

OSHER REGISTRATION SYSTEM GUIDE

ACCOUNT CREATION + LOGGING IN

AFFILIATION + PRICING

CLASS REGISTRATION+ PUNCH PASS PURCHASE

CLASS CANCELLATION

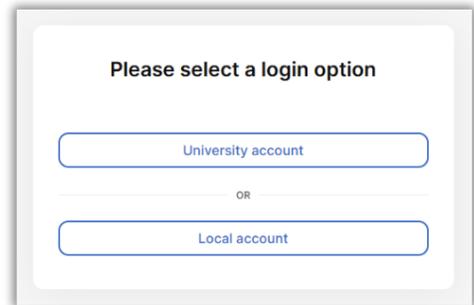
DOWNLOAD THE APP

CREATING YOUR ACCOUNT | LOGGING IN FOR THE FIRST TIME



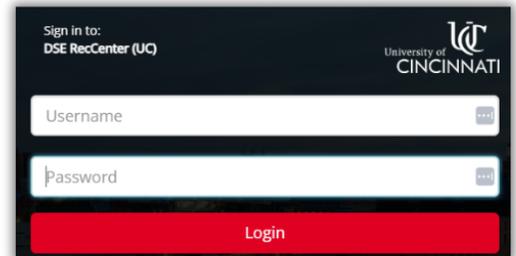
1. Visit the [Osher Registration System Dashboard](https://ucosher.dserec.com/online/dashboard) (https://ucosher.dserec.com/online/dashboard)

2. Click the "Log In" button. A box will appear with two options.



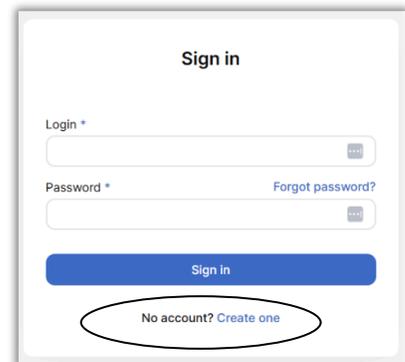
If you have a University of Cincinnati (UC) login (UC students, faculty, staff, and affiliates):

- Choose "University account." You will be taken to a secure login screen, enter your UC login credentials. You will then be logged in and taken to the homepage with class and event offerings.
- Please note: if you have a UC login, you will automatically be enrolled under the "Sustainer Rate" (see details on page 2). This can be changed by emailing osher.integrative@uc.edu.



If you do not have a UC login:

- Click "Local account" then click "No account? Create One" directly under the "Sign In" button. Complete the form in its entirety. For Affiliations, select the option that best applies to you based on the criteria detailed below on page 2. This can be changed later in your account settings. Once you have input all of the required fields, click the "next" button. You will then be logged in and taken to the homepage with class and event offerings.



CLASS PRICING & AFFILIATIONS



We strive to keep our wellness classes accessible to all, and therefore operate on a tiered pricing structure.

Please review the options and criteria listed below, and when selecting your account type under Affiliation, choose the option that best describes your situation. This can be changed later in your account settings or by emailing us at osher.integrative@uc.edu.

*Please note: if you have a UC login, you will automatically be enrolled under the "Sustainer Rate" listed below. This can be changed by emailing us at osher.integrative@uc.edu.

OSHER WELLNESS SUITE | AFFILIATION OPTIONS & STUDIO PRICING

COMMUNITY CARE RATE | \$5/Class; \$22/5-Class Pack

- I frequently stress about my basic needs like food, housing, and transportation and don't always meet them
- I have debt, and it sometimes prevents me from meeting my basic needs
- I rent a lower-end apt or have unstable housing
- I am unemployed or underemployed
- I qualify for government assistance like food stamps and medicaid
- I have no access to savings
- I have no or very limited expendable income, and I cannot afford eating out, coffee to go, movies, books, and new technology
- I cannot afford a vacation or have the ability to take time off without significant financial burden
- I do not have family wealth
- I sometimes have to support family members or other dependents.

