INTRODUCTION TO THE GLOBAL ENVIRONMENT FACILITY – e-Course

New User
Sign-up & login

Existing user
Login

Troubleshooting
Login Issues
To access the “Introduction to the Global Environment Facility (GEF)” e-course, click on the link: https://www.thegef.org/topics/knowledge-learning
• Click on the GEF Academy Tab or the “GEF Academy” link
• Click on the “Introduction to the Global Environment Facility” box

GEF Academy

The GEF Academy is a GEF learning initiative that provides an online and face-to-face curriculum of courses/learning events designed to enhance the capacity of GEF partners and stakeholders to engage with the GEF and to deliver global environmental benefits through GEF funded initiatives.

The GEF Academy is accessible 24/7 and offers the GEF community a catalog of self-paced online courses and facilitated webinars, as well as face-to-face training events that draw on the latest knowledge and information regarding GEF policies, procedures and guidelines. Courses also provide global expertise, technical information, lessons learned, and best practices relevant to GEF investments.

Courses offered through the GEF Academy are developed and offered in partnership with GEF Agencies, GEF IEO and STAP, as well as other like-minded institutions that work on the global environment. The initial focus of the GEF Academy is to provide training on new policies and procedures that accompany the GEF’s 7th Replenishment.

Currently, two courses are available:

E-Course: Introduction to the Global Environment Facility

E-Course: Gender and Environment
Click on “Enroll Now!” and you will be redirected to an OLC login page for more details to complete the enrollment.
A. New User Sign-up and login

Steps to sign up as a new external user in the OLC member center and then log into Saba Cloud with the newly created profile.

1. Click the “Enroll Now!” link in the “Introduction to the Global Environment Facility (GEF)” e-course page in the GEF website.

2. You will be redirected to the screen below with the option to Create Account in the sign-in form.
3. In the sign-in form that displays, provide an email, password, first name, last name, and other profile-related information.
4. Enter your email address. Click the “Send Verification code” button. Access your personal email account, where you should have received an email with a code.
A. New User Sign-up and login

5. Enter the verification code and click on ‘Verify Code’.

![Image of Member Portal login page](image-url)
A. New User Sign-up and login

6. Upon successful verification this button will be “Change e-mail.” Use this button only when you want to register using a different email.
A. New User Sign-up and login

7. Once the code is validated, fill in the remaining fields, such as password, first name, last name, etc., and click on the Create button.
A. New User Sign-up and login

8. Upon successful creation of the profile, the user will be redirected to the Login screen to enter an email address and click on the Next button.
9. Upon successful Login, the user will be redirected to the course details page in Saba Cloud. A screenshot of Introduction to GEF course details page is shown below.

10. Click Enroll to register yourself to the course.
A. New User Sign-up and login

11. After you see the registration confirmation window, you can close it and then Click on Launch to take the course.

Video Tutorial for further assistance:
Click here to view the video of the registration process for new user sign-up and login.
B. Existing User Login

Steps to login as an external user in OLC (Saba Cloud) with an existing/already created profile.

1. Click the “Enroll Now!” link in the “Introduction to the Global Environment Facility (GEF)” e-course page in the GEF website.

2. You will be redirected to the login screen; enter the email address you have already registered to OLC with, to sign-in. Click on the Next button.
B. Existing User Login

3. Enter the password associated with the email address and click on the Sign In button.
B. Existing User Login

4. Once your credential is validated, you will be logged in successfully and redirected to the course details page in OLC (Saba Cloud). A screenshot of Introduction to GEF course details page is shown below.

5. Click Enroll to register yourself to the course.
B. Existing User Login

6. After you see the registration confirmation window, you can close it and then Click on Launch to take the course.
C. Troubleshooting Login Issues

The following chart lists issues you might face during the sign-up or login process and way to address them.

<table>
<thead>
<tr>
<th>#</th>
<th>Scenario</th>
<th>Resolution/Next Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Unable to login as account is inactive/disabled in OLC</td>
<td>Contact <a href="mailto:olcsupport@worldbank.org">olcsupport@worldbank.org</a> for triage/activation.</td>
</tr>
<tr>
<td>2.</td>
<td>Intermittently users are getting redirected to worldbank.org upon sign up</td>
<td>After completing the sign up, access the Saba course deep link URL <a href="https://wbg.sabacloud.com/Saba/Web_spf/NA1PRD0002/common/ledetail/00033391">https://wbg.sabacloud.com/Saba/Web_spf/NA1PRD0002/common/ledetail/00033391</a> in the same browser tab. You will be redirected to the OLC page without any password challenges.</td>
</tr>
<tr>
<td>3.</td>
<td>Invalid username/password</td>
<td>Change the password using the forgot password option.</td>
</tr>
<tr>
<td>4.</td>
<td>Unable to sign up/register in the sign up form</td>
<td>Ensure that all the mandatory fields are filled in prior to form submission. If issue persists, contact <a href="mailto:olcsupport@worldbank.org">olcsupport@worldbank.org</a> for assistance.</td>
</tr>
<tr>
<td>5.</td>
<td>Upon successful login, during redirection user receive BIG-IP error screen</td>
<td>This is due to conflicting user sessions. Pls switch to different browser and try logging in.</td>
</tr>
</tbody>
</table>

In case of any other sign-up or login problems, please contact [olcsupport@worldbank.org](mailto:olcsupport@worldbank.org)