



## Adult Education Digital Classes, Field Trips, and Audubon Birding Days FAQ

### RESERVATIONS

#### How do I access my account?

[Log in or create a new account](#)

At the end of June 2020, we moved to a new booking software. Your old email and password will no longer be recognized.

#### How can I see what classes I'm registered for?

[Account access](#). Once you're in, click "Manage my Activities".

#### Where do I register for distance learning classes?

[Reserve an online program](#)

#### Where do I register for Audubon Birding Days and field trips?

[Reserve an in-person program](#)

#### What does "inquire" mean on your reservation system?

If you see a checkmark and inquire when you are registering, that means that the class or trip is full. By checking inquire, we can add you to a waitlist if it is an in-person program. Please be as detailed as possible in your inquiry.

#### Do you use waitlists?

We **do not use waitlists for distance learning classes**. When you inquire into a field trip or Audubon Birding Day, that is how we get you on the waitlist.

#### Why does the website say \*FULL\* but the registration form does not?

We manually update our website daily, Monday-Friday. Sometimes people cancel at the last minute or over the weekend and this happens. You are welcome to register if it shows space on the registration page.

## ZOOM

### **How do I access classes that I signed up for?**

A Zoom link will be sent along with your confirmation email, as well as directly from us one to three days in advance of the class.

You will also get a reminder email with the link directly from Zoom both one day and one hour before the class starts. **This reminder will come from this email (be sure to mark as not spam): no-reply@zoom.us**

### **I didn't get a Zoom Link sent to my email. What do I do?**

In our experience with Distance Learning Classes, Earthlink and smaller email providers are more likely to block emails from Portland Audubon. **Please check your email settings, spam and junk folders.** If you didn't get a Zoom link **one day** before your class, please email [classes@audubonportland.org](mailto:classes@audubonportland.org).

You can also use the search feature on your email to search for the subject line that includes the words Portland Audubon, zoom class link, the date and title of your class. So, something like this: "Portland Audubon - May 20 Zoom Class Link - Birds Are Great"

### **Why do I need to register for this class twice?**

The first registration, through our website, is through our registration software and processes your payment.

The second registration is for Zoom. With the webinar feature, we do not have the option to use waiting rooms. Requiring registration is the best and easiest way for us to make sure classes with Portland Audubon are secure.

### **Why does Portland Audubon have class size limits on Zoom?**

We aim to provide an experience similar to in-person classes and allow space for people to ask questions at the end of class.

## AUDUBON BIRDING DAYS AND FIELD TRIPS

### **When will I hear details about the trip?**

The leader will email you approximately one week before the program to give you details about where to meet, etc.

### **What is your COVID-safe in-person programming policy?**

[COVID policy](#)

### **Should I bring my spotting scope?**

Yes, please do. Here is our COVID-safe scope use policy:

[COVID-safe spotting scope policy](#)

## **CANCELLATION POLICY, REFUNDS, ETC.**

### **What is your class, field trip, and ABD cancellation policy?**

[Classes, field trips, and Audubon Birding Days cancellation policy](#)

To cancel a class or trip, please email [classes@audubonportland.org](mailto:classes@audubonportland.org)

### **Do you offer refunds or credits for missed classes?**

No. It is the participant's responsibility to be sure to be on time for a class and make sure it's on their schedule. Recordings are sent out to all participants after the class and are good to view for seven days.

### **What time is my class?**

Class times are listed on [our website](#) and the emailed invoice you receive when you register.

### **Where can I find more information on your Distance Learning Classes?**

Visit: <https://audubonportland.org/our-work/learn/adult-programs/classes/>

### **I thought I was paying for the whole series...**

Many of our classes are parts of a continuing series on a theme, and are designed to work in conjunction with one another. However, it is currently not possible to register for the whole series with one click. Please register individually for each class that you would like to attend. Each class costs \$20 for members.

If you have any other comments, questions, or concerns about Portland Audubon's classes, field trips, or ABDs, please write to: [classes@audubonportland.org](mailto:classes@audubonportland.org).