

LEARNSAAA FAQ

I am not able to create an account, what do I do?

Please email us at aaaregistration@bouldercounty.org or call us at 303-441-1617.

Why are you asking for my demographic information?

This information helps us to improve the quality of services, as well as develop and fund more programs designed to support older adults and caregivers in Boulder County.

Even for our classes, we need basic information. Not all questions are required. If this is still an issue, please email us at aaaregistration@bouldercounty.org.

What if I Forget My Username or Password?

If you forgot your username or password, you can select the Forgot Password? Or Forgot Username? links below the Log In to request to receive your username and/or temporary password by email. If you no longer have access to your email or have created multiple accounts with the same email please email aaaregistration@bouldercounty.org for assistance.

How do I Change My Password?

Once you have logged into your account, select the change password link located at the top of your account information. Enter your new password and confirm the spelling of your password and hit submit.

How do I find appointments?

If you are on the Workshop page, click on the 1:1 appointment button on the upper right-hand corner.

How do I find workshops?

If you are on the Appointments page, please click on the Upcoming Workshops button on the upper right-hand corner.

I scheduled an appointment, now what?

You should receive a confirmation email. It will have the date and time and a calendar icon so you can put it on your electronic calendar. A counselor will contact you by phone, email or meet you in person at the location, depending on what kind of appointment you made. Please be sure to have any documents you need for the appointment handy.

How do I cancel an appointment or my workshop enrollment?

Please log in to your account and choose User Dashboard. You will find your appointments and workshops at the bottom of the page. For workshops, find the workshop and click Cancel Enrollment. To cancel an appointment, please click the red **x** on the right-hand side.

What if I need more information?

Please email us at aaaregistration@bouldercounty.org or call 303-441-1617.