

OLLireg

A step-by-step manual and reference guide on how to register using OLLI's online registration system.

Published for the exclusive use by members of the Osher Lifelong Learning Institute - University of Minnesota.

To contact OLLI UMN, email: olliregb@umn.edu
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How to Register or Renew using OLLIreg


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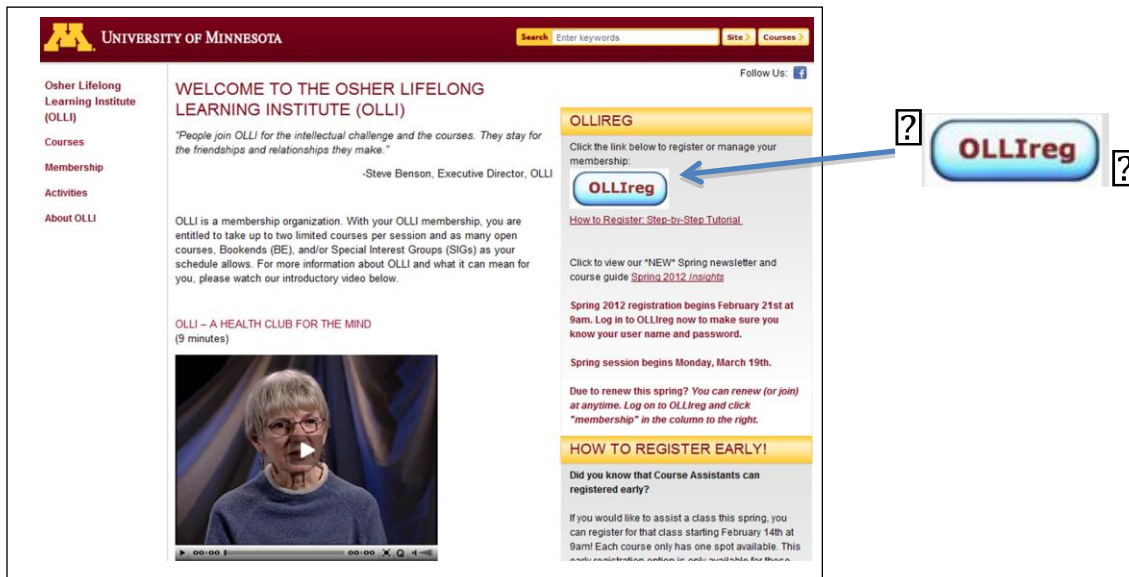
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Finding OLLIreg:

Go to OLLI's homepage at: www.cce.umn.edu/osher-lifelong-learning-institute

Or search for "OLLI MN" using Google search, bing, or other internet search option. The OLLI homepage should be the first option, or one of the first options. Click on the search result that says "Osher Lifelong Learning Institute".

Once on the homepage, click the  button located in the top box on the right side of the page.



The screenshot shows the OLLIreg registration page. The top navigation bar includes the University of Minnesota logo, a search bar, and links for 'Site' and 'Courses'. The main content area is divided into several sections:

- WELCOME TO THE OSHER LIFELONG LEARNING INSTITUTE (OLLI)**: A quote from Steve Benson, Executive Director, OLLI: "People join OLLI for the intellectual challenge and the courses. They stay for the friendships and relationships they make."
- OLLIREG**: A section with a yellow header containing a button labeled "OLLIreg" and a link to "How to Register: Step-by-Step Tutorial".
- HOW TO REGISTER EARLY!**: A section with a yellow header providing information about course assistant registration.

Annotations on the page include a blue arrow pointing to the "OLLIreg" button in the OLLIREG section, and two question marks in boxes pointing to the "OLLIreg" button in the top right corner of the page.

Sign in to OLLIreg:

This will bring you to the OLLIreg sign in page.

You must sign in to your account to register for courses or renew your membership.

- Each member needs to have their own account; however, you may share an email address with another person (i.e. your spouse) as long as each of you has your own username*.
- If you have participated in any OLLI courses or events, or have been on the mailing list prior to Fall 2011, you may already have an account in our system. Email the office at olliregb@umn.edu to request your account sign in information. Please include your full name and what you would like your user name and password to be*.
- All new users (see above bullet statement) must create a new account*. Fill in the requested information to purchase a membership and register for courses.

