



# **UN Global Compact Academy**

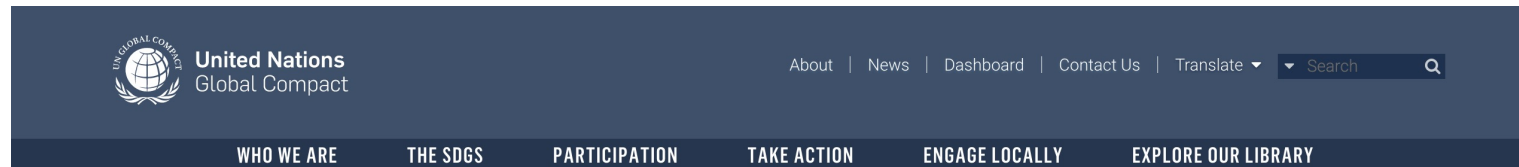
## **Troubleshooting Guide**

# Step by step sign up process

Request access at <https://www.unglobalcompact.org/academy/viewers/new>

Select company name from drop-down list (note: wait for company name to populate and then select it)

Once we have entered all information, click “add contact”. The following notice should appear.



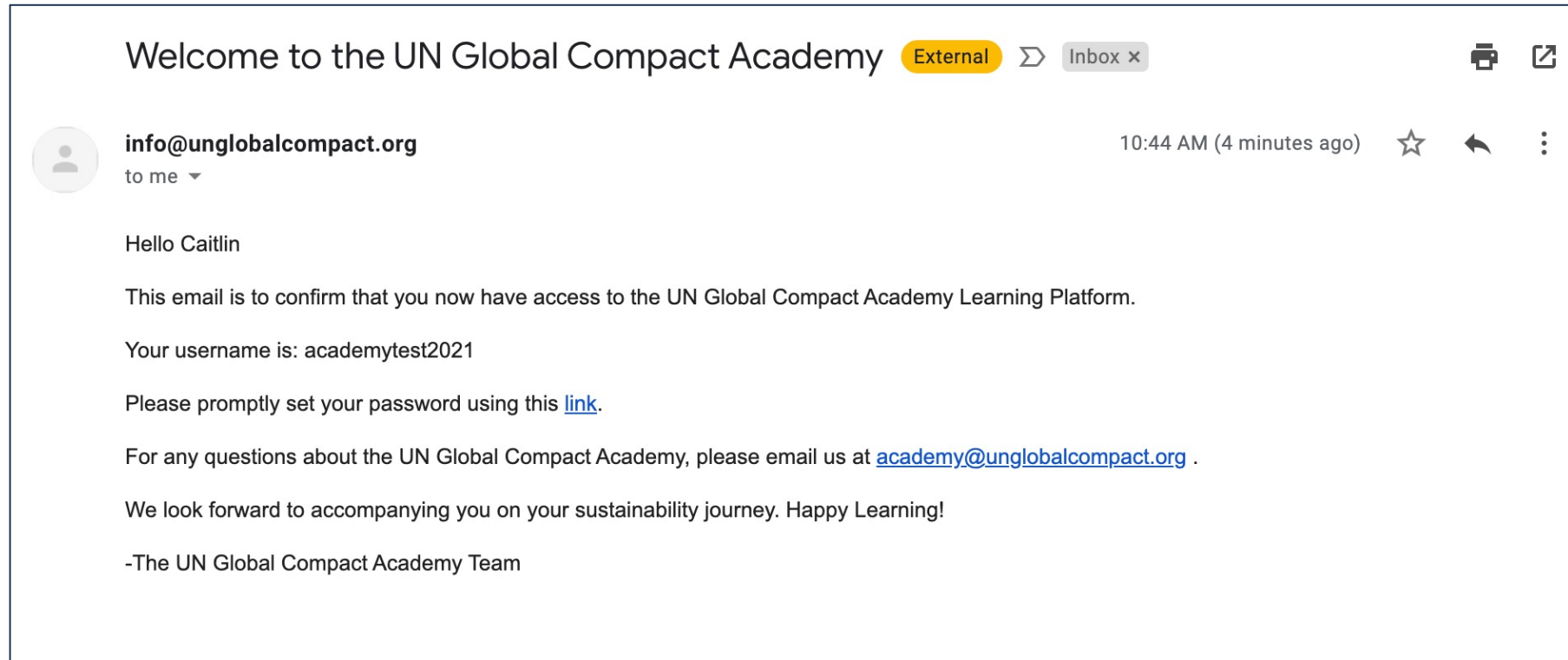
## Request Access to the UN Global Compact Academy Learning Platform

You now have access to the UN Global Compact Academy.  
Please check your email to log-in



