Troubleshooting & FAQs
Fall 2025 Registration

Why won't the system accept my user name and password?

- **User name and/or password are incorrect**
  - *Typo?* Try again: user name is not case sensitive; password is case sensitive
  - *Forgot?* Click 'Forgot?' for a reminder of your user name and/or to reset your password

- **You are using a login from Fall 2023 or earlier**
  - **Unknown login** – This site is a new registration platform. It does not recognize logins that were created before January 1, 2024. *Remedy:* 'Create a New Account'
  - **Right page, wrong data box** – When creating a New Account, look closely at the "Sign In or Create an Account" page. *Remedy:* Be sure to enter your new user name and password in the right-most box titled 'Create an Account' (NOT the 'Sign In')

Why can't I select any courses? Where is the 'Add to Cart' button?

- **Be sure you are signed in:** Look for "Welcome, Member" on the home page just below the large horizontal photo

- **You didn't put 'Membership' in your cart <u>FIRST</u>:** Until membership is in your cart, the system will not display the 'Add to Cart' button for courses you are trying to select. Here's the remedy:
  - Return to the home page
  - Click 'Register' (from the "Get Started" section)
  - This will take to you the page to add 'Membership.' Click 'Add to Cart'
  - Now you can search and add courses to your cart
  - Once you have finished selecting classes, click 'Check Out.' This is where you will pay the membership fee ($200), Lessons & Luminations fees (vary) and have the option to make a tax-deductible cash gift to the Osher Impact Fund

- **Registration isn't open yet:** Check back on Fri, August 1 at 8:00 am; or registration has closed: Registration closes on August 13 at 5 pm to process the early registration lottery, and will reopen for regular registration on August 26

How do I pay for a course that requires an additional fee?

- Event fees for Osher's Lessons & Luminations (L&L) fundraising events are immediately payable when you select the event and check out
- Fees for regular (non-L&L) courses, where applicable, are not charged until you are confirmed with a seat in the class, i.e., post-lottery. Once confirmed, the fee is immediately due to hold your seat in the class
- Event fees and additional fees for materials, etc. are nonrefundable

Do I need an Osher parking permit?

- You need a 2025-26 permit if you park at the School of Education and other select campus locations, and/or visit the Osher office in Boswell Hall, and/or use an ADA license plate/placard to park in handicapped or faculty/staff spaces on campus. If you bought a permit in Fall 2024, Spring or Summer 2025, it has expired. During early registration, you can buy and register for a 2025-26 permit online. After August 13, you can buy one at Parking Services in Campus Center for $17. Click here for the registration form.

When will I get my course schedule?

- Early registrants will be emailed their schedules by 5 pm on August 25. You can also check (and print) your course schedule by visiting LearnAtOsher.wm.edu after August 25. Sign in. Click Account. Click My Classes. You can view or print your full schedule, as well as retrieve the link for any Zoom class(es) you are enrolled in.

When will I get my name badge?

- By September 3 via email
- Please print it out, cut it to size, and bring it to your first class
- Plastic name badge holders and lanyards are available at the Osher office

I read that Zoom participants need to identify their devices to be able to participate in online classes. How do I name my laptop, tablet, phone?

- The Zoom app allows you to rename your device for the purpose of the class.

I have other questions. What's the best way to reach you?

Osher office hours are M-F, 10 a.m. to 4 p.m., although we may not be immediately available because we are often on campus setting up classes. Phone messages to 757-221-1506 are generally returned within 1 business day. For the fastest response, please send a detailed email to osher@wm.edu

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