

Registration instructions for external* learners for Spring 2020

* "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." **Write it down.**
5. Create a password and **write it down.**
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**".
8. A confirmation page will appear with your user ID. Click on "**Return to sign in page**".
9. Sign in to your account with your user ID and password.
10. Click on "My Learning", then on "**Request for learning**".
11. Click on arrow to see the "Learning Type" categories.
12. Select "**New York Language Programme**".
13. Select your "**UN Entity**" from the dropdown menu.
14. NOTE: If your entity is not listed, that means you are not eligible for language courses. You can also check the [eligibility](#) list.
15. Enter your index number if you have one. Leave this box blank if you do not have one.
16. Click on "**Submit request**".
17. 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.
18. Click on "**Submit confirmation**".
19. Your elearning account set-up is now complete.

II. Register for courses or a placement test for Spring 2020

NOTE: The elearning system is 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>.