

REGISTRATION FAQS:

1. “I registered for classes. Why wasn’t I charged?”

- a. You may forward a copy of your registration confirmation along with a brief explanation of the problem (not being charged for classes) to an Osher staff member to osher@towson.edu and an Osher staff member will check to make sure that your registration is in the system.
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- b. To make the online system work with our unique tuition structure, we had to adjust the payment process. To make the payment, please log in to the online registration system again using the login information you used when registering. At the top of the page, you should see a menu bar with one option being “Selection Tuition Payment.” Please click that button and follow the prompts for your credit card to be processed.

2. “Why isn’t my payment being accepted?”

- a. Sometimes, the browser you are using can have an effect on your payment going through. Microsoft Edge, for example, is not compatible with our system and should be avoided. The recommended browsers are: Chrome, Firefox, and Safari.
- b. If you are using one of the recommended browsers above and are still having issues with your payment being accepted, come back later in the day to try again. Sometimes the system is overloaded with people trying to pay at the same time. *Not to worry! You will not lose your classes.* If you were accepted for the classes you registered for, they will be saved until you make your payment! If you don’t have success after trying again, please contact osher@towson.edu.

3. “I don’t know my log-in information. How do I get this?”

- a. Even though you may have paid your membership fee, you may not be set up with an account in ProClass. If you have not yet logged into ProClass, please set an account up for yourself using the instructions on the website [located here](#).
- b. If you have already created an account in the system, you can click the “forgot username” link to retrieve your username and create a new password. When you retrieve this information and create a new password, make sure to keep record of it somewhere safe and secure for future use.

4. “I registered and paid. How do I know what I registered for?”

- a. You will receive a copy of what you registered for through your email address as soon as the online registration is processed.
- b. Be sure to check your spam folder if you do not see an email in your inbox. A copy of your schedule can be emailed to you by an Osher staff member if it cannot be found in your spam folder.

5. “How do I pay my membership?”

- a. You can pay your membership by visiting the online membership store: www.towson.edu/OsherMembership. If you are unsure of the status of your membership, an Osher staff member can check it for you. Email osher@towson.edu to ask about your membership status if you are not sure.