# Step by step sign up process cont.

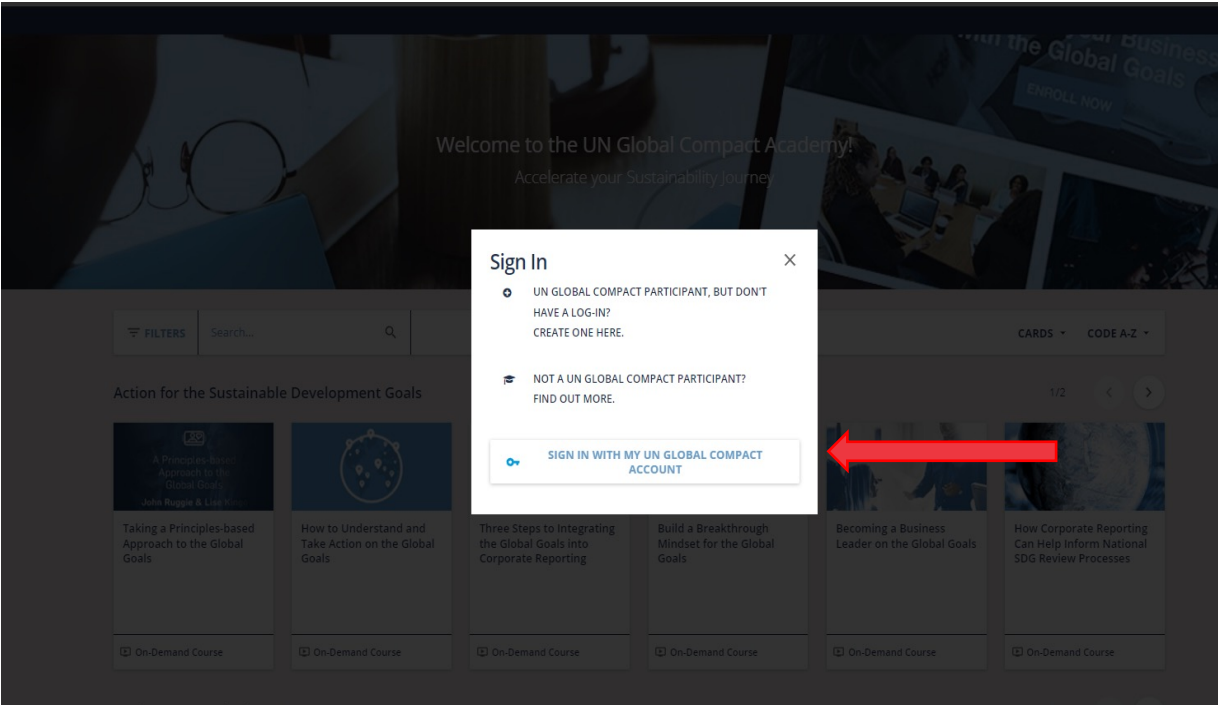
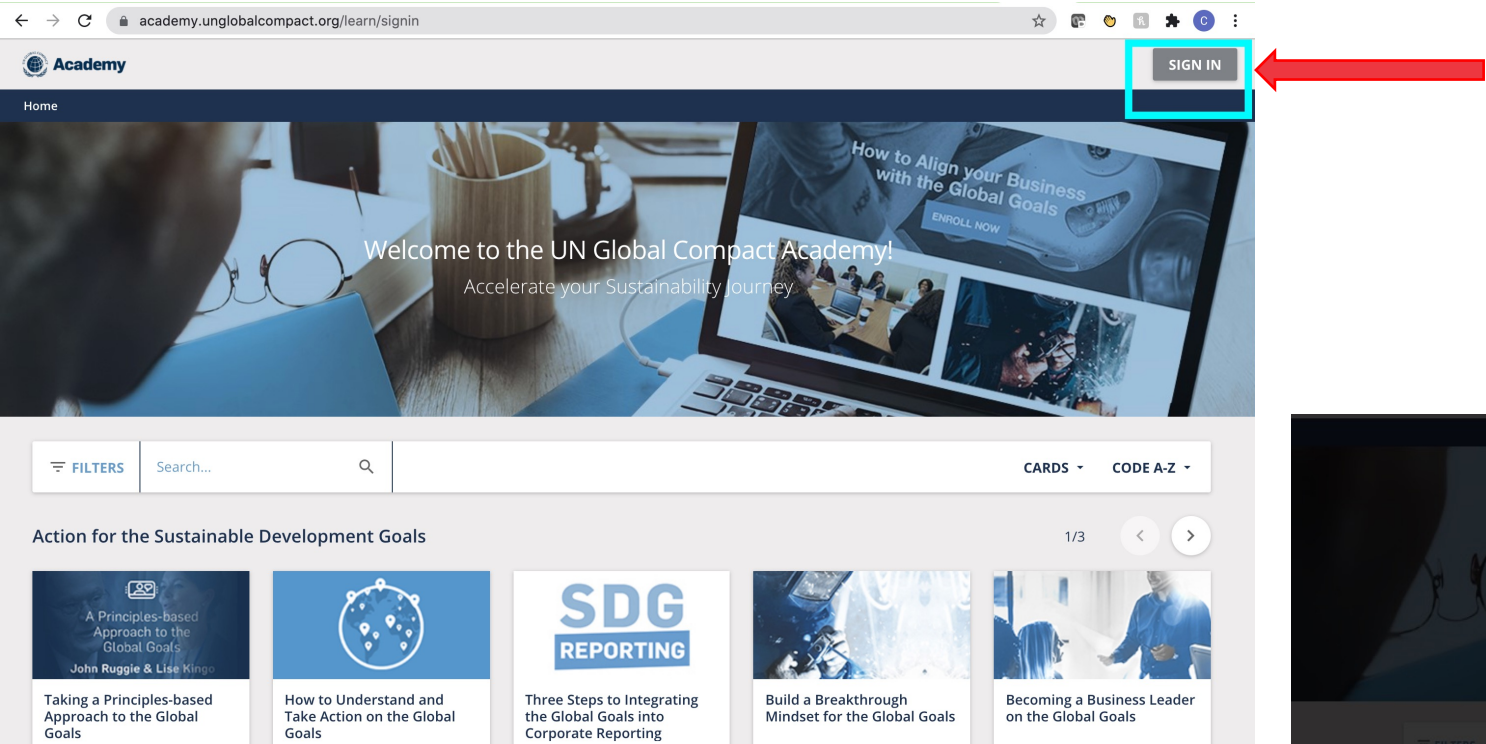
You will then receive the below email to your inbox:



Click the link to set your password, then log into the Academy at [academy.unglobalcompact.org](https://academy.unglobalcompact.org) (see images on following slide)



# Step by step sign up process cont.



# Troubleshooting: Request Access Form



The screenshot shows the top navigation bar of the UN Global Compact website. The header includes the UN Global Compact logo, the text "United Nations Global Compact", and links for "About", "News", "Sign In", "Contact Us", "Translate", and a search bar. Below the header is a dark blue navigation bar with white text links: "WHO WE ARE", "THE SDGS", "PARTICIPATION", "TAKE ACTION", "ENGAGE LOCALLY", and "EXPLORE OUR LIBRARY".

## Request Access to the UN Global Compact SDG Ambition Learning Platform

**2 errors prohibited this form from being sent:**

- Username has already been taken
- Organization can't be blank

These are two common error messages that participants receive when submitting the form:

- *Username has already been taken:* You already have an account on the UN Global Compact Dashboard. You can proceed straight to [academy.unglobalcompact.org](https://academy.unglobalcompact.org) to sign in with your credentials. If you are not sure of these credentials, you can request a reset at <https://unglobalcompact.org/password/new>
- *Organization can't be blank:* The form populates the Organization Name from our Dashboard, and will appear as a drop-down menu once you start typing. Select the organization from this menu, as the form will not recognize a name that is typed in.



# Troubleshooting: Reset password box turns red

The password reset function is case sensitive to how you registered your email. If it is typed incorrectly, the box will turn red, as seen below:



## Reset your password

Please enter your email address below. You will receive an email with instructions on choosing a new password.

Email

ACADEMY@unglobalcompact.org

SUBMIT



# **Troubleshooting: You did not receive a confirmation email**

First, check your spam box for an email from [info@unglobalcompact.org](mailto:info@unglobalcompact.org)