SUSTAINER RATE | \$10/Class; \$45/5-Class Pack

- I may stress about basic needs like food, housing, and transportation at times, but I am still able to meet them
- I am employed
- I have access to healthcare
- I have access to adequate housing
- I might have access to financial savings
- I have some expendable income for eating out, coffee to go, movies, books, and new technology
- I can take a vacation every year without significant financial burden
- I have some family support or have benefitted from family support throughout my life (my family/parents pay for part of rent/phone/healthcare, etc.)

SUPPORTER RATE | \$15/Class; \$70/5-Class Pack

- I can comfortably meet all my basic needs like food, housing, and transportation
- I own my own home or rent a high-end apartment
- I am employed or don't need to work to meet my needs
- I have regular access to healthcare
- I have regular access to financial savings
- I have expendable income for eating out, coffee to go, movies, books, and new technology
- I might have some debt, but it does not prevent meeting my needs
- I can take time off for vacation
- I can travel for fun
- I have family wealth and have benefitted from family support throughout my life (my family/parents pay or have paid for part of rent/phone/healthcare, etc.)

RATES THAT APPLY TO ALL | REGARDLESS OF AFFILIATION

VIRTUAL STUDIO CLASSES | \$5 Per Class; \$22 for 5 Pack

COMMUNITY LEARNING KITCHEN CLASSES | \$100 per class

NO-COST CLASSES | Some classes will be offered at no-cost, this could be on a one-time or regular basis, depending on the offering. See schedule for details.

