



Instructions for NEW external* learners

* “External” refers to everyone outside the global UN Secretariat, including UNVs; staff/delegates from Permanent Missions and AFPs; spouses; and retirees.



Before you start, please [check your eligibility](#). If you are not eligible, you will not be able to register at all, or your registration will be rejected by the admin team.

I. Create an elearning account if you do not already have one:

1. Go to <http://elearning.un.org>
2. Click on “Register now”.

3. Enter your first and last name.
4. The system will create a user ID for you that will start with “lms.” **Save it! You will need it every time your register.** If you forget it, you will have to start this process from the first step.

5. Create a password. **Save it! You will need it every time your register.** If you forget it, you will have a start this process from the beginning.
6. Enter your email address and date of birth. **Remember which email address you use because you will need it later to access your elearning account.**
7. Click on “**Register**”.
8. A confirmation page will appear with your user ID. Click on “**Return to sign in page**”.

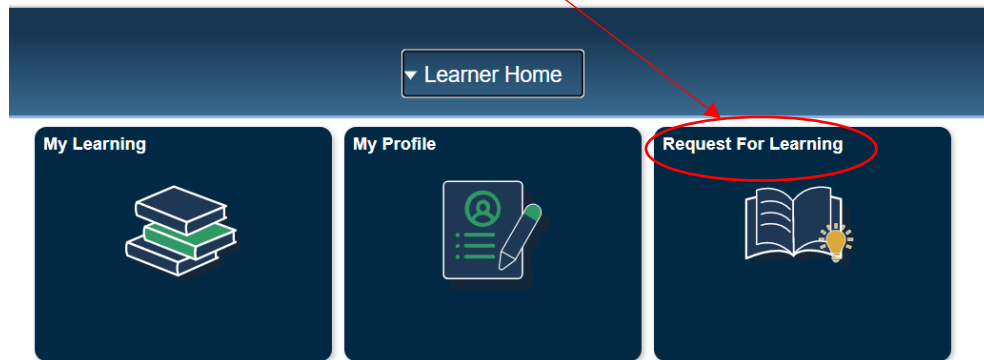
You have been successfully registered as a user 'lms. . . '.

Note down the User ID and Password you entered. This information will also be mailed to you shortly.

If you have any questions regarding your registration, please contact inspira Support Centre.

[Return to Sign in page](#)

9. Sign into your account with your user ID and password.
10. Under “My Learning”, click on “**Request for learning**”.



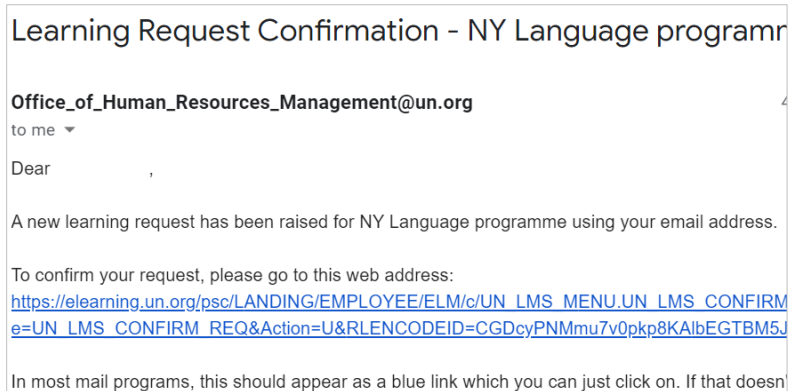
11. Click on the arrow to see the “Learning Type” categories.
12. Select “**New York Language Programme**”.
13. Select your “**UN Entity**” from the dropdown menu.
NOTE: If your entity is not listed, that means you are not eligible for language courses. You can also check the [eligibility](#) list.
14. Enter your index number (UN staff members only). Leave this box blank if you do not have one or if you are not a UN staff member.
15. Click on “**Submit request**”.

Learning Request

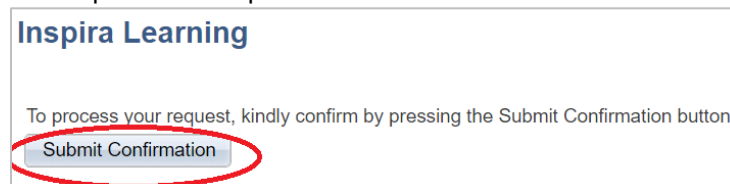
To submit a Learning Request, select a Learning Type and fill in the required details. Once complete press the Submit Request button.

Raise Request	
*Learning Type	NY Language programme ▼
*UN Entity:	Delegate of a Permanent Mission to the UN
*Email Address:	
Index Number:	Delegate of a Permanent Mission to the UN
	Delegate of an Intergovernmental organization
	Funds & Programmes staff (not listed here)
	ICSC staff
Submit Request	Return

16. Go to the email account that you used to register and find an email from the **Office of Human Resources Management**. Click on the link in the email.

