

Registration Frequently Asked Questions

Q: *How do I make my registration day as smooth as possible? I want to get into my favorite class!*

A: Take action early. Get your password and review your account, updating contact info as needed. **Email staff any change to your email address as this affects your account access.** Temporarily jot down your password so you have it ready to go on registration day. Go through the membership renewal process to refamiliarize yourself with the system; if you don't need to renew, logout before making payment. Contact staff with any issues well in advance of the first day of course registration.

Q: *I forgot my password!*

A: Go to our website. Under **Quick Links**, select **Member Login**. Under **Returning Members**, select the link **Forgot your password?** then enter your email address and select **Submit**. You will receive an email message from us entitled Password Recovery. If you don't receive this message, please check your spam filter. Staff will be unable to assist in password resets on the first day of registration. We highly recommend verifying your password well ahead of this busy period.

Note: If you type in the wrong password three times, the system will lock you out for 30 minutes. If you're not sure of your password, request a reset before you try three times. Resetting your password is very easy.

Q: *I can't login! I keep getting this error message: User does not exist, login failed.*

A: You have typed in an email address that is not recognized by the system—it could be a typo or it could be that your email has changed since you last logged into the system. Email staff using your preferred email address and include your full name and contact information. Staff will update your email address during office hours and send confirmation by email. Staff will not be able to process email changes on the first day of registration. We highly recommend verifying your email address well ahead of this busy period.

Q: *I cannot see Register buttons for the courses. Where are they?*

A: While you may log in to your account early on registration day, course registration is not available until 10:00 AM. Before registration opens, courses will appear as Read Only. After registration opens, you may select Register.

Q: *What is the waitlist process?*

A: Once you add a course to your Shopping Cart, it will show as waitlisted if the course is already fully enrolled upon checkout. The course fee will display as zero as there is no cost to join a waitlist. You must complete the registration process even if you are not required to pay. Please continue until your screen displays "YOUR REGISTRATION IS COMPLETE!" or you will lose your place on the waitlist. Encore Learning staff will notify you if space becomes available and you will be given a time to submit your payment.

Q: *Explain the 20-minute limit.*

A: Once you add the first item to your cart, you have exactly 20 minutes to complete payment before your cart is emptied and you must start over.

Note: This does not mean that once you put a course in your cart that you are enrolled in the course. Some courses sell out almost instantaneously. We recommend that you check out as soon as possible to help avoid being placed on the waitlist. You will not know if you are enrolled or on a waitlist until you complete checkout.

Q: *I'm registering for my partner as well as myself. How do I do this?*

A: All memberships are individual. Each member has a unique email username and a password. To register for someone else online, log out of your account then log into their account. Note that payment may be made from anyone's credit card (e.g., Jane Doe may pay for John Galt so long as the billing info matches Jane Doe). Transfers between members are not available so do not register for someone else under your own account. If you have trouble with the second registration, clear your cache and try again.

Frequently Asked Questions

Q: *I cannot find my membership/registration/course materials/waitlist status.*

A: You can look up all your records online and print whatever you need. Simply log in to your account to access: your membership expiration date and contact info; invoices/confirmations for registrations, events, waitlists; your current class and event schedule (including waitlist status); course materials provided by your instructor, etc.

On the **My Account** page, scroll down to view instructions on which tab to select. Your info is available 24/7 which is especially useful during tax season when you may wish to deduct membership fees and donations made to Encore Learning. Our Tax ID is printed on every receipt.

Q: *I prefer to register for membership or courses by check.*

A: Unfortunately due to the pandemic, we cannot accept paper registrations or checks. All registration and payment will take place online.

Q: *What about refunds?*

A: Members successfully registered in a course may choose between full refund of the course registration fee or transfer to an alternate open course in the following cases:

- The selected course is cancelled for any reason;
- The course's published schedule or location is changed prior to the course start date, and the member is unable to attend because of the change; or
- Encore Learning receives an email (to info@encorelearning.net) with a withdrawal or transfer request from the member within 24 hours of the first class session start time. Withdrawal requests received more than 24 hours after the first class session start time but within five working days after the first class session of the course may specify either refund of the course fee minus a \$10 service charge or transfer to an alternate open course; no refund or transfer is available after that period.

Courses that do not meet their minimum enrollment (at least 10 students) at least one week prior to the course start date will be cancelled. If withdrawals occurring after the course start date result in enrollment below the indicated minimum, the course may be cancelled.

Refunds are made to the payer's credit card.

This information can also be found on our website under [Registration Policy and Procedures](#).

MORE QUESTIONS?

Check our Frequently Asked Questions on Member Account Manager and at www.EncoreLearning.net or contact the Encore Learning staff: 703-228-2144 or info@encorelearning.net

Our office is staffed during the academic year Monday through Friday from 10 a.m. to 2 p.m., excluding posted holidays. During the pandemic, the best way to reach staff is via email: info@encorelearning.net.