*please note that user names and passwords must be at least 6-characters, are case sensitive, and user names cannot be an email address.

Member Sign In

Enter your user name and password into the "Existing Account" section.

- User names cannot be an email.
- User name and passwords are case sensitive.
- Type carefully; make sure there are no spaces in either your user name or password.

Create an Account

If you do not have an account, you can create one quickly by entering your information in the "Create New Account"

- User names cannot be an email.
- User names and passwords are case sensitive.
- User names and passwords must be at least 6-characters, are case sensitive, and must not contain any spaces.
- If you have ever taken an OLLI course you have an account in our system. Please contact the office at 612-624-7847

Can't log on?


If you do not know or have forgotten your user name and/or password please email olliregb@umn.edu.

- Be sure to include your full name as well as what you would like your user name and password to be.

For immediate help, use the "forgot your user name or password?" link below the sign in box.

- 1) You will be emailed a new password that you should **copy and paste** into the password box.
- 2) If the information emailed to you does not work, you must email us to have your sign in information verified and/or reset. Email your full name, as well as your desired user name and password to: olliregb@umn.edu.

[Sign In](#) | [View Cart](#) | [Help](#)

 UNIVERSITY OF MINNESOTA

[Find Classes](#) [Course Catalog](#)

You must sign in to your account to register for courses.

To sign in, enter your user name and password into the "Existing Account" section. Please note that your user name is not your email.

If you do not have an account, you can create one quickly by specifying a user name, password, and e-mail address in the "Create New Account" section. Please note that if you have ever taken an OLLI course you have an account in our system.

If you have registered for a class by phone or mail in the past you already have an account setup, if you forgot your user name and/or password, please email olliregb@umn.edu Include your full name as well as what you would like your user name and password to be. We will get back to you ASAP but it may take up to one full business day depending on the volumn of requests we receive.

For immediate help, use the "forgot your user name or password?" link below the sign in box. Copy and paste the password you receive by email into the sign in section. If the information emailed to you does not work, you must email us to have your sign in information reset. Email your full name, as well as your desired user name and password to: olliregb@umn.edu.

*please note that user names and passwords must be at least 6-characters, are case sensitive, and user names can not be an email address.

Sign in to existing account

User name:

Password:

[Forgot your user name or password?](#)

Create new account

User name:

Password:

Retype password:

E-mail:

Retype e-mail:

[Privacy policy](#)

[Terms and conditions](#)

[Return to Course Catalog](#)

[OLLI Home Page](#)

[Course Comment Form](#)

[Course Info Form](#)

Categories

[Limited](#)

[Non-Limited](#)

[Membership](#)

[Course Assistant](#)

OLLI Academic Calendar

2011-2012 Academic Year

Fall Sept. 19 - Nov. 11

Winter Jan. 9 - Feb. 17

Spring Mar 19 - May 11

Summer Begins Week of Jun. 4

Sign in page

OLLreg shopping cart:

Your membership and the courses you register for will be in your cart until you check out. You are not renewed or registered until you complete the check out process and click "purchase" (even if you do not actually owe any money).

*****DO NOT ATTEND COURSES THAT YOU ARE NOT REGISTERED FOR*****

This is a non-negotiable policy. The relationships we have with our community partners is greatly affected when those who are not registered for a course attend. Repeated abuse of course size limits will jeopardize our ability to offer future courses at our community sites which will, in turn, affect the number of classes we are able to offer each session.

You must register for all courses you plan to attend, even "open" courses. If you have selected "Add to Wait List" you are not registered unless you receive a phone call or email confirming your registration.

To find and add membership to cart

- Click on "Membership" in the column to the right.
- Select your membership level (Join or Renew) by clicking on the title.
- Add membership to cart.
- Complete membership join/renewal by clicking "checkout".
- To remove item(s) from cart, click "remove item" in the "Details" column

Attention: Complete membership checkout before registering. You may join or renew at any time. Memberships are good for one year from the time you purchase your membership.

