

Frequently Asked Questions

Q: *How do I make my registration day as smooth as possible? I want to get into my favorite class!*

A: Take action early. Get your password and review your account, updating contact info as needed. **Email staff any change to your email address as this affects your account access.** Temporarily jot down your password so you have it ready to go on registration day. Go through the membership renewal process to refamiliarize yourself with the system; if you don't need to renew, logout before making payment. Contact staff with any issues well in advance of the first day of course registration. On that day limited phone support will be available from volunteers.

Q: *I forgot my password!*

A: Go to our website. Under **Quick Links**, select **Member Account Manager**. At the top of the page, select **Log In**. Under **Returning Members**, select the link **Don't know your password?** then enter your email address and select **Submit**. You will receive an email message from Encore Learning entitled Password Recovery. If you don't receive this message, please check your spam filter. Staff will be unable to assist in password resets on the first day of registration. We highly recommend verifying your password well ahead of this busy period.

Q: *I can't login! I keep getting this error message: User does not exist, login failed.*

A: You have typed in an email address that is not recognized by the system — it could be a typo or it could be that your email has changed since you last logged into the system. Email staff using your preferred email address and include your full name and contact information. Staff will update your email address during office hours and send confirmation by email. Staff will not be able to process email changes on the first day of registration. We highly recommend verifying your email address well ahead of this busy period.

Q: *I cannot see Register buttons for the courses. Where are they?*

A: While you may log in to your account early on registration day, course registration is not available until 10 a.m. Before registration opens, courses will appear on the Quick Pick List but the Select boxes display "Read Only". After registration opens, the Select boxes on the Quick Pick List are active.

Q: *What is the waitlist process?*

A: Once you add a course to your Shopping Cart, it will show as waitlisted if the course is already fully enrolled. The course fee will display as zero as there is no cost to join a waitlist. You must complete the registration process even if you are not required to pay. Please continue until your screen displays "YOUR REGISTRATION IS COMPLETE!" or you will lose your place on the waitlist. Encore Learning staff will notify you if space becomes available.

Q: *Explain the 20-minute limit.*

A: Once you add the first item to your cart, you have exactly 20 minutes to complete payment before your cart is emptied and those seats become available to others.

Q: *I'm registering for my partner as well as myself. How do I do this?*

A: All memberships are individual. Each member has a unique email username and a password. To register for someone else online, log out of your account then log into their account. Note that payment may be made from anyone's credit card (e.g., Jane Doe may pay for John Galt so long as the billing info matches Jane Doe). Transfers between members are not available so do not register for someone else under your own account. If you have trouble with the second registration, clear your cache and try again.

Q: *I cannot find my membership/registration/course media/waitlist status.*

A: You can look up all your records online and print whatever you need. Simply log in to your account to access: your membership expiration date and contact info; invoices/confirmations for registrations, events, waitlists; your current class and event schedule (including waitlist status); class media provided by your instructor, etc. On the **My Account** page, scroll down to view instructions on which tab to select. Your info is available 24/7 which is especially useful during tax season when you wish to deduct membership fees and donations made to Encore Learning. Our Tax ID is printed on every receipt.

Q: *I will be registering from a public computer at the library. Is that an issue?*

A: All online payments are made with credit cards. Registering from a public computer is not recommended because of the possibility that malicious software may capture your credit card information.

Frequently Asked Questions *continued*

Q: *I prefer to register for membership or courses by check. What are the implications?*

A: This method is NOT recommended for those who wish to know immediately if they have been registered or for those who anticipate a desired course filling quickly. You may send in your registration form with check payment as early as you wish. Use one check and one registration form per member. All forms received by February 5 will be entered in random order by our staff beginning at 10 a.m. on February 5 and in the order received thereafter. Those who play the odds and register both online and via paper slow the process for everyone. After mailing in a paper registration, if you decide to register online instead, confirm this with staff prior to the first day of registration. Paper registrations for members who already registered for their course online will be marked as such and the duplicate course fees forfeited.

Q: *What about refunds?*

A: Membership fees are nonrefundable. Course fee refunds are subject to circumstances and timing; see **REFUNDS AND TRANSFERS** on page 7 for a full explanation. Refunds are made to the payer's credit card if enrollment was completed online or via check if payment was made via check.

MORE QUESTIONS?

Check our Frequently Asked Questions at www.EncoreLearning.net or contact the Encore Learning staff: 703-228-2144 or Info@EncoreLearning.net

Our office at the Syphax Education Center is staffed during the academic year Monday through Friday from 10 a.m. to 2 p.m., excluding posted holidays. Always call ahead for an appointment if you require a face-to-face meeting.