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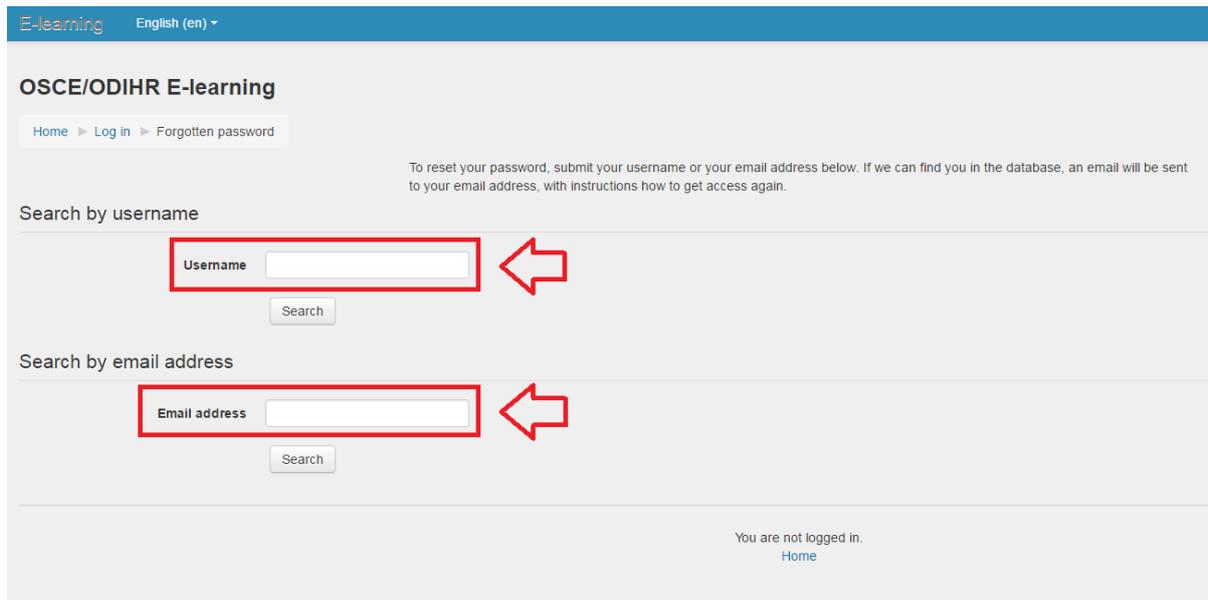
How to reset forgotten password

Step 1: Click on 'Lost password?' on the login bar of www.odihrobserver.org homepage.



The screenshot shows the OSCE/ODIHR E-learning homepage. On the left, there is a 'LOGIN' section with fields for 'Username / email' and 'Password', a 'Remember username' checkbox, and a 'Log in' button. Below these fields, the links 'Create new account' and 'Lost password?' are visible. A red box highlights the 'Lost password?' link, with a red arrow pointing to it. To the right, there is a 'Welcome to the new OSCE/ODIHR e-learning course for election observers!' message and a section for 'Available courses', featuring a 'Comprehensive Course for OSCE/ODIHR Observers' with a description and an image of a man in a suit.

Step 2: Insert either your username or e-mail address and click on 'Search'.



The screenshot shows the 'Forgot password' page. At the top, there is a breadcrumb trail: 'Home > Log in > Forgotten password'. Below this, there is a message: 'To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.' There are two search sections: 'Search by username' with a 'Username' input field and a 'Search' button, and 'Search by email address' with an 'Email address' input field and a 'Search' button. Both input fields are highlighted with red boxes, and red arrows point to them from the right.

