Tips for Successful Online Registration with OLLI

Because OLLI at NC State is a membership organization, registering online is a bit more complicated than shopping online. Terminology is similar – you “add to your cart” and “check out,” but you must also have a current OLLI membership to successfully register. This system is idiosyncratic and not particularly intuitive, but if you follow this tip sheet, it’s pretty easy to use. This tip sheet provides information on the EASIEST way to register. Once you master the basics, online registration will be the quickest way to register, with almost immediate confirmation of your registration. You will also be able to use your student profile that will allow you to check your schedule, view your enrollment history, and update your membership information.

Getting Started
Your experience will be best if you use Google Chrome or Mozilla Firefox as your browser. Whether you use an Apple product or PC, we recommend you use one of those browsers. Both Firefox and Chrome can be downloaded for free from the internet.

You must have an email address unique to you in order to register online. So if you currently share an address with a spouse, you will need to create a new one to register online. Both Gmail and Yahoo, for example, allow you to create a free unique email address.

OLLI’s web address is ncsu.edu/olli.

Don’t log in to the system until you are ready to check out.

Choosing Courses
The easiest way to register is to look at the alphabetical list of courses (“Browse Offerings”), click on a course that interests you, add to cart button ← twice (back arrow in the upper left corner of your browser) to return to the list of courses.
(Do NOT choose “keep shopping” or “search again” since those options take you to a search page that will make this more complicated.)

Each time you wish to add a class, click on a course > choose a section > add to cart > use back browser arrow on your browser to return to list of courses > repeat.
Repeat until you are ready to check out. If you see “Join Wait List” rather than “Add to Cart” that means that course is full.

Study trips and lectures will be designated as such at the start of the title.

Membership: Be aware that an option to purchase an annual OLLI membership will be associated with most OLLI offerings. Once you have paid membership for a program year (August 1-July 30), you are all set for subsequent registrations during that program year. Make sure you do not select a membership as you are already a member. If that happens, go back and unselect the membership option before checking out or you will be charged for another membership.
Some OLLI lectures will have member and nonmember fee options. Make sure you choose the correct fee; the member fee will always be the cheaper fee. You will be responsible for what you have selected. If you select the wrong fee, we can’t issue a refund. There will be some events or lectures that are open to both members and nonmembers for the same fee, which might be described as a “nonmember” fee. If there is only one choice, choose the nonmember fee.

**Checking Out**
When you have finished selecting the classes you want to purchase, choose the “continue checkout” button to proceed to checkout.

If you have been an OLLI member or received information from OLLI, an account already exists for you. If you do not know your User Name or Password, choose “Forgot User Name” and the system will send you an email with your User Name. Open a second window to check your email and get your User Name. Go back to the first window and choose “Forgot Password” and the system will send you an email with your Password. Open a second window to check your email and get your Password. Please make a note of your User Name and Password; they are both case sensitive.

Do Not choose New User, this will create a duplicate profile/account. Your OLLI paid membership is connected to your profile and problems quickly arise if you set up a new profile/account when one already exists.

Your profile page will show a section for your current password and two boxes for new passwords. The system **IS NOT** asking you to change your password so do not enter anything in the box.

**Tip for Easy Check out:** Although we suggest you navigate the website using the back arrow in your browser window as you keep adding courses to your cart, once you are have moved on to the check out and log in page, do not use the back arrow in your browser window; use the back button that appears on the page. This is especially important when completing a purchase of courses.

**Blue Boxes:** If a blue box pops up when checking out, these are informational. You can continue to check out even if it sounds like you are being stopped. The software might consider something a warning, even if it’s not an issue for OLLI registration.

**Double-check your choices before entering credit card info!** The system will not stop you from registering for classes, trips and events that overlap in time. This is intentional since we know members sometimes like to register for a study trip that might occur during one of the sessions of a six week class. You are responsible for checking your schedule before checking out to ensure classes, lectures, and trips do not overlap. If you need to switch after registration, drop and transfer fees will apply.

**Other Useful Information**

- We recommend using the latest version of Firebox or Chrome. You can also use Internet Explorer, Safari, or a smartphone, but the software isn’t optimized for these systems. If you use a smartphone, certain options and confirmations that you receive using a computer will not occur when using your smartphone. If you use Safari, when you start the payment process, you may get an ‘error’ message saying that your computer did not accept cookies and it must accept them in order to register. If this happens, go to ‘preferences’ in the ‘Safari’ menu, and select ‘privacy’ and then check off ‘always’ accept cookies. (You can go back and change after registering.)
• Your browser needs to allow pop-ups and accept “cookies” in order for you to register online. Choose the default medium setting, or temporarily accept pop-ups and cookies (also sometimes called “enabled” cookies). We have found that members with the highest security settings have encountered difficulty at check out. Please note this is a very secure site, with the entire site set up as “https,” and you’ll see whatever your browser uses to denote that high security (usually a padlock icon).

• Finally, don’t be surprised at how quickly you will be enrolled and registered online! Your confirmation will come from ContinuingEducation@ncsu.edu. The time between when you do your final checkout and when you receive a confirming email and receipt will be a matter of minutes. You may want to add ContinuingEducation@ncsu.edu to your email address book to ensure messages from the system do not go to your spam folder. If you do not receive a receipt via email, call the office and we can send you a copy.

• Be aware that when you later receive a statement from your credit card company, this transaction will be listed as a charge from NCSU Destiny INT (Destiny is the name of the software company).

Updated 11/7/16