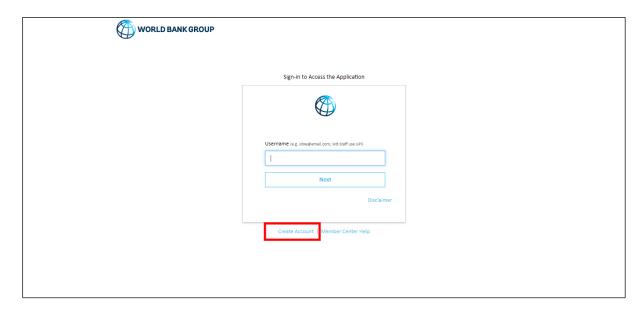


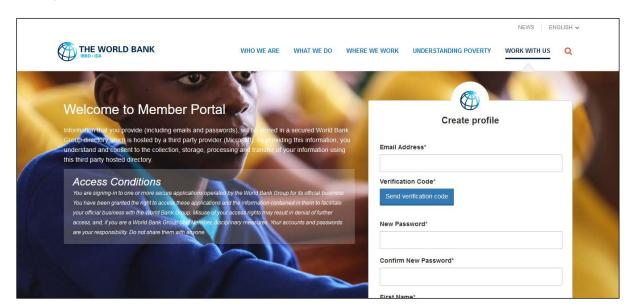
Enrollment Guide to Course "Introduction to Index Insurance (Self-Paced)"

Steps to enroll in the "Introduction to Index Insurance (Self-Paced)" Course as a New user

- 1. Click the "Enroll Now!" link in the "Introduction to Index Insurance (Self-Paced)" course description page on the OLC website https://olc.worldbank.org/content/introduction-index-insurance-self-paced
- 2. You will be redirected to the screen below with the option to Create Account in the sign-in form.

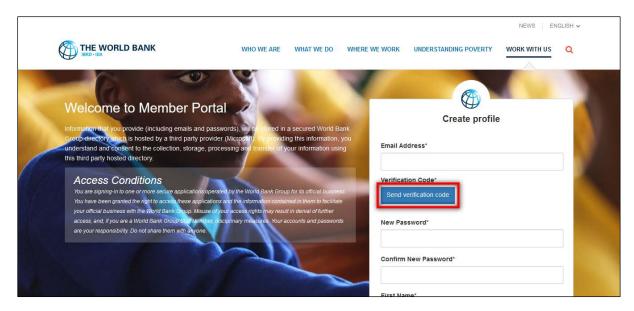


3. In the sign-in form that displays, provide an email, password, first name, last name, and other profile-related information.

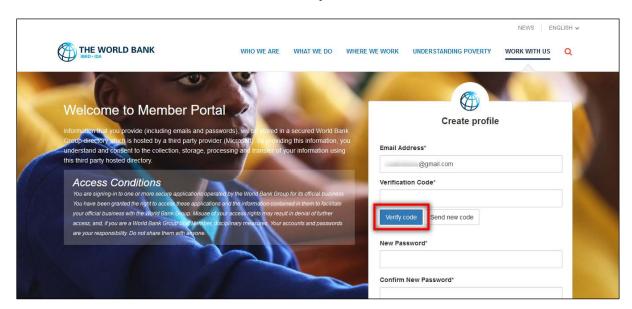




4. Enter your email address. Click the "Send Verification code" button. Access your personal email account, where you should have received an email with a code.