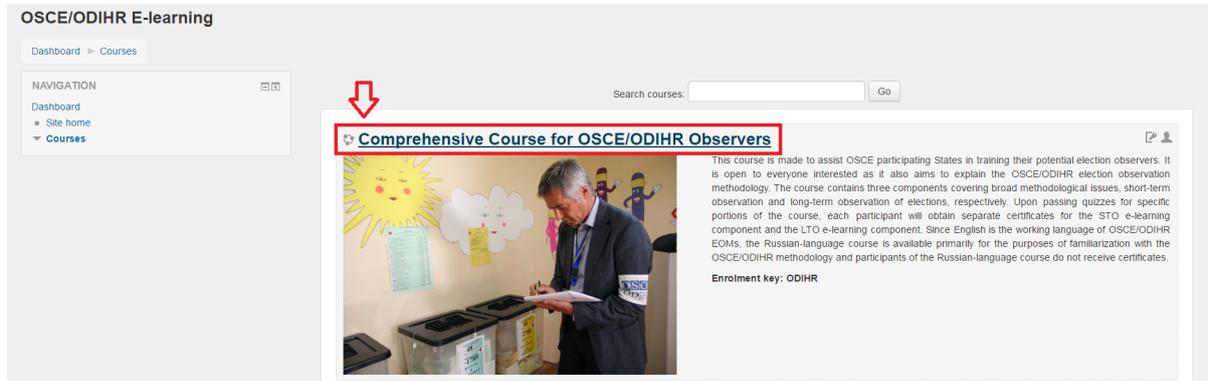
Step 3: Check the inbox and spam folders of the e-mail address you used to register to the website, open the e-mail received from noreply@odihrobserver.org and click on the link provided. You will be redirected to www.odihrobserver.org.

Step 4: Follow the instructions on screen to reset your password.

How to self-enrol in a course

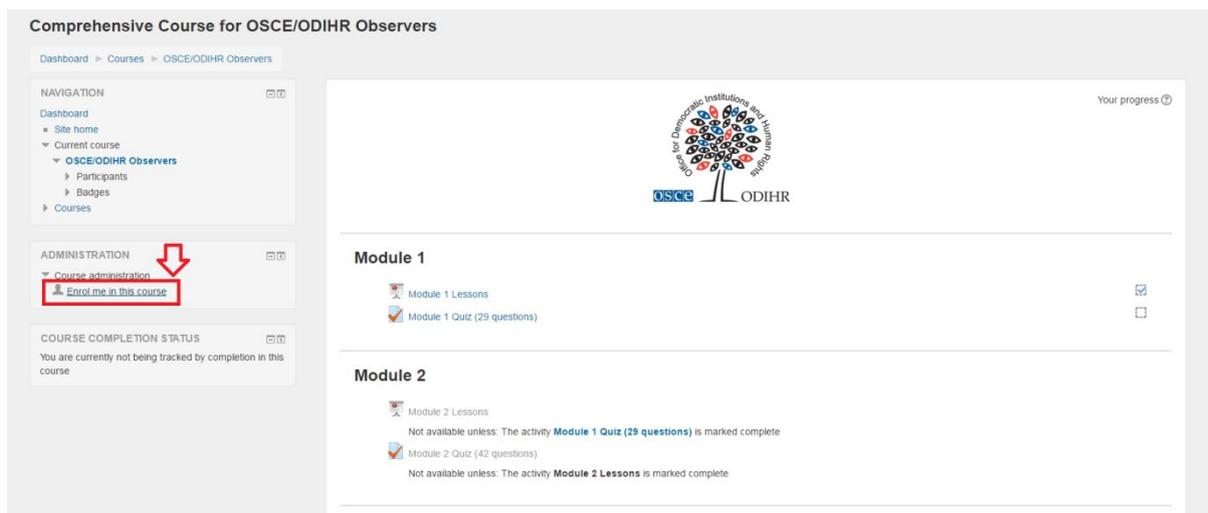
Step 1: Login to the website www.odihrobserver.org by entering your username and password.

Step2: Click on the title of the desired course on site homepage.



