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 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 or partner, 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
There are two ways to search for courses:
1) **Browse Offerings** will take you to a list of courses, sorted by course number.

You can go down the list, click on a course that interests you, click on **Add to Cart** and then use your browser’s “back” button to return to the list of courses. (In Chrome, it is an arrow in the upper left corner of your browser.)

2) **Search using the magnifying glass icon** from the main menu:
This allows you to search by day of the week, by term, by instructor, etc.
To see a list of OLLI courses in alphabetical order, click the + button next to “McKimmon Center for Extension and Continuing Education” and then click the “Osher Lifelong Learning Institute” box:

Subject Area or Program:
- □ McKimmon Center for Extension and Continuing Education
- □ Customized Contractual Education
- □ Office of Professional Development
- □ Osher Lifelong Learning Institute
- □ Technology Training Solutions

Scroll down and make sure you select “Search for all courses”:
Then click on

Search

This will provide an alphabetical list.
To return to the alpha list, choose the “Search Results” option at the top of the page:

Search Results | Search Again

If you see “Join Wait List” rather than “Add to Cart” that means the 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.

Some OLLI lectures will have member and nonmember fee options. If you are a member, 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 “checkout” button

Checkout

If you have been an OLLI member or have received communications from OLLI, **an account already exists for you.** Do **Not** choose New User, this will create a duplicate profile/account and problems quickly arise if you set up a new profile/account when one already exists.
It is important that you do not set up a different account, but instead follow these directions.
CLICK On *Forgot User Name* and you will be prompted to enter your email address. Check for an email from *ContinuingEducation@ncsu.edu* and make a note of your User Name.

If you encounter any issues, please call Vanessa at 919-515-5783. Do not call the 919-515-2261 number that will display in the blue box on the screen.

Next click on *Forgot Password* and you will be prompted to enter your User Name. Check for an email from *ContinuingEducation@ncsu.edu* and in the email you can click on the link to reset your password.

Please note: the clickable link will only be good for 30 minutes. Your password must consist of a mix of upper and lower case letters, a special character and at least one number.

Once you get to the checkout page, if your membership is not current, you will get a prompt to add a membership to your cart. Look below the warning message and check the box in the Other Fees section that you see in the first course in your cart. Do this only ONCE, even though the option will appear for all of the courses that you have in your cart. If you encounter any issues, call us at 919-515-5783, not the generic number that appears on that page.

**Tip for Easy Checkout:**
- The system is time sensitive. Users who do a lot of adding items to cart and then removing items from cart might encounter checkout issues.
- Two people using the same computer and registering one right after the other should clear their cache. An easy way to do this on PCs is to hold the CTRL button while also pressing F5.
- Once you have moved on to the checkout and log in phase, do not use the back arrow in your browser window; use the back button that appears on the page.

**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. Red boxes mean that some kind of action needs to be taken before you can proceed.

**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 Firefox 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 11/12/20