**How do I clear my BROWSER HISTORY?**

Every browser is a little different, but when in your internet browser (Google Chrome, Safari, Firefox etc.) look for the access to settings, usually at the top of the page, either left- or right-hand corner and access History. Select the option to clear history and ensure ALL options are selected and then Clear.

**Why do I clear my BROWSER HISTORY?**

The website works best when all prior form filling information is erased.  Clearing your browser history each time before you log in may ensure your membership or registration purchases go smoothly.

**How do I go on the WAIT LIST on a sold-out course?**

While in my-ella.com, select the course that is SOLD OUT, scroll down and there will be a box to check off to get on the waiting list.

**How do I RENEW my MEMBERSHIP?**

ELLA has a brand-new membership system. If you have been a member before, the system does not identify you.  DO NOT use the LOGIN button.

On the Menu at the top of the Home page, select MEMBERSHIP.  Select BUY MEMBERSHIP. Click on the green purchase box ($25 - Add to Cart). Next click VIEW CART and PROCEED TO CHECKOUT.  Fill in the required information and click on PLACE ORDER.

**How do I know if there is still room in the course I want?**

Anyone can check course availability without being logged in as a member.  Hover over LEARN FOR LIFE, then click on VIEW ALL COURSES.  Any courses that are no longer available will have the words OUT OF STOCK across the picture.

**Under VIEW ALL COURSES, all courses now say READ MORE**

This is to get to the full description of the course and when you click on Read More then scroll down you will see if there is conflict with any course, in which you are registered. The system will not let you register for classes that overlap on any dates or times.

**How do I delete a course from my Shopping Cart before I Checkout?**

Click View Cart or the Shopping Cart icon on the top right of your screen to open your Cart. Your selected courses are listed under Product. Click the X to the left of the course photo and course name to delete it before you Checkout.  The course will remain in the shopping cart until you delete it, or the course expires.

**How do I delete a course from Checkout before I pay with my credit card?**

In Checkout, your contact information is auto filled. Do not enter your credit card details.  Click on Shopping Cart icon on the top right of your screen to return to Cart.  Your selected courses are listed under Product.  To withdraw, click on the X to the left of your course and the cost will be deleted from Checkout.

**Where do I find the Extra Course Details and Requirements?**

All extra information that Instructors feel you need, including supply lists, has been/ or will be added to the course that you are enrolled in. This can be viewed by logging into your account, clicking on the course listed in your courses. This will bring up the course description and when you scroll to the bottom of the page you can then see the Extra course details

**I am registered.  How do I join the Zoom call for my class?**

Registered participants will receive an email 24 hours before the class begins.  The email will contain a link for you to join the Zoom class each session.  You may wish to add the link to your Calendar.

**How do I use Zoom?**

Twenty-four hours before the start of your course you will receive a ZOOM invitation (by way of email) that will include an invite to click on the link to join the class.

Look for the part that says:

**Join Zoom Meeting**

[https://us02web.zoom.us/j/81610288931?pwd=S2FOTG9FS2crN0JUb0E4dTcwNG42UT09](https://www.google.com/url?q=https%3A%2F%2Fus02web.zoom.us%2Fj%2F81610288931%3Fpwd%3DS2FOTG9FS2crN0JUb0E4dTcwNG42UT09&sa=D&ust=1609629245585000&usg=AOvVaw1rVrb-wUmezK8--QikGDjS)

Meeting ID: 816 1028 8931  
Passcode: 763360  
One tap mobile  
+14388097799,,81610288931#,,,,\*763360# Canada  
+15873281099,,81610288931#,,,,\*763360# Canada

**Videoconferencing Tips** <https://d.docs.live.net/9f91fe2931bfad4b/Desktop/ELLA%20WEB%20PICtures/Videoconferencing%20Tips.pdf>

# **Information for Participants**

Attending an Online Lecture

<https://drive.google.com/file/d/1ULOkpcUsQEKmwAAyf3BAlqmTQqGZnfDa/view?usp=sharing>

Using Zoom on the iPad / iPhone

<https://drive.google.com/file/d/1X8nWpek6rJrZ7yjbwABxi8RKKU05Gh5_/view?usp=sharing>

Videoconferencing Tips

<https://drive.google.com/file/d/1uVLKH98BLuuFdE3SUe-Auamasb7zrXiv/view?usp=sharing>

**How do I access the Free Friday noon hour presentations?**

Log in and click on My Account.  Scroll down the page to see Noon Hour Presentation link.  Click the green button to Join Zoom Call. Also, an email will be sent out each Thursday with the link into all active members.

**How do I change my email address?**

Go to your Account Info page. Change your email address to the new email address.

Ensure that you have not made a typing error. Select “Save Changes” button at the bottom of the page. You will receive an email confirming your email change.

If you do not receive a confirmation message to your new email address, then you have entered an invalid email address.  In this case, contact ELLA using the Contact Us form or emailing us at <exella@ualberta.ca>.

**How do I withdraw from a course?**

To withdraw from a course you are registered in, go to MyAccount.  Click on the link to Contact Us to send an email message requesting withdrawal. This must be done two days prior to the start of class or more to receive a refund. The refund will be processed within 7 days of request and a credit should appear on your credit card or in your bank account (if you paid with debit card).  You will receive a confirmation email when the refund is processed.