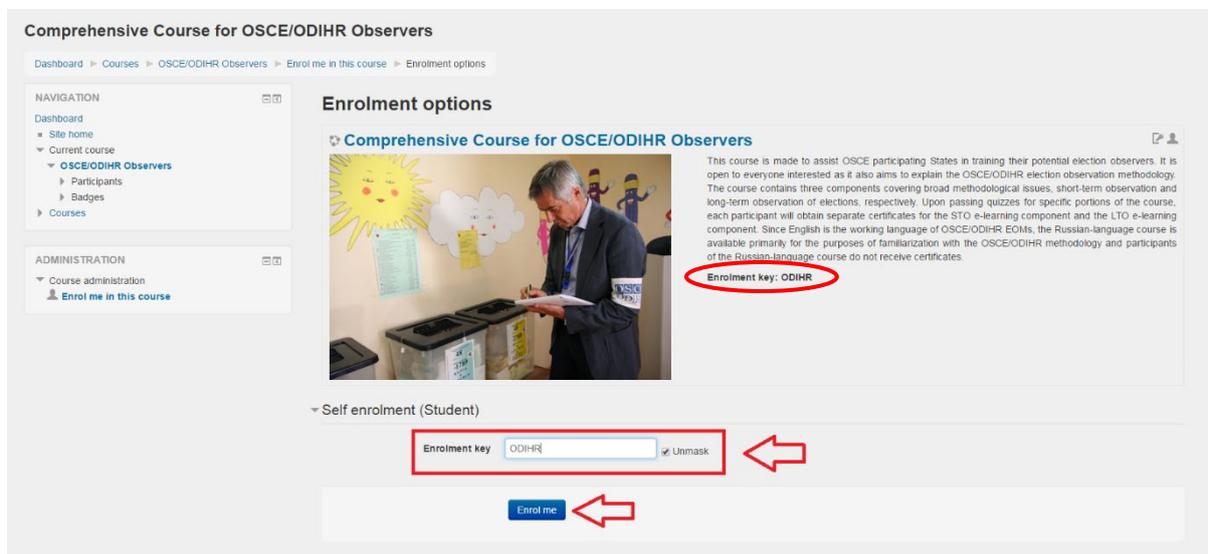
The screenshot shows the 'OSCE/ODIHR E-learning' dashboard. On the left is a navigation menu with 'Courses' selected. In the center, there is a search bar and a list of courses. The course 'Comprehensive Course for OSCE/ODIHR Observers' is highlighted with a red box, and a red arrow points to it from above. To the right of the course title is a small image of a man in a suit looking at a document, and a text description of the course. Below the description, the 'Enrolment key: ODIHR' is visible.

Step 3: click on 'Enrol me in this course'



The screenshot shows the course page for 'Comprehensive Course for OSCE/ODIHR Observers'. On the left is a navigation menu with 'Enrol me in this course' highlighted with a red box and a red arrow pointing to it. The main content area shows the course details, including the OSCE/ODIHR logo and a list of modules. Module 1 includes 'Module 1 Lessons' and 'Module 1 Quiz (29 questions)'. Module 2 includes 'Module 2 Lessons' and 'Module 2 Quiz (42 questions)'. The 'Enrol me in this course' button is located in the left navigation menu.

Step 4: Type the enrolment key and click on 'Enrol me'



The screenshot shows the 'Enrolment options' page for 'Comprehensive Course for OSCE/ODIHR Observers'. On the left is a navigation menu with 'Enrol me in this course' highlighted. The main content area shows the course details, including the OSCE/ODIHR logo and a list of modules. The 'Enrolment key: ODIHR' is highlighted with a red box. Below the course details, there is a 'Self enrolment (Student)' section with an 'Enrolment key' field containing 'ODIHR' and an 'Unmask' button. The 'Enrol me' button is highlighted with a red box and a red arrow pointing to it.

How to submit previously obtained Short-term Observer e-learning certificate

If you hold a certificate obtained through the previous OSCE/ODIHR e-learning course for Short-term Observers, you can upgrade your status by submitting your old certificate.

