



## Frequently Asked Questions

### **1. Now that you have moved to a new registration system, is there a new website address?**

Although we have moved to a new registration system, our registration website remains the same and can be accessed by visiting [www.learn4life.ca](http://www.learn4life.ca).

### **2. Now that you have moved to a new system, do I have to create a new client account? And is an email address required to create an account?**

Yes, all registrants must create a new client account on [www.learn4life.ca](http://www.learn4life.ca) in order to register for a course. An email address is required to create an account. The email address used to create the account, will be your new User ID. You will be required to create a password.

### **3. When can I create the new account?**

In preparation for the upcoming registration period, you are encouraged to create an account if you have not already done so.

### **4. I have a credit in the old system, how can this be transferred to the new system?**

You must create an account in the new system in order for the credit to be transferred. Credits can be claimed by emailing [communityprograms@tdsb.on.ca](mailto:communityprograms@tdsb.on.ca) and provide the following information: full name, email, and home address, as per your previous TDSB Learn4Life account. Once the information is verified, the credit will appear in your new account.

### **5. How can I register for an online Learn4Life course?**

Only online registration is available at this time, and where special considerations must be made, via email. There is no registration via mail, telephone, or fax. Once registration opens, please visit the website at [www.learn4life.ca](http://www.learn4life.ca) and use your VISA or MasterCard to pay. Note, the payment system will not accept VISA Debit or MasterCard Debit at this time.

## **6. I registered for a course; 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](mailto:reply@ebasefm.com)" with your registration receipt. Please check your junk mail folder if you have not received the email.

## **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.

## **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. This 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 online?**

Learners accessing the subsidized rate will be required to provide supporting documentation, as per usual practice, to register for a course. Your eligibility to register for a subsidized course must first be verified before we are able to register you. Please email a current copy of your eligible social assistance document, along with the completed registration form and payment information to [communityprograms@tdsb.on.ca](mailto:communityprograms@tdsb.on.ca), and one of our agents will be happy to register you into the course of your choice. Material fees, if applicable, are extra.

**10. As a subsidized learner can I register online 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.

**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.

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

The current subsidized rate is \$11.50. This 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 of \$11.50. All fees are due at the time of registration.

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

As a subsidized learner, you are eligible to register for one course per term.

**14. 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.

**15. 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](mailto:communityprograms@tdsb.on.ca).

**16. 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.

**17. 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](#)

**18. 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.

**19. 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.

**20. 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.

**21. 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.

**22. 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.

**23. 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 below the course Schedule.

**24. What is the refund policy?**

Refund Policy: <https://www.tdsb.on.ca/Portals/0/adultlearners/docs/L4L-Refund-and-Transfer-Policy.pdf>