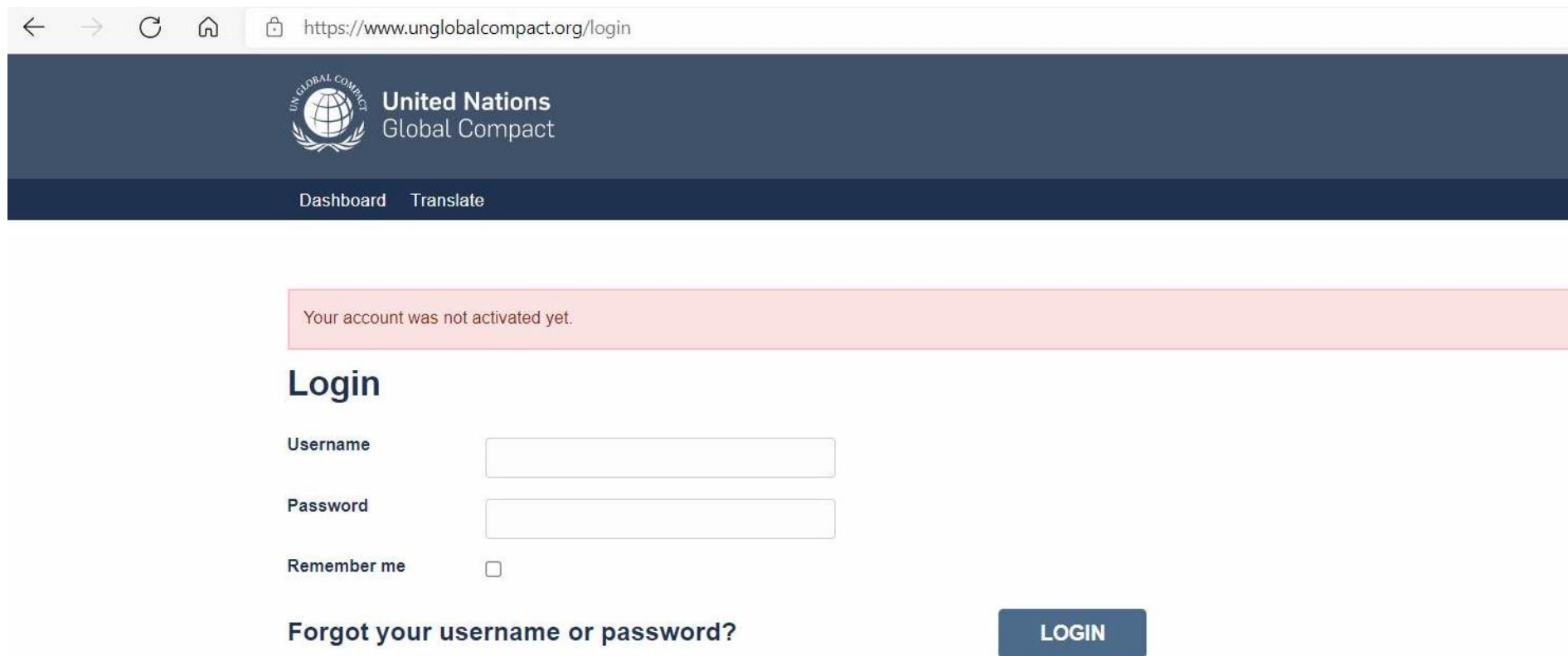
If you still do not see the email, you can use the username you created and set your password at <https://unglobalcompact.org/password/new>

If you are unsure of what username you selected, please email us at [academy@unglobalcompact.org](mailto:academy@unglobalcompact.org)




# Troubleshooting: “Account has not been activated”

If upon trying to log in you receive the below notification that your account has not yet been activated, it is because you are attempting to log into the UN Global Compact Dashboard, rather than the Academy. Please go to [academy.unglobalcompact.org](https://academy.unglobalcompact.org) and log in with your credentials.



The screenshot shows a web browser window with the URL <https://www.unglobalcompact.org/login>. The page header features the United Nations Global Compact logo and navigation links for 'Dashboard' and 'Translate'. A red error message box states: 'Your account was not activated yet.' Below this, the 'Login' section contains input fields for 'Username' and 'Password', a 'Remember me' checkbox, a link for 'Forgot your username or password?', and a 'LOGIN' button.

← → ↻ 🏠 🔒 <https://www.unglobalcompact.org/login>

 **United Nations**  
Global Compact

[Dashboard](#) [Translate](#)

Your account was not activated yet.

### Login

Username

Password

Remember me ☐

[Forgot your username or password?](#)

**LOGIN**



# Troubleshooting: Academy Login

If you are receiving an error message of “Incorrect email or password” despite recently resetting your login credentials, it may be due to:

- Your username being different than your email.
- Capitalizing the wrong letters in the username or password. Both the username and password are **case sensitive**.

## Login

The UN Global Compact Academy is exclusively available to Participants. Sign in using your **Username** and **Password** from the UN Global Compact User Dashboard.

[Learn more about our engagement levels](#)

**Sign In**

[Forgot your username or password?](#)

**SIGN IN**

## Login

The UN Global Compact Academy is exclusively available to Participants. Sign in using your **Username** and **Password** from the UN Global Compact User Dashboard.

[Learn more about our engagement levels](#)

Incorrect email or password. ←

**Sign In**

[Forgot your username or password?](#)

**SIGN IN**

