



Frequently Asked Questions

I am registered for an online course, when am I supposed to get the link for the class?

Learners registered for an online course will receive an email with the class link within the hour of the scheduled start time of the class. The same link will be used for the duration of the class.

You must ensure to add and/or update your email address on your TDSB account to receive Learn4Life class links, updates, news, and course information.

To confirm all information on your account is correct, log into your TDSB account by clicking on the Register/Log-In option on the webpage, click Login and follow the instructions.

What happens if I don't get the email with the link within the hour of the scheduled start time?

If you do not receive the email within the hour, please email us at communityprograms@tdsb.on.ca.

I have an account with another family member and the link was sent to my family member's email, why did this happen?

If there is more than 1 person on the account, the system automatically picks up the main account holder's email address. If you are not listed as the main account holder, and you register for an online course, the classroom link will be sent to the main account holder's email address on file. To avoid any confusion, there should only be one email address on the account.

What online platform will we be using for these online classes?

There are two online platforms that may be used, ZOOM and Google Meet. Please visit the links below for instructions of how to join an online meeting using one of these platforms.

[Instructions how to join a Zoom meeting](#)

[Instructions how to join a Google Meet](#)

Do I need to download any software to access links?

If you are using a desktop, no software is required to be downloaded when accessing Google Meet or Zoom. If a smartphone or Android will be used, you must download the Google Meet or Zoom app in order to access the class.

What browser should I use?

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

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. This will be provided to you in the email with the link.

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.

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.

Community Programs - Learn 4 Life Withdrawals, refunds, credits, and transfers

A \$15.00 administrative fee per course will be applied to all refund requests unless otherwise stated. This administrative fee will be waived if registrants accept a credit on their TDSB Community Programs Account.

The TDSB will provide a full refund if the TDSB cancels a course or if the TDSB receives the written request for withdrawal before the first class.

For courses:

- **Under five weeks in duration:** A full refund will be issued if the TDSB receives the refund request in writing before the first class. **No refunds, credits, or transfers will be considered after the first class.**
- **Five weeks or longer:** A refund (minus the \$15.00 administrative fee) will be issued if the TDSB receives the refund request in writing before the second class. A pro-rated refund will be issued if the TDSB receives the request for refund in writing after the second class, but before the third class of the course. **No refunds, credits, or transfers will be considered after the third class of a course.**

For subsidized courses: TDSB issues no refunds. A credit is issued if the TDSB cancels the course.

All requests for withdrawals, refunds, credits, and transfers must be made in writing. There are two ways to submit requests:

- Email: communityprograms@tdsb.on.ca
- On-line: www.learn4life.ca