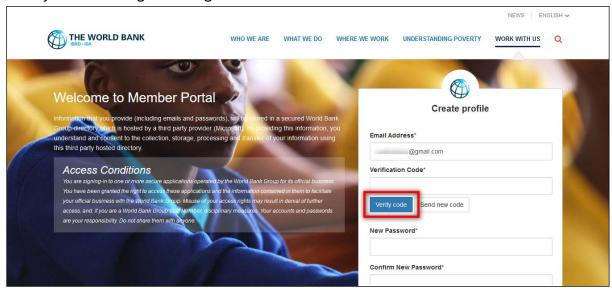


5. Enter the verification code and click on 'Verify Code'.

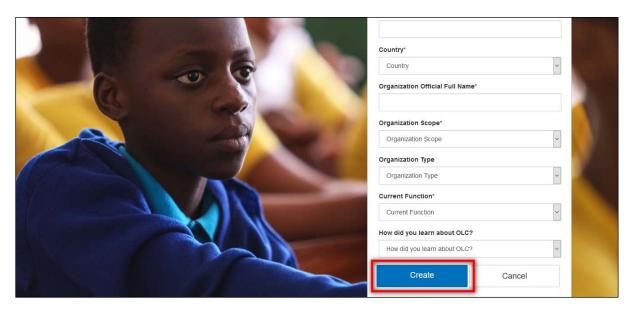




6. Upon successful verification this button will be "Change e-email." Use this button only when you want to register using a different email.

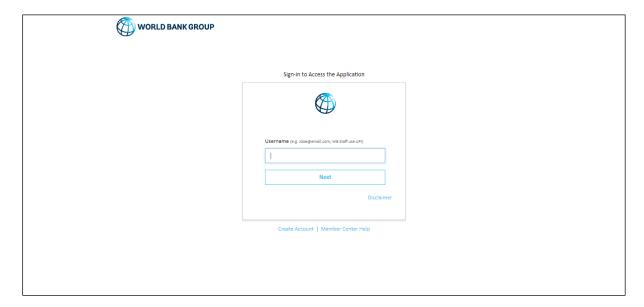


7. Once the code is validated, fill in the remaining fields, such as password, first name, last name, etc., and click on the Create button.

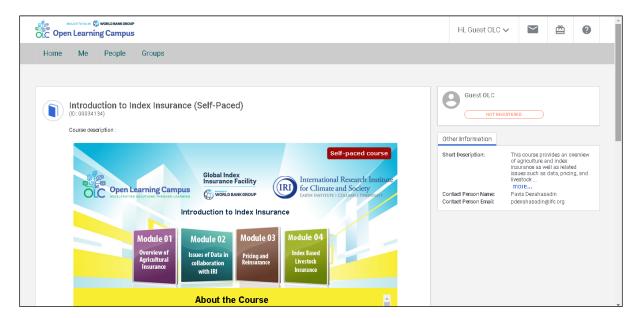


8. Upon successful creation of the profile, the user will be redirected to the Login screen to enter an email address and click on the Next button.

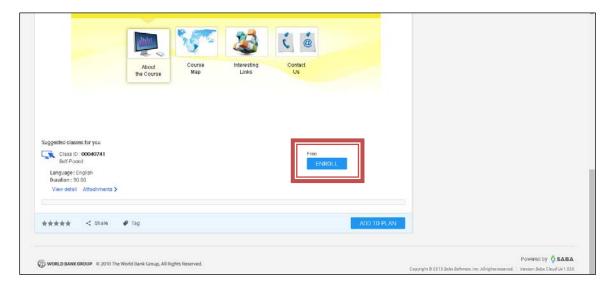




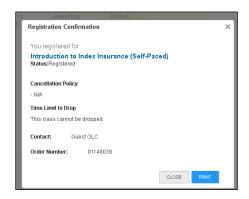
9. Upon successful Login, the user will be redirected to the course details page in Saba Cloud. A screenshot of Introduction to Index Insurance course details page is shown below.

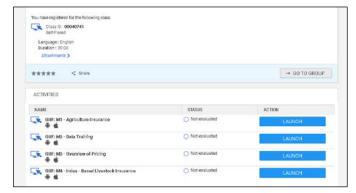






- 10. Click Enroll to register yourself to the course.
- 11. After you see the registration confirmation window, you can close it and then Click on Launch to take the course.

