

Frequently Asked Questions – OLLI at UNC Asheville Online Registration system

What is my **username**?

- If OLLI set up your account originally, your username is likely to be your first name initial and your last name; example: CFrank
- If you set up your account, you chose your own username. If you can't remember it, you can call the OLLI office (828.251.6140) and we can look it up.
- You may request that the username be sent to you via email. At the **Sign In** page, click on **Find My Username**. Follow the steps for Username Recovery. (note it takes almost a minute for the process to work, so please be patient)
- You can also click on **Reset my Username** to change your username. Follow the steps indicated.
- We do not recommend using your email address as your username.

What is my **password**?

- If OLLI set up your account originally and you haven't changed it, your password is likely to be olliasheville.
- If you set up or changed your password, the OLLI office is not able to see your password to be able to provide that information to you if you call us.
- If you can't remember your password, click on **Reset my Password**. On the screen you will see the steps to follow to reset the password. You will need to know your username (or reset it first) and the email address you use for OLLI.
- A temporary password will be sent to you by email. If the email does not show up in your inbox within a few minutes, check your Spam folder.
- When you receive the temporary password in your email, go back to the Sign In page, enter your username and then enter that temporary password in the Password box. Sometimes the temporary password is complicated, so be sure to type it in exactly as shown in the email. Passwords are case sensitive.
- You will be able to enter a new password that you wish to keep, and confirm it by entering it again.

How can I find out if I am a **member or need to purchase a membership**?

- Sign in and then click on the **My Account** link in the upper right corner. Click on **My Membership**. If the expiration date is July 31, 2018, you are a current member. If that information is not what you see, you are not a current member. If you have questions about your membership please call 828.251.6140.

Why can't I see the **Request Course** button? (trying to register for College for Seniors Courses)

- You must sign in with your username and password
- You must be a member.
- **You must add the CFS Registration Fee to cart first, then you can see the Request Course Button for the course you want.**

I didn't get the email with the list of courses? How can I see my course list?

- Sign in and then click on the **My Account** link in the upper right corner. Click on **Course Priorities**. That will show all the courses you have requested and their registration status (Registered, Waitlisted, Dropped, etc.).

How can I find out what College for Seniors courses still have **seats available** during Add-Drop?

- Sign in, then go to **Registration Home** and click on **College for Seniors**. A listing of all courses will appear in alphabetical order. Scroll down the list and if there is not a “Course Full” message next to the course title, then the class has seats available. If the course has already started and is not accepting any new enrollees, the message will read “This Course is in Session.” You will not be able to register for those courses.

How can I **drop** a course?

- You cannot drop a course through the online registration system. To drop a course, please send an email to olli@unca.edu and include your name and the name of the course you wish to drop.
- If you want to drop all courses and receive a refund, you must inform the OLLI office by Friday, March 23, 2018, 3 p.m.

See the Registration Instructions page for more information or go to olliasheville.com

Frequently asked questions from first-time members:

Parking

Is there a fee for parking?

- The UNC Asheville parking fee is included in your membership fee. It will expire when you membership expires – July 31, 2018.

How do I get a decal for my car window to be able to park in UNC Asheville lots?

- Go to olliasheville.com, click on Forms, then click on [2017-18 Vehicle Registration Form](#)

Where can I park?

- Members with the Community parking decal can park in the lots marked as non-resident student parking. There are several lots near the Reuter Center.
- Please note, you must park within the white lines. If the space is not marked, you will receive a citation if you park there.

I can't find a parking space near the Reuter Center. Is there an alternative?

- OLLI members can park in lots P2 and P2 (on Campus Drive just off Broadway) and take a shuttle to the Reuter Center. The shuttle runs every 15 minutes during College for Seniors terms.

OneCard

What is a OneCard and how do I get it?

- A OneCard is the UNC Asheville ID.
- You may get a OneCard about 48 hours after you register your OLLI membership. Go to Highsmith Student Union, to the OneCard office on the lower level. They will have your name on file, can take your photo and give you the OneCard in one visit.

Do I need a OneCard?

- You do not need a OneCard to participate in OLLI programs and activities
- You will need a OneCard if you have a UNC Asheville Health and Fitness membership
- You will need a OneCard to check out books and materials from the UNC Asheville library
- You can get a sticker from UNC Asheville campus police for your OneCard that you can show on Asheville buses to ride for free
- You will need a OneCard to purchase athletics tickets and cultural events tickets at UNC Asheville for the student price

Health and Fitness Membership

Can I purchase an annual UNC Asheville Health and Fitness Membership online?

- No; you must register for the Health and Fitness membership at the OLLI office and pay for the membership with a check or cash.
- Note: You must be an OLLI member to purchase a Health and Fitness membership

Other OLLI membership information is included in each issue of the catalog and online at <https://olliasheville.com/membership>