To find and add courses to cart

Search – click the course search option in the gold header

- Find Classes
If you know what you want to register for, use "Find Classes" to search for specific course options using a course number or title.
- Course Catalog
If you want to browse courses by topic, use "Course Catalog"

Add to Cart

- Click on the course/item title.
- To Register for a course or join/renew click "Add To Cart" (or add to wait list if course is full).
- To remove item(s) from cart, click "remove item" in the "Details" column (the column to the furthest right)

Repeat above steps until all courses are added to your cart.

To complete registration -aka- To check out:

Click "Check Out" located below (under) your cart

Check Out Steps (images on next page):

- My Information – verify your contact information
 - To edit click EDIT PROFILE. When all your information is correct, click SAVE CHANGES.
 - If all your information is correct, click NEXT.
- Payment Method – only for memberships or any course fees
 - Choose method of payment from dropdown box.
 - If paying with credit card, enter your card number and expiration date
 - If paying by check, send checks made out to "**University of Minnesota**" to 200 Oak St SE, suite 250, Minneapolis, MN 55455. Checks must be received within 14 days of registration.
- Billing Information – confirm and/or edit billing information
 - If the same: click the check box below and click next.
 - If different: enter your billing information in the fields below and click next.
- Check Out: Purchase – to complete registration/membership you must click PURCHASE
 - Verify your order, your billing address, and your payment information.
 - If all information is correct: click PURCHASE to submit your order.
 - To change information: click "previous" or use the back button to get to the appropriate screen.

All courses are subject to schedule changes and cancellation. You will be notified about course changes via e-mail or by phone

*****DO NOT ATTEND COURSES THAT YOU ARE NOT REGISTERED FOR*****

This is a non-negotiable policy. The relationships we have with our community partners is greatly affected when those who are not registered for a course attend. Repeated abuse of course size limits will jeopardize our ability to offer future courses at our community sites which will, in turn, affect the number of classes we are able to offer each session.

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Example images to follow shortly

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Example images to follow shortly

Frequently Asked Questions

Should I register for my Alternate Courses?

The only time you should register for your alternates is when your first choice courses were full. In other words, if you clicked “add to waitlist” or received that notice for a course, you should register for an alternate course.

What if the courses I want are full, but I don’t know what else to take yet?

Register for the courses you do know that you want and come back to register for any additional courses at a later time. You can log back in to the system and register more than just once.

Do I have to register for each course one at a time?

You need to add the courses you would like to take one at a time to your cart, but you only need to check out (process registration) once.

Think of a shopping cart at the grocery store: you add food to the cart one item at a time until you’ve added all the groceries you need. You then take all the items to the checkout lane all at once. It’s the same concept here, except you’re checking out the courses you want to register for.

What if I want to drop a course I’ve registered for?

You must email the office (olliregb@umn.edu) to drop a course. If you would like switch a course, you can go back into the system and register for the course you would like before we process your drop request. That way if there is a delay on our end you can still register for your desired class before it’s full.

When emailing us, please include your full name and contact information as well as the name and number of the course you would like to drop.

Will I get a paper confirmation of my courses?

You will receive an email confirmation. You can print this confirmation out if you would like a printed copy. Thank you for keeping OLLI’s supplies and postage costs down.

What if I want to register online, but I don’t want to pay fees with a credit card?

OLLireg allows you to “pay by check”. Simple select your method of payment at the select payment screen. If you select that you will pay by check we will need to receive payment within 10-days or you may lose your spot in the course. Make checks out to: U of M and mail to: OLLI 200 Oak St. SE, Suite 250, Minneapolis, MN 5545

What should I do if I don't see an "add to cart" or "add to waitlist" button?

First, check to make sure you're signed in. You can do this by looking above the red header bar. To the left you should see Welcome, [your name]. Sign in by clicking the "sign in" link on the right side of the screen above the red header bar. If someone else is signed in, sign the out so you can sign in by clicking "sign out" to the right above the red header bar.

If you are signed in and you still don't have an "add to cart/waitlist" option, make sure you are not due to renew. You can do this by looking in the history section in the "my account" link located above the red header bar and to the right. If you are up to date with your membership dues, contact our office so we can look into the situation for you. In this case, it's best to call: 612-624-7847.

When is the earliest time I can register?

Registration always begins at 9am on the day of registration, not midnight. The earliest anyone can register is at 9am the first day of registration, even those who send their registrations in by postal mail will not being to be processed until 9am on the first day of registration.

