



## 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?**

Learn4Life moved to a new registration system effective November 2020. Previous PIN and CLIENT Numbers will not work in the new system. All registrants will need to create a new account 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.

NOTE: If you created a new account after November 2020, there is no need to create another one.

### **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\*.

\*If you created your account after November 2020, there is no need to create another one.

### **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 am not a senior but I would like to register for a Seniors' Daytime course. How do I register?**

Seniors' Daytime courses are for seniors 65+, however, some courses allow a limited number of non-seniors to register in the class. Please the registration form with payment information and email it to [communityprograms@tdsb.on.ca](mailto:communityprograms@tdsb.on.ca). An email confirmation of the registration will be sent to you if space is available in the class.

## **7. 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:no-reply@ebasefm.com)" with your registration receipt. Please check your junk mail folder if you have not received the email.

## **8. 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.

## **9. 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.

**10. 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.

**11. 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.

**12. 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.

**13. 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.

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

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

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

NEW!! Online classroom links are now available on the Learn4Life registration site. Once registration and payment has been processed, the online classroom link will be available in the program information window under the Virtual Meeting section.

To access the link for the class you are registered in, log into your TDSB Learn4Life account, the My Programs section lists all classes you are currently registered in. Click the program you want to launch;

the program information window will appear. Simply click the link which will redirect you to the online platform.

The same link will be used for the duration of the class.

**16. I am a dependent on an account, how do I receive direct email communication from the program?**

Dependents must add an email address on their profile to receive all email communication from Learn4Life.

**Note:** If there are multiple users on an account, the system automatically picks the main account holder's email address on the account. To avoid this, each dependent must add their email address on their profile.

**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. Every attempt will be made to ensure a passcode is required, however, if one is required, please email us at [communityprograms@tdsb.on.ca](mailto:communityprograms@tdsb.on.ca).

**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?**

Go to <https://www.tdsb.on.ca/Portals/0/adultlearners/docs/L4L-Refund-and-Transfer-Policy.pdf> to view our refund and transfer policy.