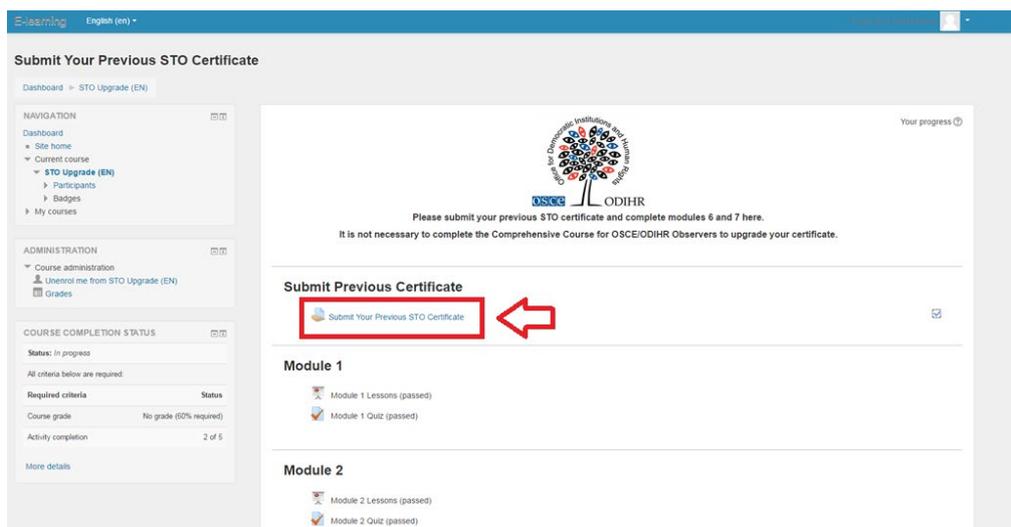
This will allow you skip the first five modules of the new course and proceed directly to module 6 and 7. After passing the tests of modules 6 and 7, you will receive the certificate for the new 'Comprehensive Course for OSCE/ODIHR Observers'.

Step 1: Login to the website www.odihrobserver.org by entering your username and password.

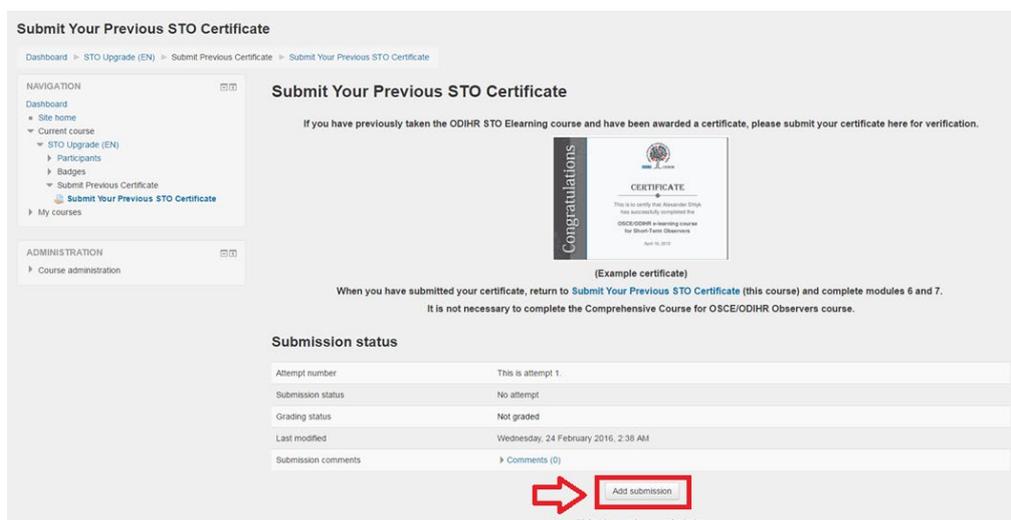
Step 2: Click on course title 'Comprehensive Course for OSCE/ODIHR Observers - Submit Your Previous STO Certificate'.

Step 3: Enrol in the course 'Comprehensive Course for OSCE/ODIHR Observers - Submit Your Previous STO Certificate' (see previous tutorial on how to enrol in courses).

