Inspira Learning Management System (LMS)

How to submit a Inspira Support Request
Frequently Asked Questions

1. I have already completed the course

If you have completed any of the 6 mandatory courses shown below, and have a copy of your certificate of completion and you have noticed that they don't reflect in your Inspira "My learning" section as completed, kindly click on the "Contact Us" link in Inspira to log a ticket (and attach the certificate of completion) and the elearning support team will respond to you as soon as possible - please see the guide on page 3 entitled "How to create a request for support (Inpira ticket)".

1. Prevention of Workplace Harassment, Sexual Harassment, and Abuse of Authority in the Workplace
2. HIV/AIDS in the Workplace Orientation Programme
3. Ethics and Integrity at the United Nations
4. Information-security Awareness Foundational
5. United Nations Human Rights Responsibilities
6. I Know Gender

For mandatory security courses which you may have completed (on the DSS website or another platform) and whose certificate does not appear in your Inspira "My Learning" section e.g. Basic Security in the Field and Advanced Security in the Field, please send an email, along with your certificate of completion to learning@un.org. Please note that security courses are valid for 3 years and therefore must be retaken every 3 years.

For any other course please contact UNON/HRMS/Talent Management Centre.

2. I get an error message when attempting to enroll or undertake a course

Should you have any challenges accessing either of these mandatory courses, kindly click on the "Contact Us" link in Inspira to log a ticket (and attach a screen shot of the error message) and the elearning support team will respond to you as soon as possible - please see the guide on page 3 entitled "How to create a request for support (Inspirra ticket)".
3. How to create a request for support (Inspira ticket)

1. Click on the “Contact Us” link in Inspira.

2. Select the categories shown below and click on the “Email Us” button.
3. Complete all the details in the form, including the details of your exact problem or request in the “Comment/Question” section. Please attach any supporting documentation where applicable.