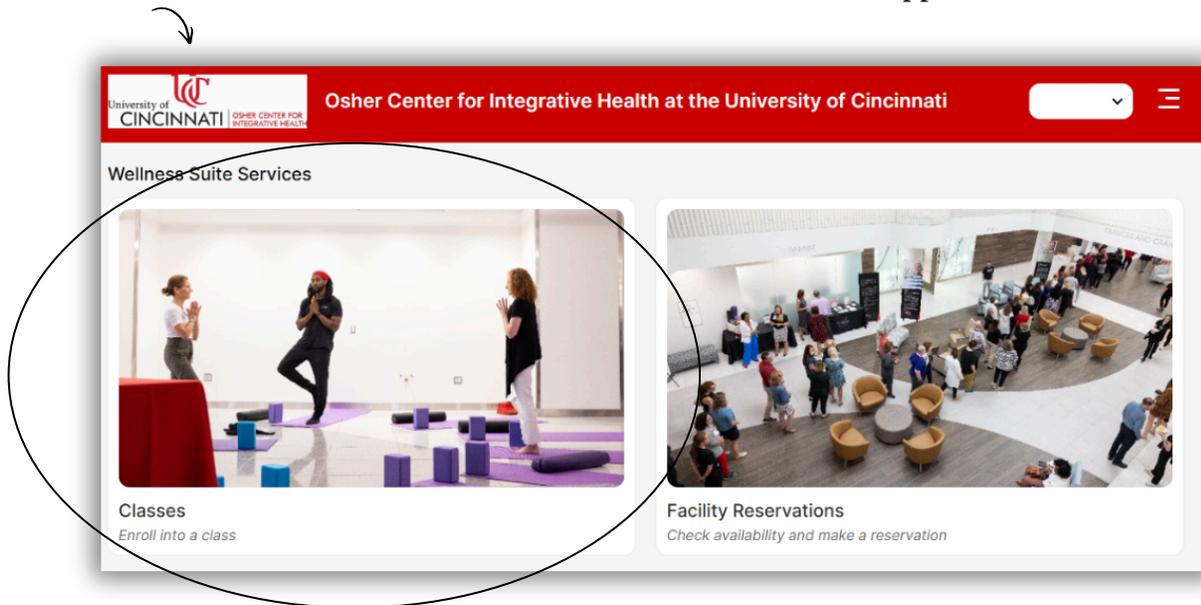
***NOTE, SOME SPECIAL EVENTS AND CLASS OFFERINGS MAY VARY FROM THESE PRICES**

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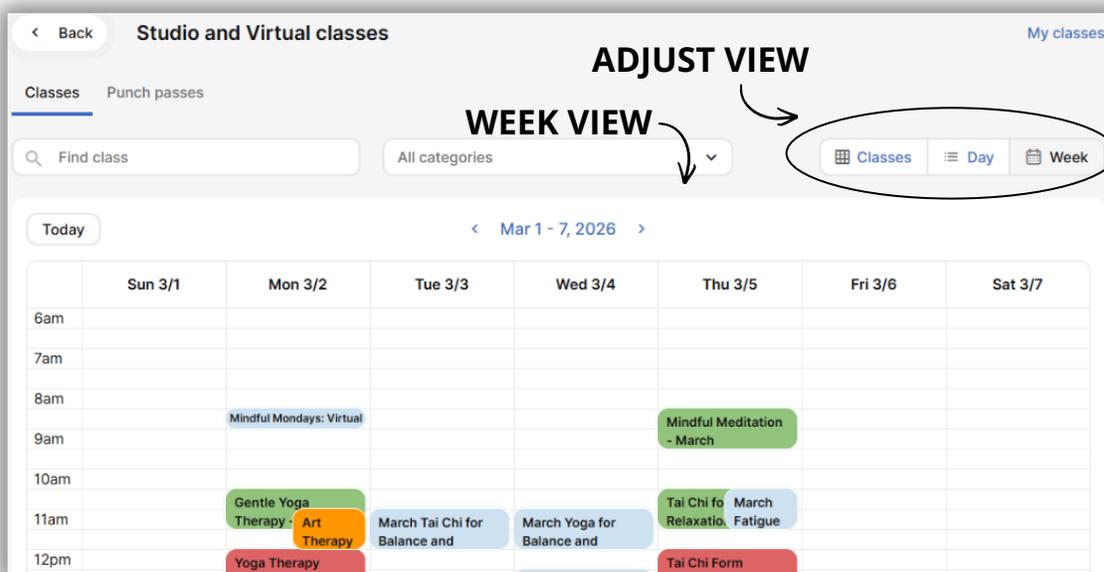


HOW TO REGISTER | CLASSES & EVENTS

1. Visit the [Osher Registration System Dashboard](https://ucosher.dserec.com/online/dashboard) (https://ucosher.dserec.com/online/dashboard)
2. Click the “Log In” button (see instructions on page 1).
3. Click “Classes” on the web or “Modules” and then “Classes” on the app to view all class offerings.



4. You can choose to view available classes by program, day, or week:



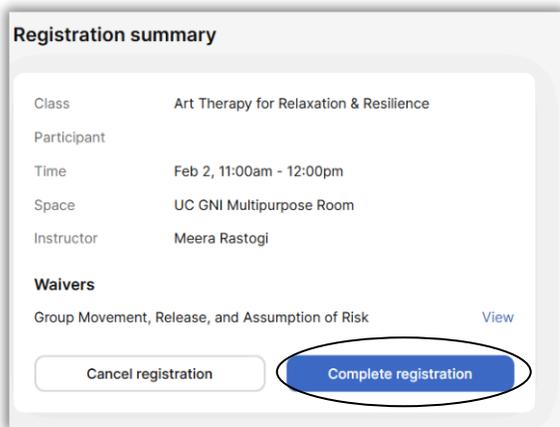
5. Select the class that you would like to register for by clicking on it. If you are in the program view, this will bring you to a page that will allow you to choose which date you would like to register for. If you are in the daily or weekly view, it will bring you directly to the page to register for the class.



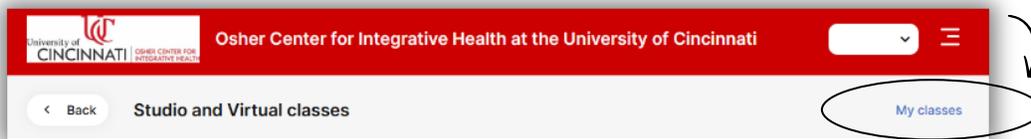
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HOW TO REGISTER | CONTINUED....

6. Complete the required fields. If payment is required, enter your payment information when prompted. Click the "Complete Registration" button to complete your registration.



