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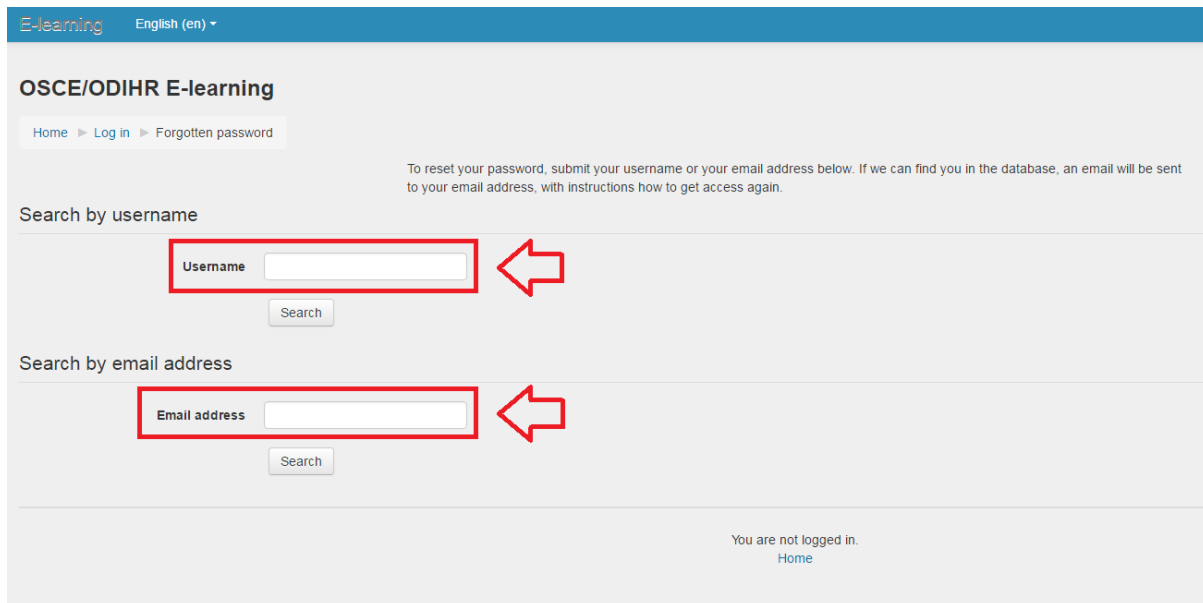
How to reset forgotten password

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, there are links for 'Create new account' and 'Lost password?'. The 'Lost password?' link is highlighted with a red box, and a red arrow points to it. To the right of the login section, there is a 'Welcome to the new OSCE/ODIHR e-learning course for election observers!' message and a section titled 'Available courses' featuring the 'Comprehensive Course for OSCE/ODIHR Observers'.

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 navigation bar with 'Home', 'Log in', and 'Forgot password' links. Below the navigation bar, 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' and 'Search by email address'. Each section has an input field and a 'Search' button. The 'Username' input field in the 'Search by username' section is highlighted with a red box, and a red arrow points to it. Similarly, the 'Email address' input field in the 'Search by email address' section is highlighted with a red box, and a red arrow points to it.

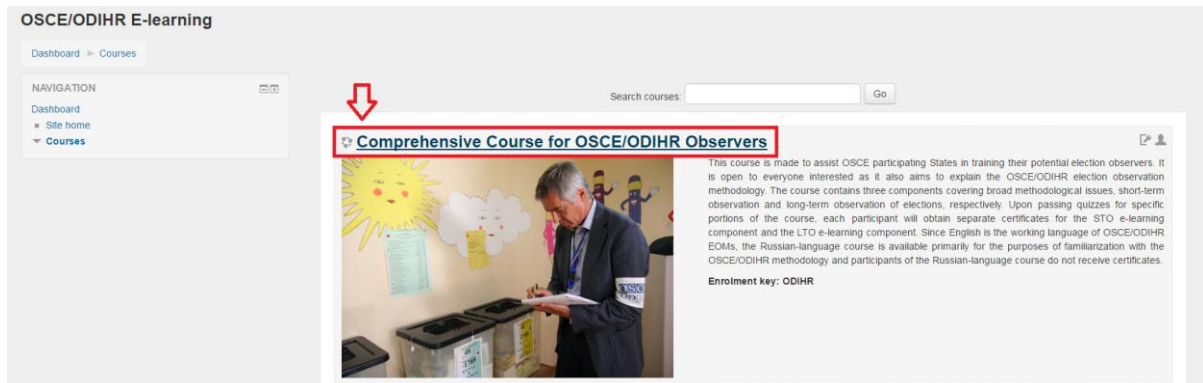
Step 3: Check the inbox and spam folders of the e-mail address you used to register to the website, open the e-mail received from noreply@odihrobserver.org and click on the link provided. You will be redirected to www.odihrobserver.org.