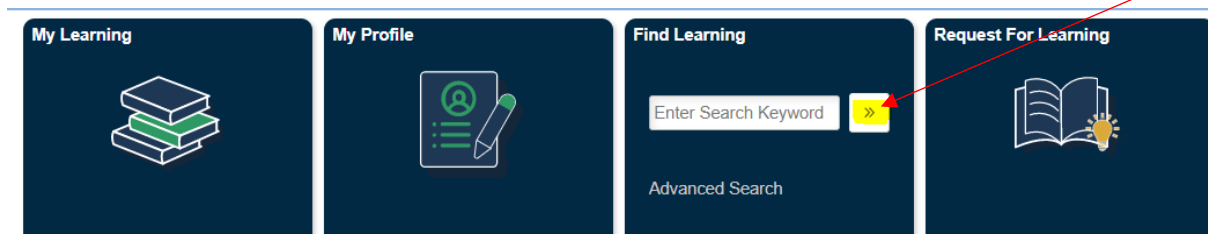


17. Click on **“Submit confirmation”**.
18. Your elearning account set-up is now complete.



II. Register for courses or a placement test

1. Go to <http://elearning.un.org>
2. Enter your user ID (e.g., lms.abc.efg) and password. If you have forgotten either of these, click on “Forgot User ID” or “Forgot Password”.
3. Check [the current brochure](#) for the course(s) you want to register for. Note down the title of the course(s). Again, please make sure you are checking the most recently updated current term brochure by clicking on the link right above (do not check any brochure you might have saved in your computer or received by e-mail, we update our brochure often and the most recent version is always the one on our website).
4. Go to **“Find Learning”**. In the “Enter Search Keyword” box, type the title of the course (or the key words of the title). Important: do not use accents or non-English characters. For example: the course *Cómo poner acentos en español* would be *Como poner acentos en espanol* (without the accent and without the letter ñ). Click on the on the “>>” icon.



5. The name of the course you are searching for should appear. Click on it.
6. Select the section you prefer (if there is more than one) and click on “Enrol”.
7. Select your relationship to the UN from the available options and click on “Continue”. If your UN relationship is not listed, it means you are not eligible to take a course.
8. Enter your personal information. In “Location”, type *New York*. You will see a drop-down menu- choose any of the “New York” options; it doesn’t matter which one.
9. Read the “Class Information” section to double-check this is the course you want to sign up for. If you are a paying student, you will also see the price of the course.
10. Go to “My Attachments” and click on “Submit attachment” to upload a copy of your UN grounds pass. (Get ready: have a photo of your pass on your desktop for ease of access).

My attachments				
Description	File Name	Uploaded	View	Delete
			View	Delete

Add Attachment

11. A box will pop up. In the Description box, type "UN pass". Click on "Browse" and "Choose file". Select the UN grounds pass file and click on "open", then on "upload".
12. You will see the name of your file on the right of the "Select file" title. Click on "OK".

Only files with the following extensions can be added.
PDF,BMP,DIB,JPG,JPEG,JPE,JFIF,GIF,TIF,TIFF,PNG

The file attachment can be uploaded with size upto 2mb.

*Description:

*Select File: [Browse](#)

13. If you are NOT a paying student, go to step 17.
14. If you are a paying student, click on "Pay with credit card".

My attachments				
Description	File Name	Uploaded	View	Delete
UN-ground pass	test.jpg	19/11/20 11:37:57AM	View	Delete

Add Attachment

Save

15. A new window will open: follow the instructions to make the payment. Take a screenshot or create a PDF file of your payment receipt for proof of payment.
16. Upload your proof of payment, following the same steps (10-12) as for uploading your grounds pass.
17. If a placement test is required*, upload your placement test results, following the same steps (10-12) as for uploading your grounds pass.
*To know if you need a placement test, look in the brochure under "Description, modality and prerequisites".
18. Read the "Information verification statements" and only if you meet all of them, check all the boxes. Keep in mind that this information will be verified later by our admin team, and if it is not correct, your registration will be rejected.
19. Finally, click on "Submit enrolment". A message will pop up to confirm your submission. Click on "submit application". Your enrolment has been submitted!
(Your submission will be checked. If any of the required documentation is missing your application will be rejected.)

Troubleshooting

1. I cannot sign into my elearning account.
 - Did you forget your user ID or Password? Click on the correct link and follow the instructions.
 - Avoid creating a new elearning account as it confuses the system.
 - If you do have to create a new account: If you have two first or last names, use a different one from the one you used previously. **Write down your user ID and password!** Use another email account as well if you have one.
2. I cannot find the course I am looking for.
 - Make sure you did not type an accent or a non-English character in the title of the course.
 - If you used key words, try with different ones (e.g. the first two or three words of the course title).
 - Make sure that course is being offered this term. Check the Check [the current brochure](#) again.
 - If you are still having problems, please ask for technical support by clicking on "Contact Us" on the landing site of <http://elearning.un.org>.