



## Registration instructions for external\* learners

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

### 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 you register. If you forget it, you will have to start all this process from the beginning.**

5. Create a password. **Save it! You will need it every time you 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 address you use because you will need this later to access your elearning account.*
7. Click on "Register".

- 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](#)

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

## My Learning

**Search Learning Catalog**

Category:

Course Code:

Keywords:

[Browse Catalog](#)

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**My Learning Tools**

[All My Learning](#)      [Request for Learning](#)

- Click on arrow to see the **“Learning Type”** categories.
- Select **“New York Language Programme”**.
- 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.

- Enter your index number if you have one. Leave this box blank if you do not have one.
- Click on **“Submit request”**.

## Learning Request

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

**Raise Request**

\*Learning Type:

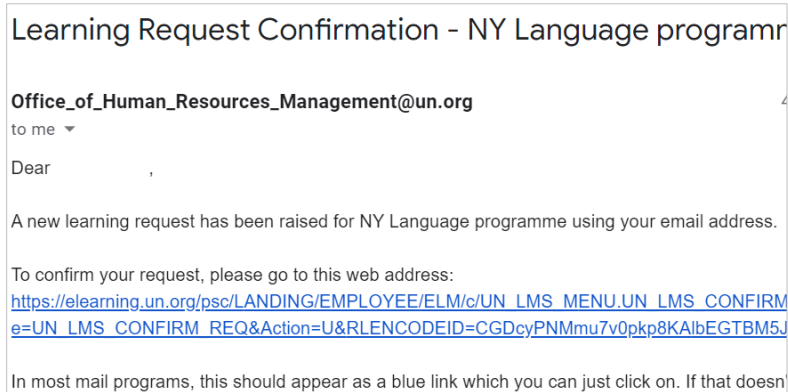
\*UN Entity:

\*Email Address:

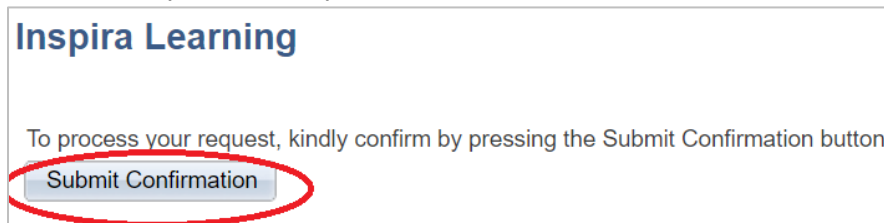
Index Number:

[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 for Spring 2020

**NOTE:** The e-learning system can be very slow, especially at steps 6-10 below.

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 to find the LMS code.
4. Click on **“My Learning”**.
5. In the “Course Code” box, enter the **LMS code**, e.g., LMS-2112.
6. Click on the **“Search” BOX**, not on the little icon.
7. The course you are searching for should appear. Click on **“Enroll”**.
8. Select the section you prefer and click on **“Enroll”** again.
9. Click on **“Submit enrollment”**.
10. You should see a screen that says, “Your enrollment has been submitted”.

## III. 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.
  - Did you type the whole course code, with LMS in the “Course code box”? E.g. **LMS-2011**? Did you click on the “Search” BOX, not on the little icon?
  - If that does not work, try typing in the name of the course or the course code number, without “LMS”, in the “Keywords” box. Click on the “Search” BOX.
  - 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>.