

## OLLI Registration Help

### 1. How can I enroll?

Three methods for enrollment: Online, by phone, or mail

- a. Online: If you are enrolling online for the first time, you will need to [Create an Online Account](#). Please note, spouses/couples cannot share an account, each member is required to have their own account with their own email address on file.
  - After logging into your account, navigate to the [OLLI courses](#) page, and add your courses to your cart. Please keep in mind, once you begin adding courses to your cart, you only have 20 minutes to complete your transaction.
  - Follow the directions for enrolling online until you receive your confirmation of enrollment. You may use VISA, MASTERCARD, or AMERICAN EXPRESS for payment.
- b. By phone: Call Student Services at [\(949\) 824-1010](tel:949-824-1010). Please have your list of course titles and course numbers ready to give to the Student Services representative.
  - UC Irvine does not collect credit card numbers over the phone. After providing your registration information, the Student Services representative will email you a link to pay for your membership.
- c. By mail: Pick up an enrollment form from the OLLI classroom or print one from the website.
  - Please make checks payable to the **UC Regents**. Please send a separate check and enrollment form for each person registering.
  - Send completed forms to:  
OLLI/DCE Student Services  
UC Irvine Division of Continuing Education  
510 E Peltason Dr., Suite 4100  
Irvine, CA 92697

### 2. Where do I go for help if I am having trouble creating a web account?

- a. Student Services can assist you in creating a web account and answer additional questions you may have. They can be reached at: (949) 824-1010 Monday through Friday, 9:00 AM – 4:00 PM.

**3. Am I required to give my Social Security number when creating an online account?**

- a. 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) 824-1010 Monday through Friday, 9:00 AM – 4:00 PM.

**4. I created a web account through the OLLI website, am I a member now?**

- a. 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 your payment during registration.

**5. Can I log into the OLLI Remote Learning Center using my web account credentials?**

- a. The ORLC is a separate account from your UCI-DCE online account. Your UCI-DCE account is only used to pay for your membership and selecting classes or special events.

**6. Are there refunds for memberships?**

- a. There are no refunds for memberships.

**7. Are there refunds for special events?**

- a. Refunds for events and trips (less a \$15 administrative fee) can be made ONLY if:
  - The trip is sold out.
  - The facilitator can find a replacement from the waitlist.
  - And, you cancel at least two weeks in advance.
  - There are no refunds for UC Irvine performances.

**8. I only want to attend a special event. Do I have to sign up and become a member?**

- a. Non-members are welcome to register for special events, however, they have to call Student Services to register: (949) 824-1010 Monday through Friday, 9:00 AM – 4:00 PM.

**9. I am waitlisted in a course/special event. How will I know if there is space available for me to enroll?**

- a. You will be notified by either email or phone call if space becomes available.

**10. How can I add or drop a course?**

- a. To add: you can log into your online account and enroll in additional courses there or email [olli@uci.edu](mailto:olli@uci.edu)
- b. To drop: please email [olli@uci.edu](mailto:olli@uci.edu) of what courses you would like to drop.

**DCE-Student Services: (949) 824-1010**

**OLLI Office : (949) 451-1403**