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

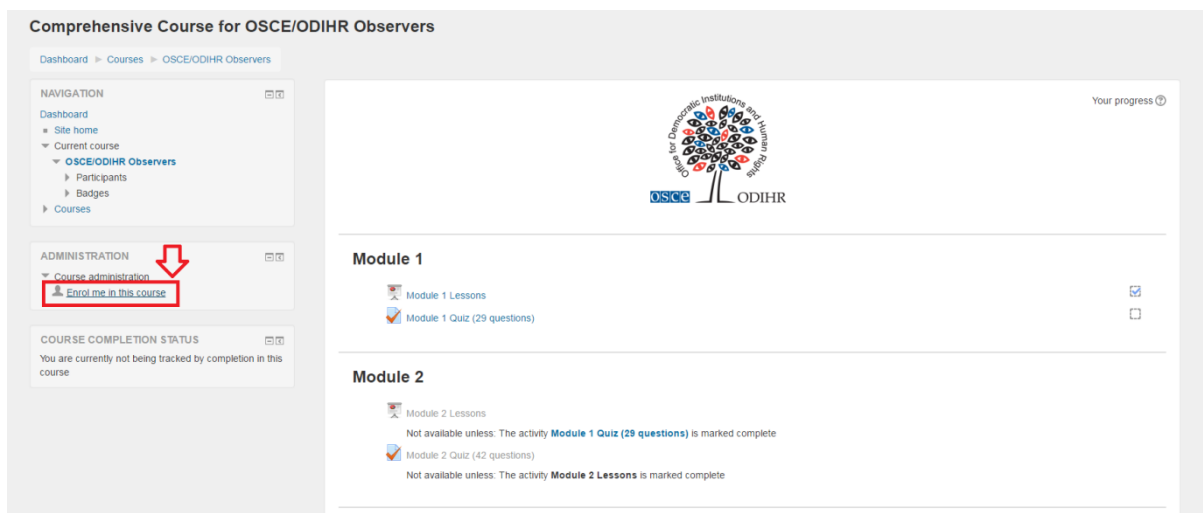
How to self-enrol in a course

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

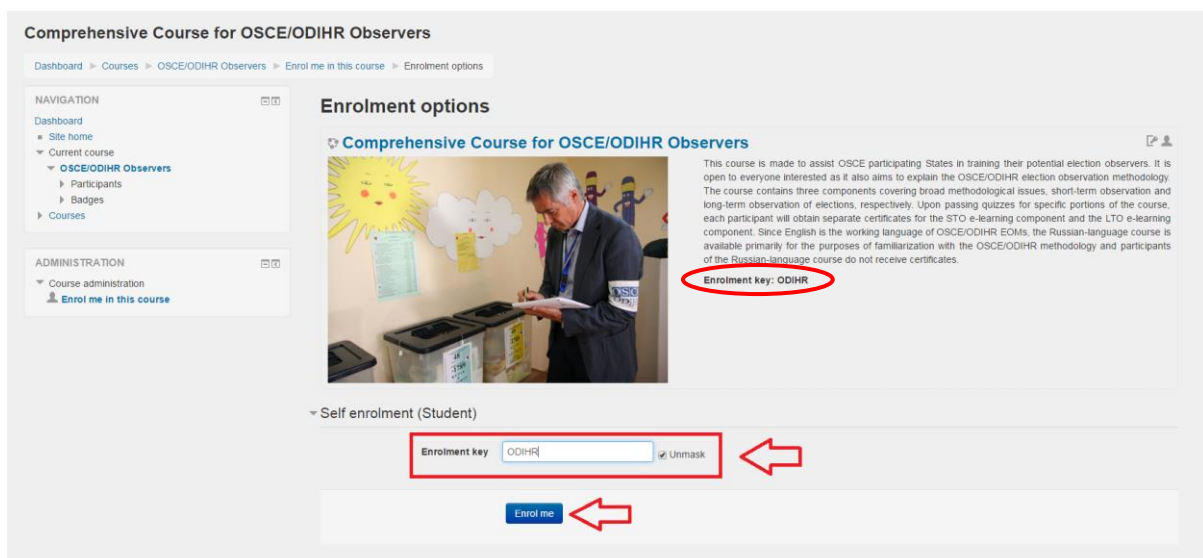
Step2: Click on the title of the desired course on site homepage.



