



Troubleshooting & FAQs

Spring 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 photo of the Wren Building
- **You didn't put 'Membership' in your cart FIRST:** 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 (\$175), Lessons & Luminations fees (vary) and have the option to make a tax-deductible cash gift to the Osher Impact Fund – matched dollar-for-dollar January 3-15!
- **Registration isn't open yet:** Check back on Friday, January 24 at 8:00 am

- **Registration has closed:** Early registration closes at 5 pm SHARP! on Wednesday, January 15. Online registration and parking (if buying) must have cleared through check out and payment processing; paper membership and parking (if buying) forms must be **in the Osher office** by the cutoff –complete, signed, with a check payable to William & Mary for membership (\$175) and any Lessons & Luminations fees

How do I pay for a course with 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 charged only when you are confirmed with a seat in the class. For Spring, the only class with an additional materials/transportation fee is the Civil War Battle of Williamsburg class and battleground tour
- You may pay the additional fee online with a credit card or bring a check to the Osher office (make checks payable to William & Mary)
- Event fees and additional fees for materials, etc. are nonrefundable

How many Lessons & Luminations events may I request?

- One, two, three, or all! L&L events are not included in the lottery and do not count against the maximum course load of 16 courses total (no more than 8 mult-session)

I requested a seat at Lunch with George & Martha Washington.

How do I choose an entrée? When will I know if I can bring a guest?

- You can purchase your seat at the luncheon as soon as February 3 and up to February 10 (or the event fills). Payment is due immediately and confirms your seat.
- You may bring a single non-member guest (no children, please) at the same time you register (at a higher price point). Just add the luncheon to your cart, then search for “Lunch Guest” and add the guest version to your cart. Your seats are confirmed when you checkout and pay
- We will email you about in early February for your entrée choice. If you are bringing a guest, we will also ask you for their name and their entrée selection
- We will be posting the 3-course lunch menu with an American wine toast on the website shortly (entrées include *apple cider brined pork tenderloin, pan-roasted striped bass, or celeriac and wild mushroom gratin*)

Do I need an Osher parking permit?

- You need a 2024-25 permit if you park at the School of Education, visit the Osher office in Boswell Hall, 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, it's valid through August 2025. Otherwise, you can purchase one at Parking Services in Campus Center.

When will I get my course schedule?

- Early registrants will receive their Spring class schedule no later than Friday, January 24, end of day, via email

When will I get my name badge?

- About one week prior to the start of the semester
- 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 and a few will be available in Campus Center classrooms

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?

For a faster response, please send a detailed email to osher@wm.edu

More Registration Assistance:

- In-Person Help Desk (Jan 6, 8 & 10 from 10a-12p, at Campus Center, Colonial Echo)
- Quick Start Guide (under "Resources" at LearnAtOsher.wm.edu)
- Troubleshooting & FAQs (under "Resources" at LearnAtOsher.wm.edu)

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