

## Frequently Asked Questions (FAQs) for Our New Online Registration System

### How do I create a new user account?

In order to register for courses online, you must create an account in our new system. Your account provides you with access to enroll in our courses online, view your registration history, change your address and more.

Click on the “[Sign In](#)” button to create a new account. Note: you must have an email address to set up an account. We highly recommend using your email address as your username.

### What if I forgot my username or password?

Click on the “[Sign In](#)” button and then locate the “Forgot your user name” or “Forgot your password” in the “Returning Customer” section and follow the directions.

### How do I register for a course?

- 1) **SIGN IN:** You must know your username and password. See instructions for creating a new user account if you haven’t already done so.
- 2) **SEARCH:** To search for a course - you can browse the catalog, search by instructor, or search for a specific title.
- 3) **PICK A TIME:** Choose the time that works best for you (under “Session”), click the “Add to Cart” button.
- 4) **ADD ADDITIONAL COURSES:** If you wish to register for other courses, use the “Continue Shopping” button and repeat steps above. You can also add other attendees if you wish to pay for their registration.
- 5) **CHECKOUT:** Once you have added all the desired courses and/or attendees to your Cart, click the “Checkout” button to continue the registration process.
- 6) **PAYMENT:** Enter your credit card information (Visa, MasterCard or Discover) and then click the “Submit Order” button. **NOTE: The wait page will be displayed while the system is verifying your credit card information. DO NOT move away from this page (click your Back button, select another URL, etc.) until the process is completed. If you do, the approval process will be cancelled and you WILL NOT be enrolled in the course.**
- 7) **REGISTRATION CONFIRMATION:** The Registration Confirmation page confirms that you are enrolled in the course(s). At this time, you can safely log off the system. A confirmation email with the registration specifics is also sent to your email address.

### Are there any discounts offered?

COCC does not offer any discounts at this time.

## **Which methods of payment do you accept online?**

We accept Visa, MasterCard, and Discover.

## **How do I cancel a registration?**

Students must cancel by contacting our office via phone: (541) 383-7270 or email: [ceinfo@cocc.edu](mailto:ceinfo@cocc.edu). Cancellations received 5 days prior to the start of the class will receive a full refund. Full refunds are also issued for classes cancelled by COCC. Refunds will be issued back to your card or in the form of a check and mailed within two weeks of the cancellation date if paid by check or cash. Failure to participate in a course or program does not result in a refund. Exceptions to the general refund policy are noted in the course descriptions on our website and in the printed schedule. If you have any questions, please call us at (541) 383-7270. **NOTE: We are no longer able to issue any type of credit if you cancel less than four days prior to the start of class.**

## **Is there an age requirement?**

Anyone age 16 or older may attend Community Learning classes or workshops unless otherwise noted.

## **Whom do I contact if I have questions?**

Please call the COCC Continuing Education Department at 541.383.7270 or email at [ceinfo@cocc.edu](mailto:ceinfo@cocc.edu). The office is open Monday through Friday from 9:00am to 5:00pm.

**[Return to Registration](#)**