Guide to Online Registration

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

To visit our website and link to the registration page, visit http://osher.dartmouth.edu

To visit the registration page directly, go to http://reg130.imperisoft.com/Dartmouth/Search/Registration.aspx
Before you begin...

The following icons are used throughout this guide. Here’s what they each represent:

The arrow stands for the mouse “pointer” that appears on your computer screen. The arrows in this guide point to the parts of the websites discussed on each page. The position of the mouse pointer on your screen should match the position you see in the guide.

The keyboard icon indicates that something on the page requires you to type or enter information from your keyboard.

This icon represents your hand on your mouse. Most of the steps listed in this guide require ONE SINGLE CLICK of your mouse. Be cautious: Double-clicking could cause you to perform the wrong action.
How to Get to the Online Registration Page

Option 1:
Start at the OSHER@Dartmouth homepage
http://osher.dartmouth.edu

Option 2:
Head directly to the online registration page

(Skip to page 6 if you choose option 2.)
Step 1: Visit osher.dartmouth.edu
(work for both desktops/laptops and mobile devices)

1) Open your browser and type “osherr.dartmouth.edu” into the address bar.

2) You should see the Osher@Dartmouth home page, shown here:
Step 2: Click the ‘Login’ Link
(works for both desktops/laptops and mobile devices)

Find the ‘Account Login/Register’ link button on the main page of our website and click it once. (You may need to scroll down the page, especially on a mobile device like your smartphone.) After clicking the button, you will be taken to a new page.
Step 3: Main Registration Page
(For the rest of this document, we will be showing images you would see using a laptop or desktop computer. While the appearance may vary on a mobile device, the same basic instructions should apply.)

On the main registration page (shown below), find the ‘Username’ and ‘Password’ boxes at the upper right, next to the orange ‘Login’ button. You will need to:

1) Type your username into the ‘Username’ box
2) Type your password into the ‘Password’ box
3) Click once on the ‘Login’ button

NOTE: Your username and password are case-sensitive, which means you must enter upper- and lower-case letters if they are used in either field.
Step 3a: Multiple Contacts/Household Accounts

This page only applies to members who share a household membership/account with a spouse or partner. Proceed to the next page if your account is not connected to another person.

If you share a household account with your spouse or partner (your accounts are connected through a household membership, and one of you is considered the primary account-holder), your screen will change and show a pull-down menu similar to the following image. You must click on the right side of the pull-down tab and choose the name of person who is registering. Your screen will then change to reflect the info shown on the next page of this guide.
Step 4: After Logging In

If you have successfully logged in, the screen will change, and your name should appear at the top of the window.

Troubleshooting:

1) Incorrect Entry

If you enter your username and password and the screen changes to show the message at the right, you may have mistyped part of your login info, or you may be using the wrong username and/or password for the site. Go back up to the top of the screen and try again. If the same results appear, try step 2, below.

2) Forgotten Password/Username

If you cannot remember your username and/or password for the registration site, click the ‘Forgot password’ link just below the username and password fields. When the screen changes, enter your email address in the field that shows up, and the system will email you to help with your login. Follow the instructions provided in that email message.
Step 5: Search for Courses

After logging in, you can begin searching for courses. You do so by scrolling down slightly and looking for the “Search Options” section of the page (shown below on the left). You can make your search very broad or very narrow, depending on what you’re looking for. Bear in mind that only the ‘Semester’ field is REQUIRED - the remaining fields are optional.
Step 5a: Search by Semester

If you want to see all available listings for a certain semester, click on the ‘Semester’ pull-down menu, select the item you want (Fall 2017 in the example below, left), then click the orange Search button. A list of results should appear on the screen (below, right).
Step 5b: Narrow Your Search

If you are looking for a specific subject, course length (a.k.a. “course type”), or day of the week, you can narrow your search by making selections in any of the other fields in the Search Options menu. Remember, the only required field is Semester - you can select as many or as few of the remaining fields as you want in order to refine your search results. When you’ve made your selections, click the ‘Search’ button.
Step 6: Search Results

Once you have a list of search results, you can either:
1) Click on the course/event title to view the full description. (A registration link will also appear on the page.)
2) Click on the ‘Register’ button below the course listing to immediately begin registering for that course or event.