Step 4: Once you enrolled in the right course, click on the module '[Submit Your Previous STO Certificate](#)':



Step 5: Click on 'Add submission':



Submission status	
Attempt number	This is attempt 1.
Submission status	No attempt
Grading status	Not graded
Last modified	Wednesday, 24 February 2016, 2:38 AM
Submission comments	Comments (0)

Step 6: Upload or drag and drop your previous certificate here:

Submit Your Previous STO Certificate

Dashboard > STO Upgrade (EN) > Submit Previous Certificate > Submit Your Previous STO Certificate > Edit submission

NAVIGATION

- Dashboard
 - Site home
- Current course
 - STO Upgrade (EN)
 - Participants
 - Badges
 - Submit Previous Certificate
 - Submit Your Previous STO Certificate**
- My courses

ADMINISTRATION

- Course administration

Submit Your Previous STO Certificate

If you have previously taken the ODIHR STO Elearning course and have been awarded a certificate, please submit your certificate here for verification.



(Example certificate)

When you have submitted your certificate, return to [Submit Your Previous STO Certificate](#) (this course) and complete modules 6 and 7. It is not necessary to complete the Comprehensive Course for OSCE/ODIHR Observers course.

File submissions

Click here to upload the file... 

Maximum size for new files: 1MB, maximum attachments: 1

Files

... or drag and drop it here

You can drag and drop files here to add them.

Submit Your Previous STO Certificate

Dashboard > STO Upgrade (EN) > Submit Previous Certificate > Submit Your Previous STO Certificate > Edit submission

NAVIGATION

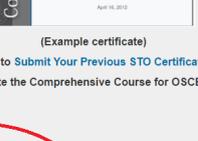
- Dashboard
 - Site home
- Current course
 - STO Upgrade (EN)
 - Participants
 - Badges
 - Submit Previous Certificate
 - Submit Your Previous STO Certificate**
- My courses

ADMINISTRATION

- Course administration

Submit Your Previous STO Certificate

If you have previously taken the ODIHR STO Elearning course and have been awarded a certificate, please submit your certificate here for verification.



(Example certificate)

When you have submitted your certificate, return to [Submit Your Previous STO Certificate](#) (this course) and complete modules 6 and 7. It is not necessary to complete the Comprehensive Course for OSCE/ODIHR Observers course.

File submissions

Click here to upload the file... 

Maximum size for new files: 1MB, maximum attachments: 1

Files

... or drag and drop it here

You can drag and drop files here to add them.

File picker

Recent files

Upload a file  1

Attachment: No file chosen  2

Save as:

Author: Alexander Shlyk

Choose license: All rights reserved

 3

ADMINISTRATION

- Course administration

Submit Your Previous STO Certificate

If you have submitted your certificate, return to [Submit Your Previous STO Certificate](#) (this course) and complete modules 6 and 7. It is not necessary to complete the Comprehensive Course for OSCE/ODIHR Observers course.

Submission status

Attempt number	This is attempt 1.
Submission status	Draft (not submitted)
Grading status	Not graded
Last modified	Friday, 18 March 2016, 10:03 AM
File submissions	OSCE - STO.pdf
Submission comments	Comments (0)

4  Make changes to your submission

Once this assignment is submitted you will not be able to make any more changes.

Step 7: Confirm that the certificate you are submitting was awarded by ODIHR after successfully completing the Short Term Observer E-learning course. Please note that after this step you will not be able to make any more changes to the document submitted.

The screenshot shows the 'Submit assignment' page. On the left is a navigation menu with 'Submit Your Previous STO Certificate' selected. The main content area has the title 'Submit assignment'. Below the title is a checkbox with a red arrow pointing to it, followed by the text: 'I hereby declare that the certificate that I am submitting was awarded to me by ODIHR after successfully completing the Short Term Observer E-learning course.' Below this is a question: 'Are you sure you want to submit your work for grading? You will not be able to make any more changes.' At the bottom of the form are two buttons: 'Continue' (highlighted with a red box and a red arrow) and 'Cancel'. A red asterisk at the bottom indicates required fields.

