Guide to Membership Renewal

and

Identifying the Primary account-holder

The following pages contain computer screen images, but please remember that the links you see are not active.

To view our live website, visit

http://osher.dartmouth.edu

To log in, visit

To renew your membership, start by visiting our webpage at osher.dartmouth.edu. From there, click the sign in link on the right side of the page. You'll be taken to the registration website.
Instructions only - not a live webpage!

This is the main online registration page, also known as the ‘Search’ page. You can log in to your account over on the right, and when courses are available, you can use this page to search and register for courses and events.

To log in:
Enter your username and password, then click ‘Login’.

If you can’t remember your login info, click the ‘Forgot your password?’ option below.

PLEASE contact the office before selecting the ‘New User’ option!
IMPORTANT NOTE: The next few pages (5, 6, and 7) are meant to help households with more than one ILEAD/OSHER@Dartmouth member. Only one member of each household has the ability to purchase or renew memberships. The system refers to that member as the ‘Primary’ account-holder, and the next few pages help identify which member has that ability.

IF THERE ARE NO OTHER ILEAD/OSHER@Dartmouth MEMBERS IN YOUR HOUSEHOLD, YOU CAN SKIP TO PAGE 8 FOR THE NEXT STEP.
Identifying the Primary account-holder.

From the green toolbar at the top of your screen, select the 'My Account' option. You'll be taken to a screen that will look similar to the image on either page 6 or page 7 of this guide. See those pages for more information.
Identifying the Primary account-holder.

If you are the Primary account-holder for your household, your ‘My Account’ page should look something like this.

Note the toolbar at the top, where you’ll find a ‘Select Membership’ option.

If your page does not offer this option, see page 7 for more information.

Primary account-holders have a ‘Contacts’ tab that should list other members of their household. If you see this tab in your account, you are the Primary account-holder for your household, and you can proceed to page 8 for the next step.

If your page does not offer the ‘Contacts’ tab, see page 7 for more information.
If you are NOT the Primary account-holder for your household, your ‘My Account’ page will look something like this.

Note that you do not have a ‘Membership’ option in your top toolbar.

Please note that the ‘Primary’ designation in this area refers to your primary address. It is NOT a designation of Primary account-holder!

If your ‘My Account’ page shows a top toolbar and a bottom menu matching those shown here, you are NOT the Primary account-holder for your household. In order to renew membership, you will need to log out and have the Primary account-holder log in.

Once the Primary account-holder is logged in, see page 8 for the next step.
Please be aware that you can only purchase or renew one membership at a time. You must complete one entire transaction and return to this step to begin a second membership transaction.

When you’re ready to begin, click once on the ‘Select Membership’ link in the toolbar.
Instructions only - not a live webpage!

You’ll see a selection of our current membership options. Find the membership type you need, then click the ‘Select Now’ link underneath.

(NOTE: You should only select a New Membership if you’ve NEVER been a member of ILEAD or OSHER@Dartmouth at any time.)

REMEMBER: You can only purchase one membership at a time!
The membership you selected will appear at the top of the screen. If this info isn’t correct, select ‘Search’ or ‘My Account’ from the toolbar above and start over.

For security reasons, our system does not save credit card information. You must select ‘New Credit Card’ in order to pay for your membership.

REMEMBER: You can only purchase one membership at a time!
REMEMBER: You can only purchase one membership at a time!

NOTE: If more than one address is displayed under the ‘Billing Address’ category, select the address connected to the credit card you are using. If that address does not appear, select ‘New Address’ and fill out the fields that appear.

Entry fields will appear once you’ve selected ‘New Credit Card’. Fill them out completely. When you are finished entering your payment information, click ‘Submit’.
NOTE: This screen will appear differently for those who are part of a single-member household and those who have more than one member.

If you are the only member in your household, you may see the ‘Thank you’ message and instructions to click Save, or you may be taken to your ‘My Account’ page. At this point, you have completed your membership purchase and can continue to page 13.

1. If you are part of a multi-member household, you will see a box like this on your screen. Because you can only purchase one membership at a time, you must identify the member of your household for whom this purchase is intended by selecting ONE NAME ONLY.

2. After selecting ONE NAME ONLY, click the ‘Save’ button.

To purchase any additional memberships, you will have to start a new transaction using the steps beginning on page 8 of this guide.

REMEMBER: You can only purchase one membership at a time!
After saving your membership purchase, you’ll be taken to your ‘My Account’ page.

Primary account-holders can review all past and present memberships for any member of their household by clicking the ‘Memberships’ tab in the options window at the bottom of the screen.
When you select the ‘Memberships’ tab, all current and past membership for every member of your household will appear in this space. Primary account-holders also have the option of purchasing a membership by clicking on the ‘Select new membership’ link at the bottom of this panel.

When you are finished with your online account, you can safely exit by clicking the ‘Log Out’ option on your upper toolbar.
Here is a sample of a confirmation e-mail for a membership purchase. This is an automatically-generated message sent by the registration system to the Primary account-holder for each household, and is simply a confirmation that payment has been received for the item shown in the ‘Details’ area.

Please contact the office if you have questions about purchasing memberships. You may call (603) 646-0154, or e-mail osher@dartmouth.edu.