Troubleshooting:
If the orange button reads ‘Select Membership’ (see image below), your membership is not current. Clicking this button will take you to the membership purchase/renewal page instead of the course registration page. You will need to complete a membership purchase/renewal before continuing with the course registration process.
Step 6a: View Description Before Registering

If you click the title of the course or event, the page will change to show you more information. You can see the course schedule, location, cost, and read the Study Leader biography. You can also either click the ‘Register’ button to register for the course, or click the ‘Search’ button to return to your search results.
Step 7: Register

Whether you make your decision to register for a course on the search results page or on the course description page, click the orange ‘Register’ button. You will be taken to a new page.
Step 7a: Register

This page lets you review the course you selected to make sure you’re registering for the correct item(s). To proceed, find the Select Participants section and click the “bubble” next to the name of person who will be taking the course. (If there are multiple people in your household a list of names will appear, rather than a single name as shown below.)

If more than one member of the household is registering for the same course, you can select all participants at the same time. Once you’ve selected participants, click the orange ‘Register’ button.
Step 7b: Multiple Accounts and Wait List Status

This is how the ‘Select Participants’ list may appear when there are multiple people in your household. You must select the name of the participant intending to take the course.

WAIT LISTS: If a class is full, the button below the ‘Select Participants’ section will read ‘Wait List’ instead of ‘Register’. Add your name to the Wait List by clicking the “bubble” next to your name (or the intended participant) and then clicking the ‘Wait List’ button. You will not be taken through the Checkout processed (described later in this guide), as no payment is required or accepted for Wait List placement. An OSHER@Dartmouth staff member will call you if a seat becomes available.
Step 7c: Register

Next, a pop-up window will appear asking if you are willing to serve as a Class Representative and/or Tech Assistant. If you wish to take on either of these roles, enter a ‘1’ in the Quantity box that corresponds to the role in question and click ‘Continue’. If you do not wish to volunteer for a role, leave the quantity at ‘0’ and click ‘Continue’.

NOTE: Volunteering for either role does not automatically obligate you to take on those duties. Our office will contact you to verify your interest and confirm your role in the class.
Step 7d: Register

After selecting the course participant(s) and completing the Class Rep/Class Tech pop-up window, a new window should appear confirming that your selections have been added to your shopping cart. (See the green shopping cart at the top of the screen, which should have a number that reflects the amount of courses/events you’ve selected to register for.) You now have a 10-minute period in which you must complete payment for your course(s) before the selections are dropped from your shopping cart. You can select from any of the options that appear below the “I would like to…” headline, but we’re going to look at what happens when you select “Checkout”.

![Image of webpage showing registration process]

Your selections have been saved. You have 10 minutes to complete the registration process before these items are removed from your shopping cart.

To continue, choose an option from the list below.

1. Search for more courses
2. View The Trials, Tribulations and Triumphs of Ted Kennedy, the Lion of the Senate details
3. Checkout

DONATE NOW
Step 8: Checkout

You are now looking at the contents of your Shopping Cart. You should see a list of the courses/events you’ve selected, as well as a balance due. If you want to remove any of the items you’ve selected, you can click the ‘X’ that appears at the left of that item. If everything is correct, you can now pay for your course(s) by clicking on the orange ‘Continue’ button. (You can also continue to add items by clicking the ‘Search’ link on the top menu bar and registering for more courses.)

