1. **How can I enroll in OLLI?**
   There are **three** ways to register for OLLI courses:
   
   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 Affairs & Student Services representative at (949) 824-5414; available Monday through Thursday, 9:00 AM – 4:00 PM.
   
   iii. **By Mail (Spring & Fall terms only)** with your completed enrollment form mailed to:
       
       UC Irvine Division of Continuing Education
       Student Affairs & Student Services Office
       P.O. Box 6050
       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 register online. Student Affairs & Student Services can assist you in creating a web account and answering additional questions you may have. They can be reached at (949) 824-5414, Monday through Thursday, between 9:00AM and 4:00PM.

3. **Am I required to give my Social Security number when I create an online account?**
   A Social Security Number and D.O.B. 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 Affairs & Student Services who can create the web account on your behalf. They can be reached at (949) 824-5414, Monday through Thursday, between 9:00AM and 4:00PM.

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, with a new account that includes a Membership ID number. To request your Membership ID number, email us at olli@uci.edu or call the OLLI office at 949-451-1403, Monday through
Friday, between 9:00AM and 4:00PM. 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?**
As a member, you are eligible to register for an unlimited number of courses and special events, based upon space availability. As special events include a separate fee, you will need to make payment for each special event you register for in addition to the membership fee.

*Note: due to COVID-19, OLLI special events have been suspended until further notice.*

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?**
*More than 30 days out: Enrollees may request to cancel out of an event and receive a full refund of the event price, minus a $15 administrative fee.*

*Less than 30 days out: Enrollees may request to cancel out of an event and receive a full refund of the event price, minus a $15 administrative fee, *if*...

1) There is a wait list for the event; and
2) 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 are not refundable.**

8. I want to only 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 Affairs & Student Services at (949) 824-5414, Monday through Thursday, between 9:00AM and 4:00PM.

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 from the OLLI office if space becomes available.

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

11. **How can I cancel or drop a course?**
   Contact the course or special event facilitator listed in the catalog or 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 Affairs & Student Services at (949) 824-5414, Monday through Thursday, between 9:00AM and 4:00PM.