I'm traveling during registration, can I register early?

No. No one can register before 9am (CST) on the first day of registration. Check out the options you do have available to you:

The great thing about having an online registration system is that OLLIreg can be accessed anywhere in the world as long as you have internet access. The process is exactly the same: go to the OLLI homepage, click "OLLIreg" and sign in. Many cafés have computers and access to the internet available for use/rental, as well as libraries or possibly even check with friends in the area.

If you will not have access to internet, you can mail your registration in. The registration will be processed as any other mail-in registration. We will not give those who are traveling any special advantages.

Please note that we never take registrations via email, so plan ahead and mail your registration in before you leave.

When should I renew my membership or when should I join OLLI?

Please renew or join before the first day of registration. You can renew or join at anytime using OLLIreg. You may, of course, renew or join on the first day of registration (or any day after), but be aware that you will not be able to register for any classes until your membership has been paid.

I was a guest member, where is the full-year membership with the \$75 guest-fee reduction?

You have to call the office so we can help you process your full membership. Once you are a full member you can renew on OLLIreg just like everyone else.

If I can't remember my user name or password can I just create a new account?

No. For starters, the new account won't have record that you are a member and you will not be able to register for any classes. The best way to avoid this altogether is to try logging in before the first day of registration. If you cannot remember your user name or password, contact the OLLI office at olliregb@umn.edu. Please include your full name, contact information and what you think/want your user name and password to be.

I'm a new member and have never used OLLIreg, but when I try to create an account it says that I am also a user. What should I do?

This probably means that you were carried over from our old system which had both members and mailing list recipients in the same database. When your information was added to OLLIreg, you were assigned a user name and password. Please contact the office so we can help you. In this case, it's best to call: 612-624-7847.

I share the same email with another OLLI member; can we both have the same email in OLLIreg?

Yes! You can change your email address at anytime using the "my account" link located to the right above the red header bar. Edit the email address in your "Profile" section. The only rule when sharing an email is that you each need your own (different) user name.

Where are the maps to the course location sites?

If you click on the course location name in either the course description or on your order in the "history" section (located in the "my account" section) a Google map will load. You can then find specific directions to the location from your house by clicking the "get directions" button to the left of the map.

Why does the course I am waitlisted on show up in my confirmation? Am I registered?

You will receive confirmation of all the courses you have added to your cart, both registered and wait list. Pay attention to the course status. Any courses marked as "waitlist" you are not registered for unless you receive an email or phone call from the office notifying you that there is a spot available.

Why are you forcing me to use this system?

We hope that you will stick with OLLIreg through the learning curve (it does get easier, even if you are a self-proclaimed “luddite”). However, if you are simply unable to register online, please follow the directions in the course guide for how to register by mail. We completely understand that computers are not for everyone and that is why we still, and will continue to welcome registrations by mail.

A big thank you to those of you who use OLLIreg- you really help reduce the workload so we can register those who can't register online faster and more efficiently.

How can I register for a scholarship?

You must request a scholarship from the office. Scholarships can never be processed through OLLIreg.

What if I forgot my password?

Please read the detailed information about forgotten passwords on page 5 of this guide. If you have received password help from the office before, just contact us again rather than use the “forgot password” link.

What can I do if I still need more help?

We offer walk-in clinics in the OLLI classroom the first day of registration. An OLLI volunteer (and peer!) will help you learn how to register for your classes. If you can't make it to the U of M campus, you may email or call the office anytime during non-registration times. We will help get you set up and walk you through any questions you still might have. If you need help during registration you may contact us via email or phone, however, we cannot guarantee we will be able to answer your questions right away.

I figured it out! How can I help other OLLIs with OLLIreg?

Hooray - You can now register and use OLLIreg! If you would like to help other oLLIs who are having trouble with OLLIreg, please consider volunteering in our office. We need members like you who are willing to lend some of their new found expertise to other OLLIs, especially during registration. Please contact 612-624-7847 and let us know you would like to help!

Was this guide helpful? Email olliregb@umn.edu if you have any ideas on how to make this guide even better or to offer any suggestions that would make it easier for you and/or other OLLIs to understand.