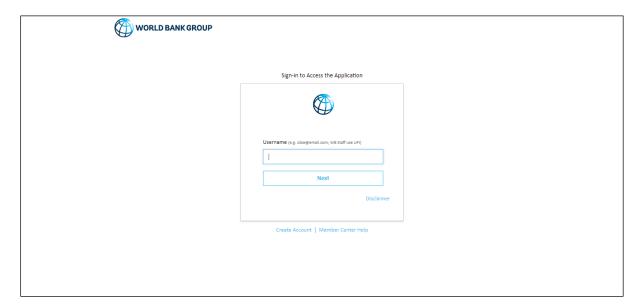




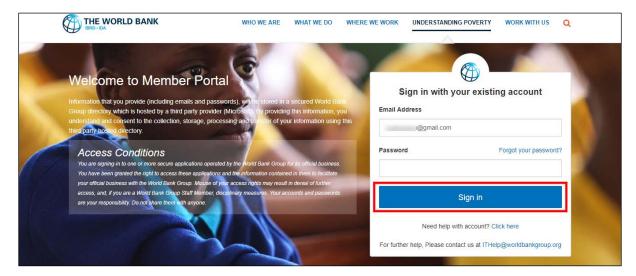
Steps to enroll to the "Introduction to Index Insurance (Self-Paced)" Course as Existing OLC user

- 1. Click the "Enroll Now!" link in the "Introduction to Index Insurance (Self-Paced)" course description page on the OLC website https://olc.worldbank.org/content/introduction-index-insurance-self-paced
- 2. You will be redirected to the screen below. Enter the email address you have already registered to OLC with, to sign-in. Click on the Next button.



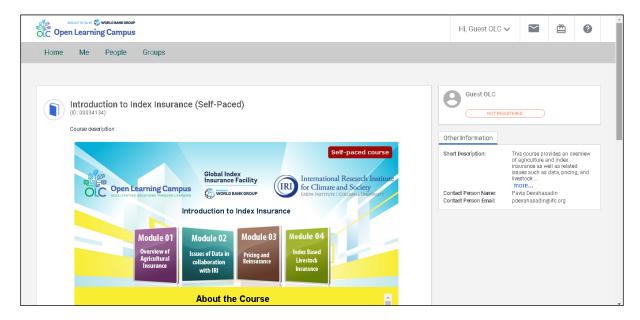


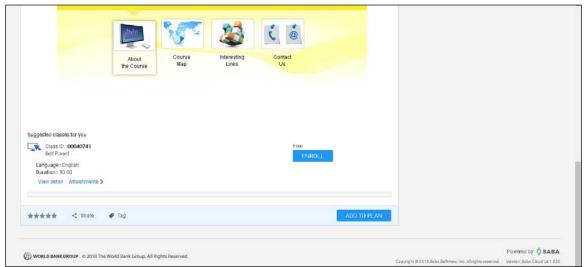
3. Enter the password associated with the email address and click on the Sign In button.



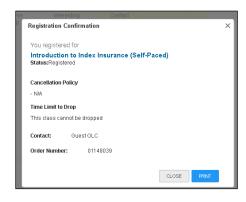
- 4. Once your credential is validated, you will be logged in successfully and redirected to the course details page in OLC (Saba Cloud).
- 5. Click Enroll to register yourself to the course.

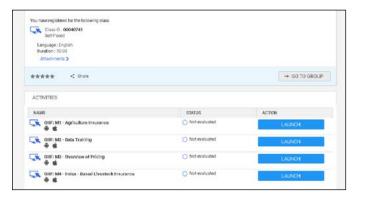






6. After you see the registration confirmation window, you can close it and then Click on Launch to take the course.







Troubleshooting Login issues

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

#	Scenario	Resolution/Next Steps
1.	Unable to login as account is inactive/disabled in OLC	Contact <u>olcsupport@worldbank.org</u> for triage/ activation.
2.	Intermittently users are getting redirected to worldbank.org upon sign up	After completing the sign up, access the Saba course deep link URL
		https://wbg.sabacloud.com/Saba/Web_spf/NA1PRD0002/common/ledetail/00034134
		in the same browser tab. You will be redirected to the OLC page without any password challenges.
3.	Invalid username/password	Change the password using the forgot password option.
4.	Unable to sign up/register in the sign up form	Ensure that all the mandatory fields are filled in prior to form submission. If issue persists, contact olcsupport@worldbank.org for assistance.
5.	Upon successful login, during redirection user receive BIG-IP error screen	This is due to conflicting user sessions. Pls switch to different browser and try logging in or clear the cache and open a new browser and try logging in.

In case of any other sign-up or login problems, please contact olcsupport@worldbank.org