1. **How can I enroll in OLLI?**
   There are three ways to enroll in OLLI for the Spring term. *(Exception: Summer Session does not allow mail-in enrollments.)*
   i. **Online** by logging into your web account at [www.ce.uci.edu/olli/](http://www.ce.uci.edu/olli/)
   ii. **By Phone** with a Student Services representative at (949) 824-5414 available Monday through Friday, 9:00 AM – 4:00 PM.
   iii. **By Mail** with your enrollment form filled out completely, mailed to:
       UC Irvine Division of Continuing Education
       Student Services Office
       510 E. Peltason Dr.
       Irvine, CA 92616

2. **Where do I go for help if I am having trouble creating a web account?**
   A web account is needed to enroll online. Student Services can assist you in creating a web account and answer additional questions you may have. They can be reached at (949) 824-5414 Monday through Friday between 9:00 AM – 4:00 PM.

3. **Am I required to give my Social Security number when I create an online account?**
   A Social Security Number and birthdate are necessary to create a web account. This information is used to verify an individual’s identity and to ensure that duplicate records are not created. If you choose not to provide your SSN, but still wish to create a web account, contact Student Services who will create the web account on your behalf. They can be reached at (949) 824-5414 Monday through Friday between 9:00 AM – 4:00 PM.

4. **I created a web account through the OLLI website. Am I now a member?**
   No, creating a web account does not automatically sign you up for membership. You will need to add the membership to your cart and make payment during registration.
5. Can I log into the OLLI Remote Learning Center using my web account credentials?
No. The web account is only used to pay for a membership in our program and to register for classes. The OLLI Remote Learning Center is used to view live and pre-recorded class lectures. You must be a paid member of OLLI to access the OLLI Remote Learning Center and to view the class lectures. You cannot use your web account credentials to log into the OLLI Remote Learning Center. After you become a paid member, you will be given access the OLLI Remote Learning Center. An account is required to use the Remote Learning Center. You will need a Membership ID number to get started. To request your Membership ID number, email us at olli@uci.edu, Monday through Friday, 9 AM – 4 PM. Once you have your Membership ID number, go to https://olli.ce.uci.edu/ to create an account for the Remote Learning Center.

6. What is included in the membership?
Unlimited courses based upon space availability. Additionally, you may enroll in unlimited special events based upon space availability. In addition to the membership fee, you pay a fee for each special event.

7. Are there refunds for memberships?
There are no refunds for memberships as it is a non-refundable fee.

8. Are there refunds for special events?
Enrollees may cancel out of an event more than 30 days before the event and receive a full refund of the event price (less a $15 administrative fee). Enrollees may cancel out of an event less than 30 days before the event and receive a full refund of the event price (less a $15 administrative fee) if there is a wait list for the event and if the facilitator can find a replacement from the wait list. Enrollees unable to attend an event are welcome to arrange for a substitute. Payment will be handled between the enrollee and the substitute. It is the responsibility of the enrollee to contact the event facilitator with the information about the substitute. UCI Drama performances and events $15 or less are not refundable.
8. I only want to attend a special event. Do I have to sign up and become a member?
   No, for Fall and Spring semesters, you do not have to pay for membership if you are only attending special events. For Fall and Spring semesters, you are required to pay the fee for the special event. Non-OLLI members cannot enroll in a special event using the online registration method. If you are not a member, and you want to enroll in a special event, contact Student Services at (949) 824-5414 Monday through Friday between 9:00 AM – 4:00 PM.

9. I am waitlisted in a course. How will I know if there is space available for me to enroll? You will be notified by email if space becomes available.

10. Can I sign up and pay for my guest as a member?
    Yes. As long as you can provide us with the basic contact information (Full Name, D.O.B, Mailing Address, Phone Number, Email), we can create a record, register them, and take payment. Contact Student Services at (949) 824-5414 Monday through Friday between 9:00 AM – 4:00 PM.

11. How can I cancel or drop a course?
    Email the OLLI Office at olli@uci.edu or logon to your account on the website.

12. How can I add additional courses?
    If you enrolled online, you may go back online and add additional courses. If you originally registered by phone or by mail, call Student Services at (949) 824-5414 Monday through Friday between 9:00 AM – 4:00 PM.