



## Adult Education FAQs

### Online Classes, Field Trips, and Audubon Birding Days

#### RESERVATIONS

**How do I access my account?**

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

**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 online 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. We do not respond to every inquiry. If a space becomes available in the program you are interested in, we will contact you.

**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 business day ahead of your online 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 it 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 Online Classes, Earthlink and smaller email providers are more likely to block emails from Portland Audubon. **Please check your email settings, spam/junk and promotions folders.** If you didn't get a Zoom link **one day** before your class, please email [classes@audubonportland.org](mailto:classes@audubonportland.org).

**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.

**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. Please also check the event posting for the the program you are registered for.

**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 class offerings?**

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. Each class is standalone. Please register individually for each class that you would like to attend.

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).