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



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



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.

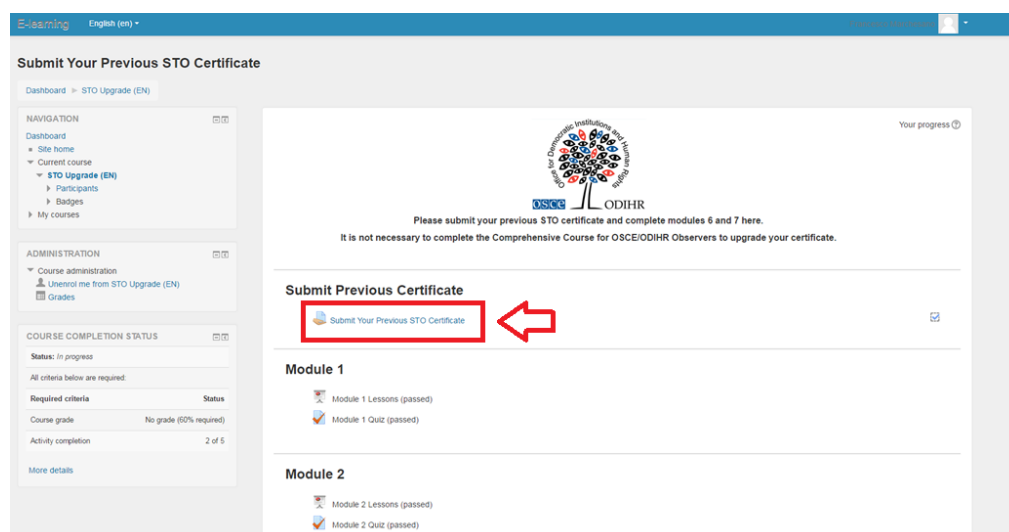
This will allow you skip the first five modules of the new course and proceed directly to module 6 and 7. After passing the tests of modules 6 and 7, you will receive the certificate for the new 'Comprehensive Course for OSCE/ODIHR Observers'.

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

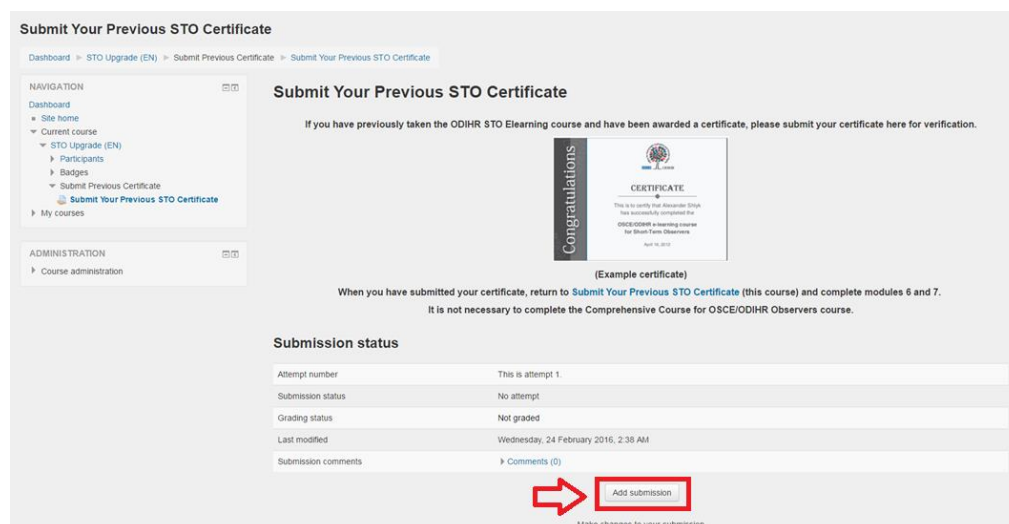
Step 2: Click on course title 'Comprehensive Course for OSCE/ODIHR Observers - Submit Your Previous STO Certificate'.