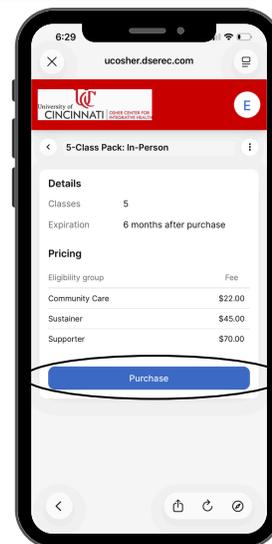
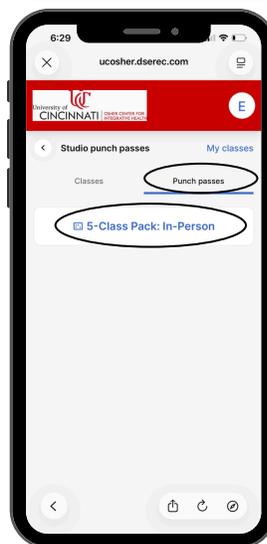
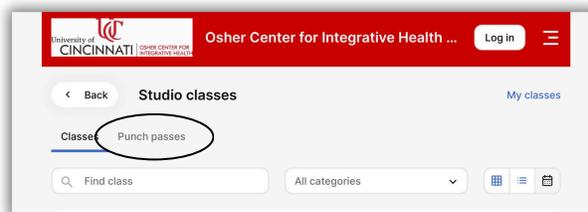
7. To confirm you successfully registered for a class, you will receive a confirmation email or you can click on "My classes" to see all of your registrations.



HOW TO PURCHASE A CLASS PACK

Note: due to the pricing variation between in-person studio and virtual class offerings, in-person studio class packs and virtual class packs must be purchased separately.

1. Click "Classes" on the web or "Modules" and then "Classes" on the app
2. Choose which type of class you would like to purchase a class pack for (Studio or Virtual)
3. Click the "Punch Passes" to toggle to the punch pass options.
 - a. Note: Prices are populated based on your affiliation. See page 2.
4. Click the punch pass pack you would like to purchase, complete the payment information, and click "Purchase."
5. Now, when enrolling for a class, passes will come up as a payment option.



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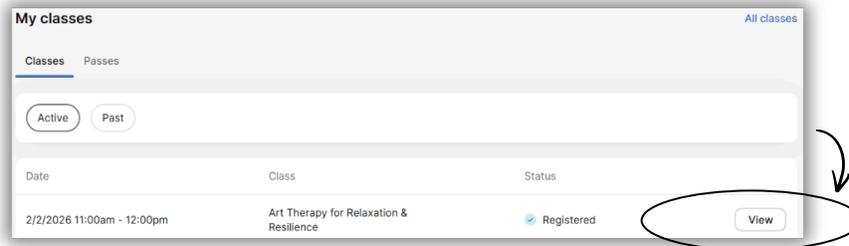
CANCELLING YOUR REGISTRATION

Class credits will be refunded for any cancellation made at least 24 hours prior to the scheduled class. Class credits will be forfeited if cancelled less than 24 hours prior. If you are registered for a no-cost class and can no longer attend, please cancel your registration to allow space for another registrant.

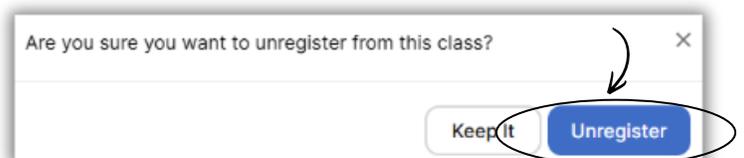
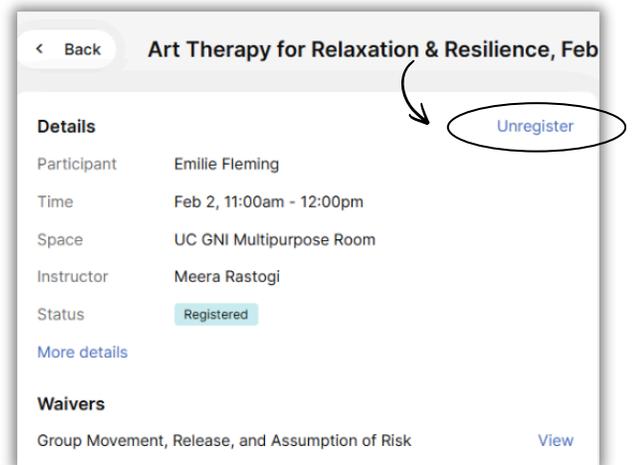
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2. Click the “Log In” button (see instructions on page 1).
3. Click “My classes”



