9. If you have any questions about your balance, please select the “Pay Later” option. Your registration will still be entered, and we can process your payment at a later date without losing money each time we have to process a refund.

10. By default, the system will ask you to pay the balance due in full.
   a. To pay later, under “Payment Options”, change your selection to “Pay Later”.
   b. You must either pay your entire balance in full or pay your entire balance later. **OLLI does not accept partial payments.**

11. Click “Continue”.
   a. If you chose to pay later, your registration is complete.
   b. If you chose to pay online by credit card, the payment screen will appear. Please enter the requested information and click "Submit". **To avoid duplicate charges, click “Submit” only once.**

12. Your registration is complete, and you will receive an email confirmation with a summary of your registration.

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**Frequently Asked Questions**

**How do I register for courses and study groups?**

1. Online: Please read the step-by-step online registration instructions as the online registration process has been updated. The preferred way to register is online, using your member account. This will give you the fastest real-time access to courses. When you register online, you are immediately assigned to a class roster. For detailed instructions for the online registration process, please visit [http://olli.illinois.edu/downloads/documents/Online%20Registration%20Instructions.pdf](http://olli.illinois.edu/downloads/documents/Online%20Registration%20Instructions.pdf).

2. In person: You are welcome to come in to the OLLI office to register—we will begin registration promptly at the start of registration on a first-come, first-served basis.

3. By phone or email: *** Phone and email registrations may be subject to delays that affect the availability of courses. *** After 11:00 a.m., you may phone us at 244-9141 or send an email to [olli@illinois.edu](mailto:olli@illinois.edu) with your course preferences. Your registration is complete only when you receive written confirmation.

**Where do I log into my account?**

The sign-in page is [http://reg138.imperisoft.com/OlliIllinois/search/registration.aspx](http://reg138.imperisoft.com/OlliIllinois/search/registration.aspx). You may wish to bookmark this page for easy access, or you can always find the link in the horizontal menu on the OLLI homepage.
How do I log into my account?
In the upper right corner of the page, there is a box marked Login. Enter your Username and Password and click "Login".

I forgot my Username and/or Password!
Click on the link marked "Forgot password" and a link to reset password will be emailed to you immediately. After you click the link, your username will also be provided at the top of the reset password page.

What if the course I want is full?
OLLI courses often generate a great deal of enthusiasm. If you encounter a course that has filled, we strongly encourage you to add your name to the waitlist for that course. If a space becomes available before or shortly after the semester begins, you will be notified by email, and if you still wish to take the course, your registration and payment will be finalized at that time. If you do not receive notification from OLLI, then you are not registered for the course. Open spaces in a course will be filled according to the order in which people added themselves to the waitlist. Waitlist information is also used to gauge interest in a course and we will endeavor to re-offer a very popular course in a future semester.

What if I want to pay by check, in cash, or in-person by credit card?
You can still register online to register for courses or events and pay online using your credit card – OR, you can select the “Pay Later” option and pay in the office with cash, check, or credit card. IF YOU HAVE ANY QUESTIONS ABOUT YOUR BALANCE, please check “Pay Later” and then complete your registration. This will allow us to help you resolve the problem before any charges are made.

What if I need to drop a course?
We want you to be satisfied with your OLLI activities. If you find that a course or study group does not meet your needs or your schedule, we will be glad to cancel your registration and either register your for another available option or issue a refund of the fees, based on the policies outlined below. Please note that separate guidelines apply to courses and study groups.

While we are glad to drop you from a course or study group in accordance with our policies, please do not intentionally over-subscribe to activities with the expectation that you will drop some of them eventually. And, if you know that you will miss a majority of the meeting times, please don’t register for that course or study group. Both of these practices take available slots that might be filled by other people with a strong interest in the activity. OLLI is a community, and we thank you for observing this courtesy to your fellow OLLI members. OLLI staff reserves the right to limit the number of changes or refunds that may be processed for a single member during the membership year.
**COURSE Refund Policy:**

To receive a refund, you must contact the OLLI office and formally withdraw from a course no later than 5:00 p.m. on **Friday of the first week in which the course meets**. After the first week, a student may withdraw from a course, but no refund will be given.

**STUDY GROUP Refund Policy:**

To receive a refund, you must contact the OLLI office and formally withdraw from a study group no later than 5:00 p.m. **six business days before the first meeting of the study group**. Students who wish to be removed from the roster after that point may drop the study group, but no refund will be given.