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':



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

... or drag and drop it here

You can drag and drop files here to add them.

[Save changes](#) [Cancel](#)

Submit Your Previous STO Certificate

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

NAVIGATION

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 - Submit Your Previous STO Certificate**
 - My courses
 - ADMINISTRATION
 - Course administration

File picker

Recent files

Upload a file

Attachment: [Choose File](#) | No file chosen

Save as:

Author: Alexander Shlyk

Choose license: All rights reserved

[Upload this file](#)

ADMINISTRATION

- Course administration

(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.

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	<div> OSCE - STO.pdf </div>
Submission comments	Comments (0)

[Edit submission](#)

Make changes to your submission

[Submit assignment](#)

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 Your Previous STO Certificate' page. On the left is a navigation menu with 'NAVIGATION' and 'ADMINISTRATION' sections. The main content area is titled 'Submit assignment'. It contains a declaration statement: '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.' A red arrow points to a checkbox next to this statement. Below the declaration is a confirmation 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 right, there is a 'Continue' button (highlighted with a red box and a red arrow) and a 'Cancel' button. A red asterisk and the text 'There are required fields in this form marked *' are visible at the bottom right.

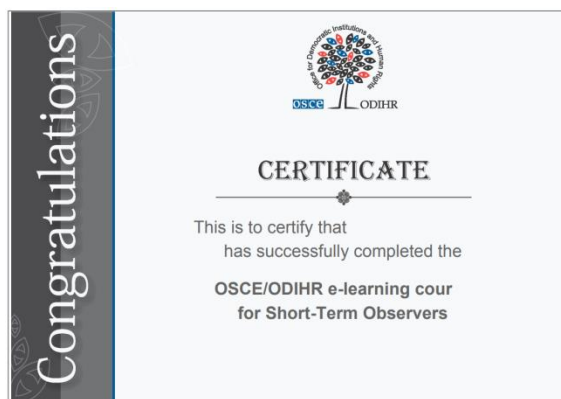
Step 8: Go back to the homepage of the '[Comprehensive Course for OSCE/ODIHR Observers - Submit Your Previous STO Certificate](#)' course and proceed to module 6. After passing tests of modules 6 and 7, you will be awarded the new certificate.

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 'Comprehensive Course for OSCE/ODIHR Observers' completion page. On the left, there is a sidebar with navigation and administration options. The main content area lists modules 1 through 7, each with a status icon and a 'Print your certificate' link. A red box highlights the 'Print your certificate' link for Module 7. A red arrow points from this link to a larger, detailed view of the Certificate section on the right, which also shows the 'Print your certificate' link with a red arrow pointing to it.

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 features a table with columns for 'Issued' and 'Get Certificate'. The 'Issued' column shows the date 'Sunday, 14 May 2017, 12:44 PM'. Below the table, there is a text prompt: 'Click the button below to open your certificate in a new browser window.' A red box highlights the 'Get Certificate' button, and a red arrow points to it.

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:

The screenshot shows the "OSCE/ODIHR Election Expert Database" user interface. At the top, there is a navigation bar with "Your Profile", "Available Vacancies", and "Recruitment Result" buttons. Below this is a breadcrumb trail: "Home > Your Profile > Professional Training". The main heading is "Professional Training". Below the heading is a table with columns: "Country", "Dates", "Name of Training", "Topic", and "Institution". Below the table is a form with a question: "Did you complete the comprehensive OSCE/ ODIHR e-learning course for election observers? *". There are two radio buttons: "Yes" (selected) and "No". Below the radio buttons is a text input field with the label "If yes, please insert the code of the new certificate:". The field contains the code "46434cc0-3291-17q7-ar42-39y0d4a76331". A red arrow points from the certificate image in the previous block to this input field. At the bottom of the form is a "Save" button.

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

If you need further assistance, please contact us at
support@odihrobserver.org