THE GEF RESULTS FRAMEWORK PART1

New User
Sign-up & login

Existing user
Login

Troubleshooting
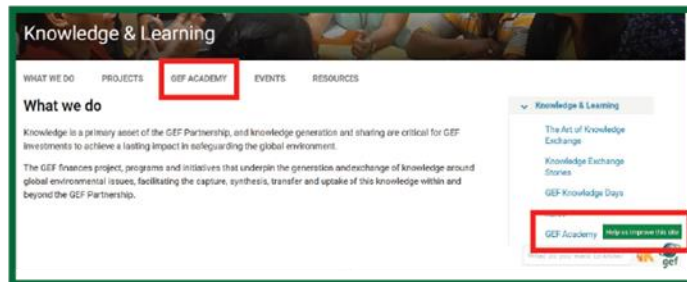Login Issues

The GEF Results Framework Part1— e-Course

- To access "The GEF Results Framework" 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 "E-course on the GEF Results Framework" box

- Click on "Take Part 1" 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 "E-course on the GEF Results Framework" link on 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.
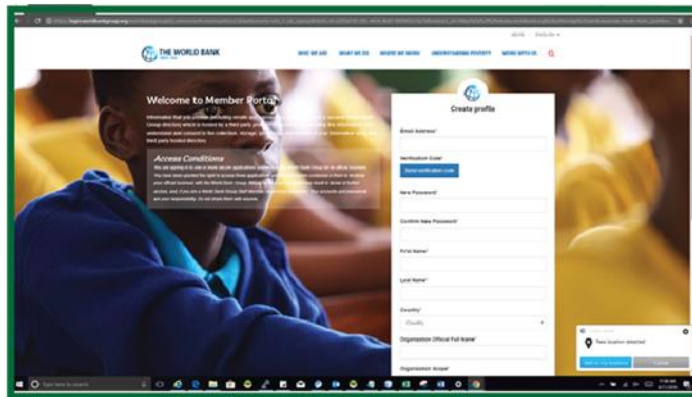
4. After providing an email address, click the Send Verification Code button to receive a code from the World Bank Group.
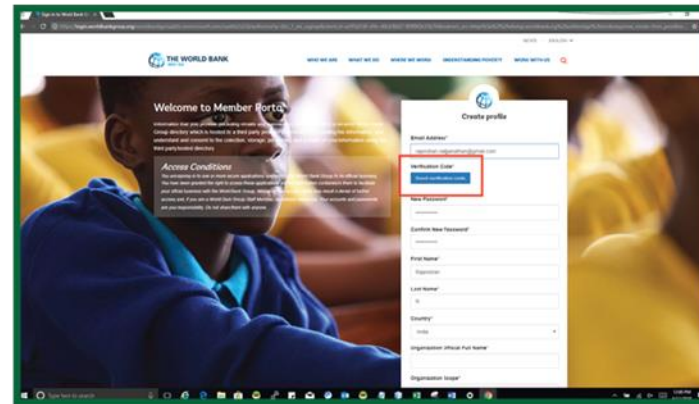
5. Provide the verification code as indicated in the screenshot below.

A. New User Sign-up and login

6. Once the code is validated, fill in the remaining fields, such as password, first name, last name, etc., and click on the Create button.
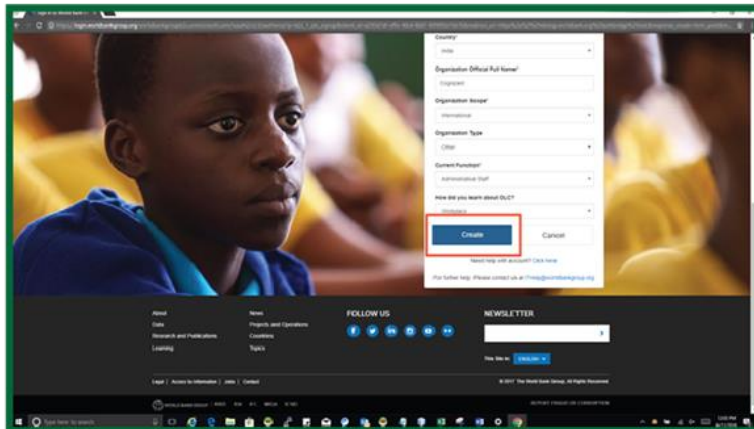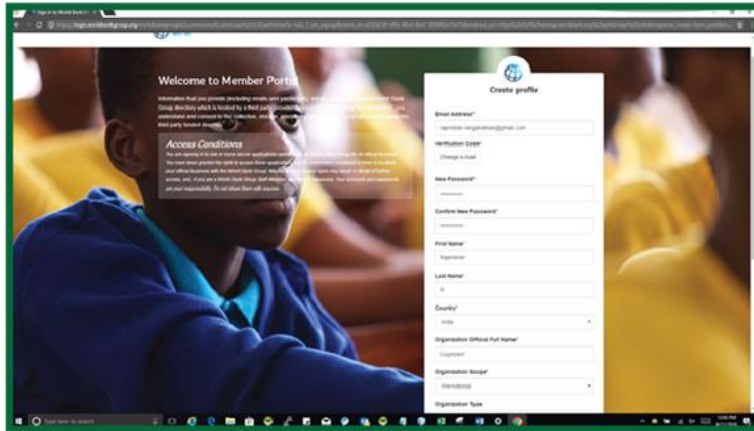
7. Upon successful creation of the profile, the user will be redirected to the Login screen to enter an email address and click on the Next button.

8. Upon successful Login, the user will be redirected to the course details page in Saba Cloud. A screenshot of a sample course details page is shown below.

