2. Log in to your account.
3. 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.
   d. You will see an option titled “Add New Adult.” DO NOT click on this, as it has not been activated in the system; please just DISREGARD this item.
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. 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, after your issue is resolved.
8. 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. There is a screenshot of the Pay Later option in the Frequently Asked Questions toward the end of this document.
9. By default, the system will ask you to pay the balance due in full. Payment online via credit card is the preferred method of payment.
   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.
   c. Even if you have a credit card on file, you must SELECT that as your payment option and complete the checkout process. Payment is NOT automatic.
10. Click “Continue”.
   a. If you chose to pay later, your registration is complete.
   b. If you chose to pay online by credit card (preferred), the payment screen will appear. Please enter the requested information and click "Submit". To avoid duplicate charges, click “Submit” only once.
c. You will see a box labeled “Terms of Use.” You MUST check the button at the bottom of the box (“I have read and agree with the policies and procedures set forth”) before you will be allowed to submit your final registration. **PLEASE CHECK THIS BOX** and proceed.

11. You 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?**

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.

2. **By phone or email:** After 11:00 a.m. on the first day of registration, you may phone us at 244-9141 or send an email to olli@illinois.edu with your course preferences. Your registration is complete when you receive email 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 under My Account.

**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?**

**Note:** OLLI’s Zoom license can accommodate large numbers of participants, so we don’t anticipate that you will encounter wait lists in the fall semester, which will be conducted online-only.

OLLl 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 is the deadline for submitting payment for the fall courses?
The deadline for paying for fall courses is Wednesday, August 26, 2020 at 5:00 p.m.

What if I have a credit card saved on file?
Saving your credit card information in your account can be done for your own convenience – but charges are NOT automatic, and you must still complete the full registration process in order for your registration to be complete. For your security, only you can see this information; the OLLI staff has no way of accessing this information at any time.

If you do have a credit card on file, please be sure to update your information if your card details should change. This will help to avoid any delays or missed registrations.

What if I don’t want to pay online by credit card?
Paying by credit card through your member account is the preferred method of payment, and the easiest way for members to manage their account balances.

You can still register online to sign up for courses or events and pay online using your credit card – OR, you can select the “Pay Later” option and pay by check (sent by mail) or by credit card (by calling and providing your credit card number over the phone).

IF YOU HAVE ANY QUESTIONS ABOUT YOUR BALANCE, please check “Pay Later” and then complete your registration and contact the OLLI office. 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 does not meet your needs, we will be glad to cancel your registration and either register you for another available option or issue a refund of the fees, based on the policies outlined below.

While we are glad to drop you from a course in accordance with our policies, please do not intentionally over-subscribe to activities with the expectation that you will drop some of them eventually. 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 4:00 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.

Telephone – 244-9141
Email – olli@illinois.edu