



## Frequently Asked Questions

**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).

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

\*Your previous Client ID and pin number are no longer valid.

**When can I create the new account?**

You are encouraged to create an account as soon as possible in order to be able to register for a course.

**I have a credit on my TDSB account, how will this be transferred to the new account?**

If you currently have a credit on your TDSB account, the credit will be applied, after you create your account in the new system. For the migration of credit information, the new account must contain the same information, i.e. full name, email, and/or home address, as per the TDSB account, for the system to verify your identity. Allow 1-2 weeks after creating the account to view any credits in the new system.

**How can I register for an online Learn4Life course?**

There is no registration via mail, telephone, or fax. Only online registration is available at this time, and where special considerations must be made, via email. 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.

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**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.

**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, in order 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 GAINS certificate or 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 in the course of your choice.

**If I am registering as a subsidy learner, do I need to provide my documentation each time I register?**

A GAINS certificate or Social Assistance document is 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 are not included.

**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 in order to register for a subsidy course plus material fees.

**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.

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### **How many courses am I eligible to register for?**

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

### **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](mailto: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?**

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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.

### **What is the refund policy?**

## **Community Programs - Learn4Life**

### **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.

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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](mailto:communityprograms@tdsb.on.ca)
- On-line: [www.learn4life.ca](http://www.learn4life.ca)

**Summer Refund Policy:**

There are no withdrawals, refunds, credits, or transfers after the first class has started.

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