



UNITED NATIONS

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 (Inspira 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.***

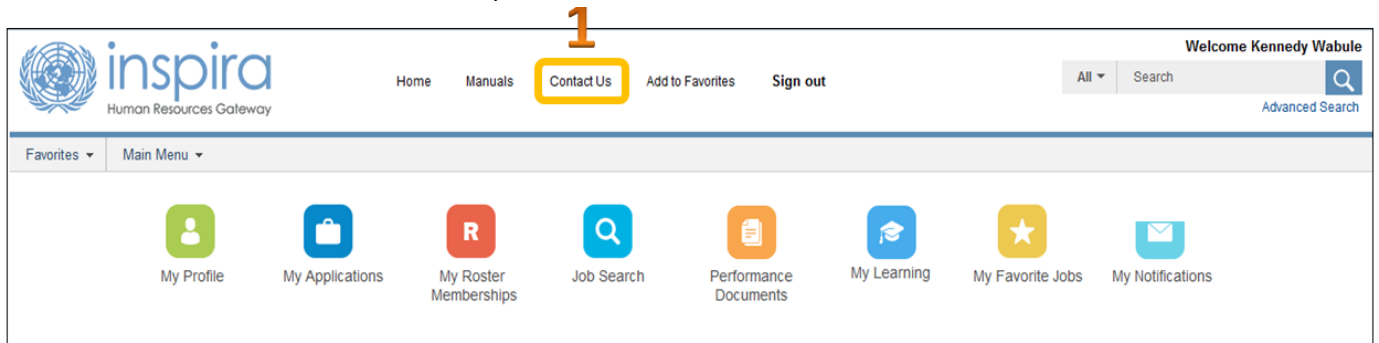
For any other course please contact UNON/HRMS/Talent Management Centre.

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

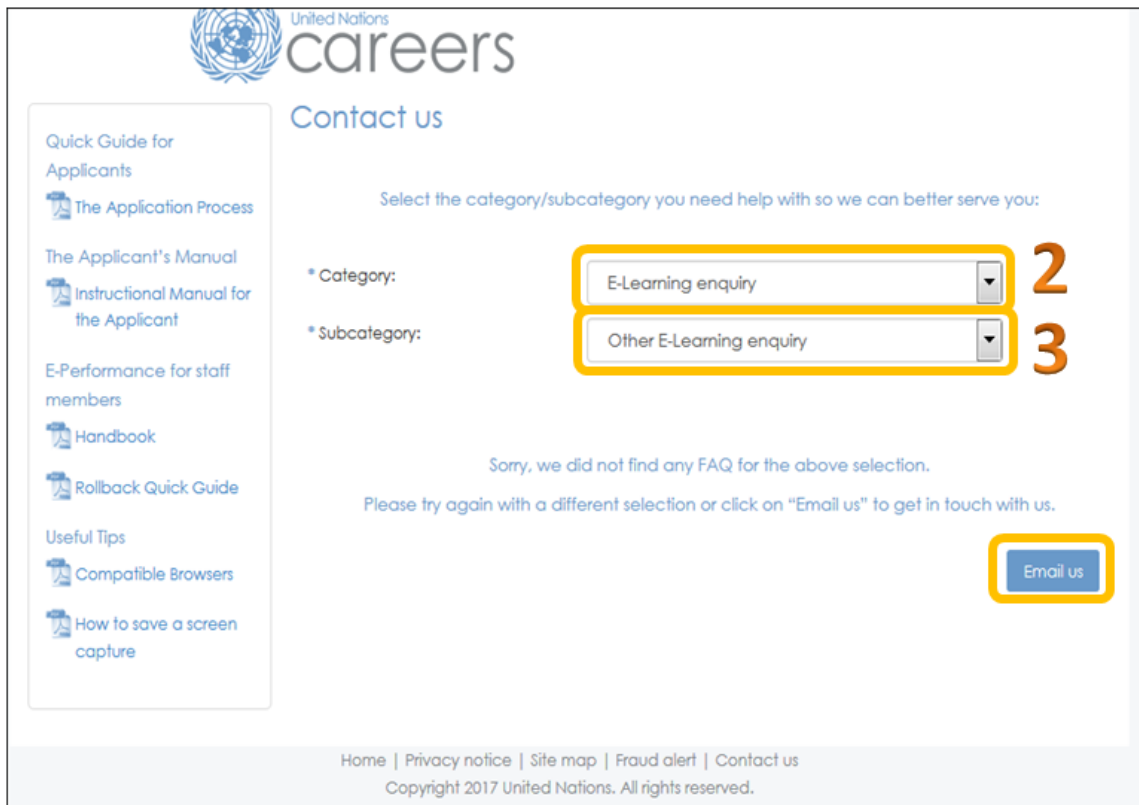
Should you have any challenges accessing either of these mandatory courses, kindly click on the "Contact Us" link in Inspira to log a ticket (and attach a screen shot of the error message) and the elearning support team will respond to you as soon as possible - please see the guide on page 3 entitled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

The image shows a screenshot of the United Nations careers website's 'Contact us' form. The form is titled 'Contact us' and includes a sidebar with navigation links such as 'Quick Guide for Applicants', 'The Application Process', 'The Applicant's Manual', 'Instructional Manual for the Applicant', 'E-Performance for staff members', 'Handbook', 'Rollback Quick Guide', 'Useful Tips', 'Compatible Browsers', and 'How to save a screen capture'. The main form fields are: 'Your Location' (dropdown), 'Title' (dropdown), 'First name' (text), 'Last name' (text), 'Email' (text), 'Index Number' (text), and 'Department' (dropdown). A checkbox labeled 'Are you contacting us on Behalf of another staff Member?' is present with the instruction 'If yes, please select'. Below these fields is a large text area for 'Comment / Question' with a character count 'You have 1000 characters left.'. An 'Upload supporting document' section includes a 'Browse...' button and the text 'No file selected. Maximum file size: 8 MB'. A 'Word verification' section shows a CAPTCHA image with the code 'QLWBH', a 'Refresh' button, and the instruction 'Enter the code shown above in the box below'. A 'Send' button is at the bottom. Numbered annotations are placed on the form: '5' is next to the top dropdowns, '6' is next to the comment box, '7' is next to the file upload section, '8' is next to the CAPTCHA input box, and '9' is next to the 'Send' button.