Frequently Asked Questions

1. **How can I register for a Learn4Life course?**

   Online registration is available, and where special considerations are needed; an in-person appointment can be arranged by contacting us via email. Once registration opens, please visit the website at www.learn4life.ca and use your VISA or MasterCard to pay. *Notice to users of pre-paid credit cards*: although the system will accept a pre-paid credit card, it is not recommended to use a pre-paid VISA or MasterCard when registering for a course. Learners will be responsible for tracking of refunds that may be processed back to the credit card.

2. **Is an email address required to create an account?**

   Learn4Life moved to a new registration system effective November 2020. Previous PIN and CLIENT Numbers will not work in the new system. A new account is required to register, and an email address is needed to create an account. The email address used, will be your User ID.   All learners must create an account before attempting to register, including learners accessing the subsidized rate. **NOTE: If you created a new account after November 2020, there is no need to create another one.**

3. **I registered for a course using the online registration system; will I receive confirmation and/or a receipt?**

   If you have successfully registered for a course, you will receive an email from "**no-reply@ebasefm.com**" with your registration receipt. Please check your junk mail folder if you have not received the email. Also, you may want to check the spelling of the email address used to create your account and that it is correct.

4. **The class I want to register in is full, and I have added myself to the waitlist. Am I registered for the course and will I be charged?**

Payment is processed <u>only</u> when there is a successful registration. Adding your name to the waitlist does not mean you are registered in the course and will therefore not be charged. We will make every attempt to contact learners who are on a waitlist when space becomes available.

5. **I am registered for a remote course, when am I supposed to get the link for the class?**

Classroom links are now available on the Learn4Life registration site. Once registration and payment has been processed, the link will be available in the program information window under the Virtual Meeting section. To access the link for the class you are registered in, log into your TDSB Learn4Life account, the My Programs section lists all classes you are currently registered in. Click the program you want to launch; the program information window will appear. Simply click the link which will redirect you to the online platform. The same link will be used for the duration of the class.

Note: to avoid missing your remote class when the site is down due to maintenance, it is recommended to copy and save the classroom link in another location on your computer for use throughout the term.

6. **I am not a senior but I would like to register for a Seniors' Daytime course. How do I register?**

Seniors' Daytime courses are for seniors 65+, however, some courses allow a limited number of non-seniors to register in the class. Please complete the registration form available on our website, include payment information, and upload the registration form to your Learn4Life account. An email must be sent to communityprograms@tdsb.on.ca to inform Learn4Life staff that the registration form has been uploaded and is ready for review. An email confirmation of the registration will be sent to you if space is available in the class.

7. **What type of Government Assistance is eligible to access the subsidized rate? And what type of documents do I need to provide?**

The following Government Assistance Programs are eligible: Ontario Works (OW), Ontario Disability Support Program (ODSP), Canada Pension Plan Disability Benefits

(CPP Disability), Old Age Security (OAS), Guaranteed Income Supplement (GIS), and Guaranteed Annual Income System (GAINS).

Documentation required (All documents must include your name, address, and statement date):

- Current monthly statement or letter from the Social Assistance Office: OW and ODSP recipients.
- Annual statements: CPP Disability, OAS, GIS, and GAINS recipients.

Notice of Assessment is not an acceptable document.

8. **If I am registering as a subsidy learner, do I need to provide my eligible documents each time I register?**
Eligible social assistance documents are required to qualify for the subsidy rate. A current copy must be submitted with the application form to support this request. Some documents may be required to be submitted every term. The reduced rate applies to course fees only and is limited to one course per term. Material fees, if applicable, are extra.

9. **I am eligible to register using the subsidized rate, how come I cannot register using the online registration system?**
Learners accessing the subsidized rate are required to provide supporting documentation. Your eligibility to register for a subsidized course must first be verified before we are able to register you.
NEW – Learners can upload their social assistance documents and registration form to their account. View the step-by-step instruction guide How to Upload File on Learner Account available on the website.   Please note, learners must email to inform Learn4Life staff that their documents and request for registration have been uploaded and are ready for review before they are registered for a course. Please email communityprograms@tdsb.on.ca with the Subject line: Proof of Social Assistance Document and Registration Form Upload. Material fees, if applicable, are extra. Note: Learners accessing the subsidized rate are required to have and/or create an account if they have not already done so.

10. **As a subsidized learner can I register using the online registration system and then get a refund for the difference after I provide my documents?**

No, supporting documentation must be received at the time of registration to be eligible for the subsidized rate.   Refunds for the difference in cost will not be processed.

11. **If a dependent of Ontario Works recipients would like to register and access the subsidy rate, how do they register?**

Recent changes may affect how dependents of Ontario Works recipients confirm their eligibility for the subsidized rate. Dependents over the age of 18 who would like to register for a course must be listed on your Drug Benefit Eligibility Card. If you do not have this card, a letter from the Social Assistance Office confirming the dependent will be required to register for a subsidy course plus material fees, if applicable.

12. **How much is the subsidized rate?**

Effective Fall 2023, subsidy learners (if eligible) receive an 80% discount on course fees. The reduced rate applies to course fees only and is limited to one course per term. Material fees are extra and will be added to the registration fee.   All fees are due at the time of registration.

13. **How many courses am I eligible to register for?**

Eligible learners can register for one course per term.

14. **I am a dependent on an account, how do I receive direct email communication from the program?**

Dependents must add an email address on their profile to receive all email communication from Learn4Life. **Note:** If there are multiple users on an account, the system automatically picks the main account holder's email address on the account. To avoid this, each dependent must add their email address on their profile.

15. **I am registering for a class that requires materials, where can I find the list of items needed?**

To view materials needed for that class, on the course page, click the material list pdf under Files just above the course Schedule. If no material list posted, the list may be provided at the first class.

16. **What online platform will be used for remote classes? And will I need to download any software to access links?**

    There are a few online platforms that may be used, ZOOM and Google Meet, and Teams. If you are using a desktop, no software is required to be downloaded when accessing ZOOM, Google Meet or Teams. If a smartphone or Android will be used, you must download the ZOOM, Google Meet or Teams app in order to access the class.

17. **What browser should I use?**

    Although you may be able to access the class using other browsers, the recommended browser to use is Google Chrome.

18. **Do I need a passcode to join a class?**

    If the online platform used is Google Meet, a passcode will not be needed. If the online platform used is Zoom, a passcode may be required. Every attempt will be made to ensure a passcode is not required, however, please email us at communityprograms@tdsb.on.ca if you are not able to access the link without a passcode.

19. **Are classes going to be recorded?**

    The online delivery model is a synchronist (in-real time) learning model. Sessions will not be recorded or made available if a learner is unable to attend a scheduled class.

20. **Do I need a camera to participate in the class?**

    It is not mandatory to have a camera, but it is recommended so the instructor is able to see you and interact. This makes for a much more engaging experience during the class.