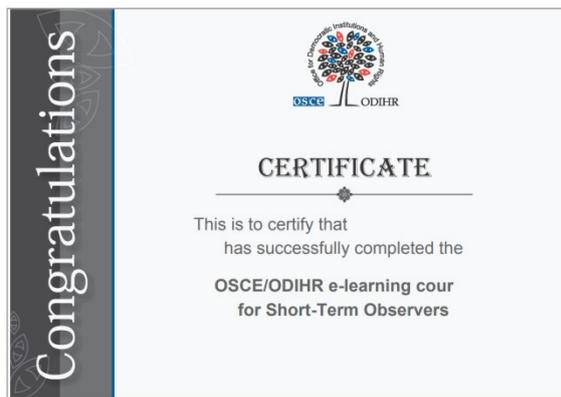
Step 8: Go back to the homepage of the '[Comprehensive Course for OSCE/ODIHR Observers - Submit Your Previous STO Certificate](#)' course and proceed to module 6. After passing tests of modules 6 and 7, you will be awarded the new certificate.

How to retrieve the code of your new certificate

Which certificate do you have?

Old certificate

Obtained before February 2016, after passing the short-term observer e-learning course, previously available at www.stoelearning.org



This old certificate does not have a serial number. If you wish to indicate the certificate code in the new election expert database, you need to obtain the new certificate.

[To obtain the new certificate](#), submit your old one and pass the two new modules on long-term observation.

New certificate

Obtained from February 2016, after passing the new comprehensive course for election observer, available at www.odihrobserver.org



This old certificate has a 36-digit serial number indicated on its top-right corner. If you wish to indicate the certificate code in the [Election Expert Database](#), copy it from your certificate.

See below if you need help to retrieve your new certificate and its code.

Step 1: Login to the website www.odihrobserver.org by entering your username and password.

Step2: Click on the title of the course that you have completed on site homepage:

- **Comprehensive Course for OSCE/ODIHR Observers** (if you fully completed the new course), or
- **Comprehensive Course for OSCE/ODIHR Observers - Submit Your Old Certificate** (if you submitted your old certificate and took only the remaining two modules of the new course)

Step 3: Scroll down the page with the list of passed modules and click on “Print your certificate” at the bottom of the page.

The screenshot displays the course completion interface for 'Comprehensive Course for OSCE/ODIHR Observers'. It features a navigation sidebar on the left and a main content area with a list of modules. Each module entry includes a 'Print your certificate' button. A red box highlights the 'Print your certificate' button for Module 7, and a red arrow points to it from the right. A larger red box on the right side of the page shows a zoomed-in view of the 'Print your certificate' button for Module 7, with a red arrow pointing to it from the right.

Step 4: Click on Get Certificate on the next page to start downloading a pdf version of your certificate.

The screenshot shows the 'Summary of Previously Received Certificates' page. It displays the date 'Issued Sunday, 14 May 2017, 12:44 PM' and a 'Get Certificate' button. A red box highlights the 'Get Certificate' button, and a red arrow points to it from the right.

Step 5: The unique code of your certificate is a 36-character serial number appearing on the top-right corner of your certificate.



You can use this code to confirm you took this course on your [Election Expert Database](#) profile (if you have an account).

To do so, copy the code from your certificate (excluding “SN:”) and paste it the relevant text field under Your Profile > Professional Training:

OSCE/ODIHR Election Expert Database

Notifications

Your Profile Available Vacancies Recruitment Result

Home > Your Profile > Professional Training

Professional Training

Country	Dates	Name of Training	Topic	Institution
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Did you complete the comprehensive OSCE/ ODIHR e-learning course for election observers? *

Yes No

If yes, please insert the code of the new certificate:

46434cc0-3291-17q7-ar42-39y0d4a76331

Save

Tutorials for OSCE/ODIHR E-learning www.odihrobserver.org

If you need further assistance, please contact us at
support.electionexpert@odihr.pl