

## How to Register Online for OLLI Courses

\*\*\* 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.\*\*\*

1. Go to <http://oli.illinois.edu>
2. In the top white horizontal menu bar, at the far right end, click “My 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. On the left, under “SEARCH OPTIONS”, find the drop-down menu “\*Please select Semester”.
4. In the "Semester" drop-down menu, select the current course semester.
5. Click the blue button "Search".
  - a. The list of courses will appear (10 per page). Courses are arranged according to their meeting times, Monday through Friday.
6. Scroll through the list to find the course you wish to select; click "Begin Registration" next to the green arrow.
  - a. If the course is full, add yourself to the waitlist by clicking “Wait List” next to the green arrow.
7. Select the student you wish to register for this course. (Those with two members on one account will have the choice to register either or both members.)
8. Click "Register" – A page will appear that says "Your selection has been saved". **Your registration is NOT yet complete.**
9. Under “I would like to...”, make a selection.
  - a. If you wish to register for additional courses, repeat steps 3 through 6.
10. When you are finished choosing your courses, click on "Checkout”.
11. 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. The page will refresh and show “Coupon Discount:” with a box to the right.
  - c. In the box, enter the current discount code in the “Coupon Discount”.
  - d. Click on "Apply Coupon Code". **You must complete this step to receive the discount.**
  - e. The 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, we encourage you to use

the "pay later" option for your registration so we can resolve the matter before processing your payment.

12. **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.**
13. By default, the system will ask you to pay the balance due in full.
  - a. **NEW: To pay later, to the right of each course, under the "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.**
14. Read and review the "Terms of Use".
15. Check the button to the left of "I have read and agree with the policies and procedures set forth.
16. Click the blue button "Continue".
  - a. If you chose to pay later, your registration is complete.
  - b. If you chose to pay by credit card, the payment screen will appear. Please enter the requested information and click "Submit". **To avoid duplicate charges, click "Submit" only once.**
17. Your registration is complete, and you will receive an email confirmation with a summary of your registration.

# Frequently Asked Questions

## How do I register for courses?

1. Online: 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>.
2. In person: You are welcome to come in to the OLLI office to register—we will begin registration promptly at 9:00 a.m. 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 10:00 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. (Please contact us only once; duplicate requests will delay processing.)

## Where do I log into my account?

The sign-in page is <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 "enter."

## I forgot my Username and/or Password!

Click on the link marked "Forgot your password?" and link to reset your password will be emailed to you immediately. Clicking the link will take you to a webpage that will show your username and allow you to reset your password.

## 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 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, we urge you to check “pay later” and then complete your registration. This will allow us to help you resolve the problem before any charges are made. This won’t affect your registration status, so please be sure to do this if you have any questions or problems related to your payment!

**What if I need to drop a course?**

We want you to be satisfied with your OLLI courses. If you find that a course does not meet your needs or your schedule, we will be glad to cancel your registration and either register you for another available course or issue a refund of the course fees. To receive a refund, you must contact the OLLI office and formally withdraw from the 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.

While we are glad to drop you from a course before or during the first week of the semester if it doesn’t suit your needs, please do not intentionally over-subscribe to courses with the expectation that you will drop some of them eventually. This takes available slots that might be filled by people with a strong interest in the course, and we thank you for observing this courtesy to your fellow 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.