4. Click "view" on the class you would like to cancel



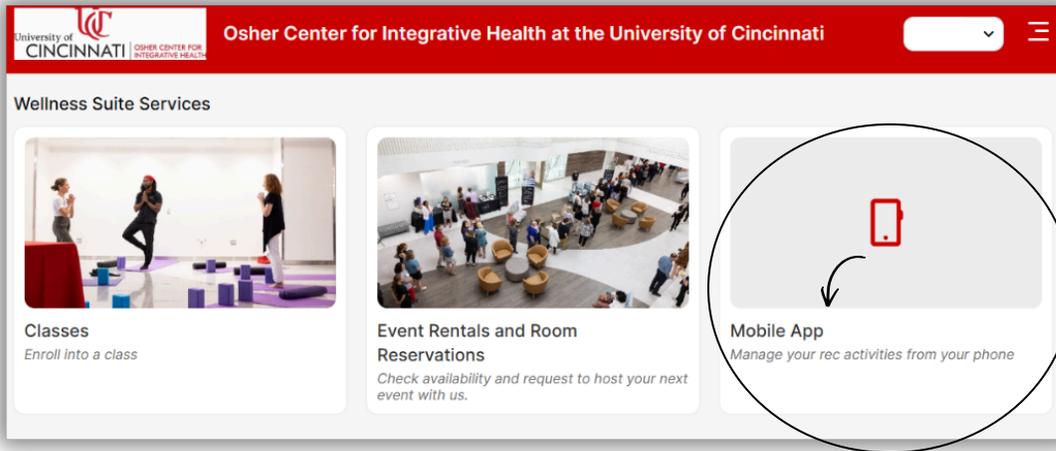
5. Click "Unregister"
6. A pop-up will appear, click “Unregister”
7. You will receive an email confirming your cancellation and the class will no longer appear in “My classes”
8. If a fee is associated with the class:
 - a. If you paid via class pack, the class will be added back to your class pack
 - b. If you paid via credit card, your credit card will be refunded



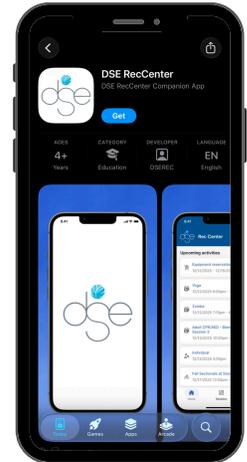
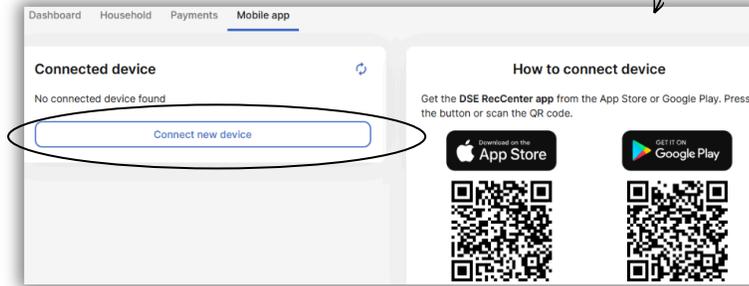
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2. Click the “Log In” button (see instructions on page 1).
3. Click “Mobile App”



4. Download the app by clicking on the icon or scanning the QR code from your phone’s camera app. Click the “Connect new device” button



4. Open the app once it is downloaded. Enter the information from the “Connect new device” screen into the app and click “Complete activation”