NOTE: See the Coupon Codes section near the end of this guide for info on entering coupon codes.
Step 8a: Checkout

Your screen will change to a payment window. Please note that our system will never save your credit card information, which means you must enter your credit card information any time you process a payment online. Select the bubble next to ‘New Card’ and click once on the ‘Submit’ button.
Step 8b: Checkout

Enter your credit card information. Remember, fields marked with an orange star are required - your payment will not be processed if those fields are not complete. When you have finished, click once on the ‘Submit’ button.
Step 8c: Checkout

After your credit card payment has been processed (see next page to find out what to do if an error occurs), a confirmation page will appear, showing the item(s) you have successfully paid for. The registration system will automatically email you a payment confirmation message with a receipt. If you want to register for more courses, you can click the ‘Search’ link that appears on the black menu bar at the top of the screen; you would then follow the same sequence of steps detailed in this manual to register for more courses.

If you are finished, click the orange ‘Log Out’ button at the top of the screen to exit your account.
Step 8d: Error

If you see a message like this after you’ve submitted your credit card info, you may have mistyped some of your card information. In this example, the wrong card number was entered. The system will usually provide you with a reason, and will offer you another chance to enter a new payment, as shown in the image below.
You’re Done!

At this point, you can continue to search for more courses or programs, or you can Log Out of your account!
NOTE: Coupon Codes (1 of 3)

If you have received a voucher or gift certificate with a coupon code, you can submit that code as payment during the Checkout process. (If your voucher or certificate does not display a coupon code, you will need to submit that item to the office in order to process your payment.)

STEP 1: Locate the green “I Have A Coupon Code” link on the Checkout page and click it once.

STEP 2: The line will change, offering you a white text box. Click inside the box once, then type in the coupon code from your certificate or voucher. (Remember to enter capital letters if shown in the code, as this field is case-sensitive.)
NOTE: Coupon Codes (2 of 3)

STEP 3: After entering your code, click once on the green ‘Apply Coupon Code’ link to the right of the white text field.

NOTE: If, after applying your coupon code, you see this error message, you may have mis-entered the code. Try again, or call the office if this continues to appear after multiple attempts.

STEP 4: The line should change again, and your Amount Due total should change as well to reflect the discounted amount. If you’ve selected more courses in your registration and your total shows amounts due for those remaining courses, you can apply additional coupons if you’ve received any, or enter a credit card payment. Click the ‘Continue’ button when you’re done.
STEP 5: You should now see a confirmation page! This will confirm not only your status for the course(s) you selected, but should also show information regarding your payment(s). You can continue to register for additional items, or log out.

Your registration/purchase is complete. Click here for a printable page for your records.

1 item(s) succeeded
0 item(s) failed

Successful Items:

<table>
<thead>
<tr>
<th>Student</th>
<th>Item</th>
<th>Type</th>
<th>Status</th>
<th>Instructor(s)</th>
<th>Start Date</th>
<th>Start Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chamberlin, Sarah</td>
<td>The Trials, Tribulations and Triumphs of Ted Kennedy, the Lion of the Senate</td>
<td>Fall Term 7.8 sessions</td>
<td>Registered</td>
<td>Goldman, Maynard</td>
<td>Wednesday, September 27, 2017</td>
<td>11:30 AM EST</td>
</tr>
</tbody>
</table>

Your credit card was not charged today.
You have no balance due.
NOTE: The Orange ‘Share’ Arrow (1 of 1)

You may notice that at the bottom right corner of the screen there is now a small curved arrow on an orange circle. This is the ‘Share’ button. You can ignore it if you choose, as it does not have anything to do with the registration process.

If you want to explore this button, you click on it once. It opens a list of options that allow you to share the page you’re currently viewing via Facebook, Messenger, Twitter, SMS, and by emailing it via Gmail, Outlook, or another email app. You can also print the page, or copy the link and paste it into a document or browser address bar. This might help if you find a course you like and you want a friend or family member to register for it as well!
We hope this guide helps you when you wish to register for a course. If you have any questions or suggestions to improve this guide, please contact the Osher@Dartmouth office at (603) 646-0154, or email osher@dartmouth.edu

Thank you!

Osher Lifelong Learning Institute at Dartmouth
7 Lebanon Street, Suite 107
Hanover, NH 03755

Office Hours:
Mondays through Thursdays - 8:30 am to 4:30 pm
Fridays - 8:30 am to 1:00 pm
Saturdays and Sundays - Closed