9. Click Enroll/Launch to take the course.

B. Existing User Login

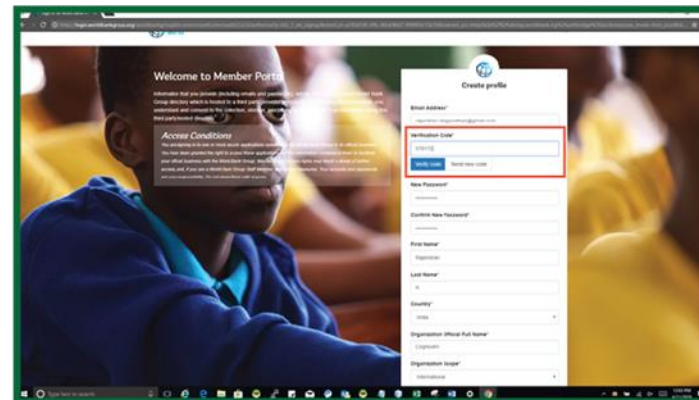**Steps to login as an external user in OLC (Saba Cloud) with an existing/already created profile.**

1. Click the "E-course on the GEF Results Framework" link in the GEF website.

2. You will be redirected to the login screen; enter the email address you wish to use for sign-up. Click on the Next button.
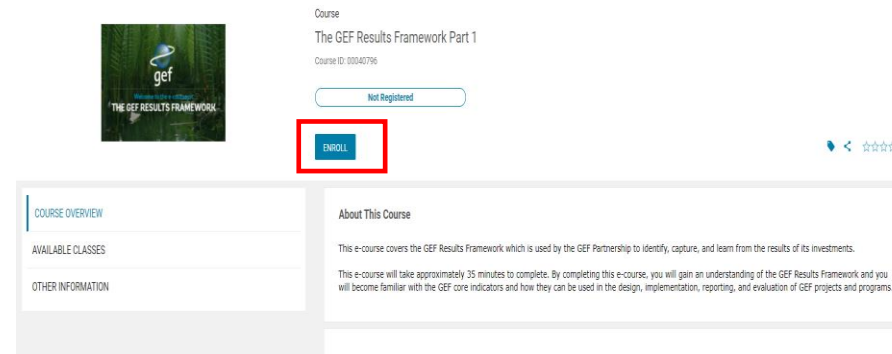

3. Enter the password associated with the email address and click on the Submit button.

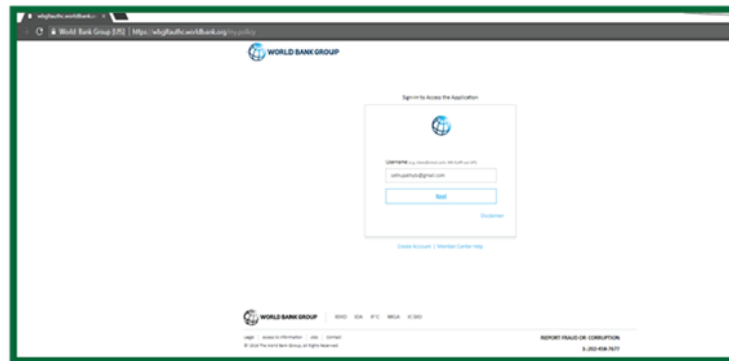4. Once your credential is validated, you will be logged in successfully and redirected to the course details page in OLC (Saba Cloud). A screenshot of a sample course details page is shown below.

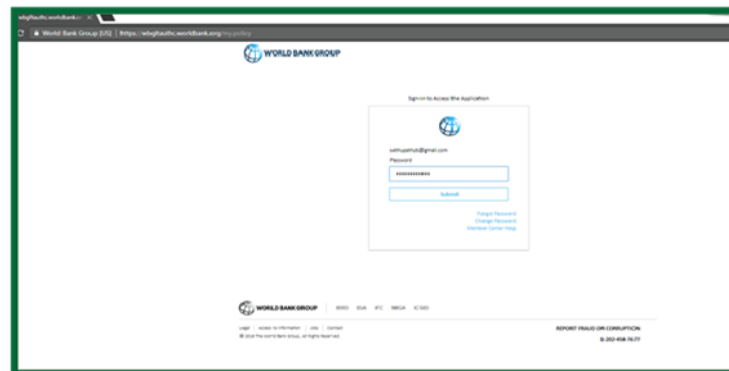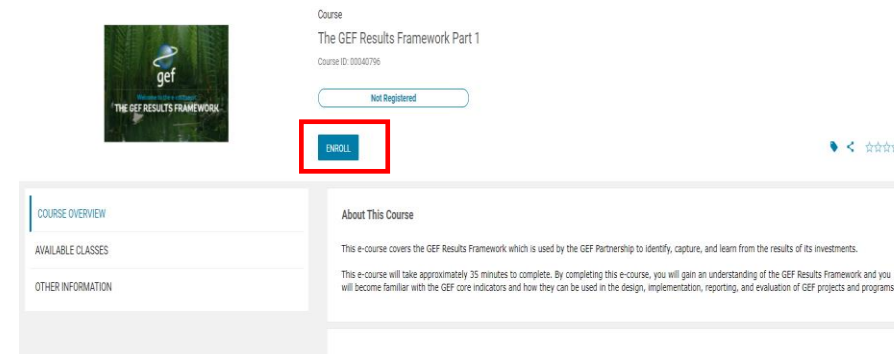5. Click Enroll/Launch to take the course.

C. Continue to Part2 of the e-course

Feedback and Certificate

Please click on the "FEEDBACK" button to take the survey, after which you can click the "CERTIFICATE" button to print your certificate of completion for Part1 of The GEF Results framework e-course.
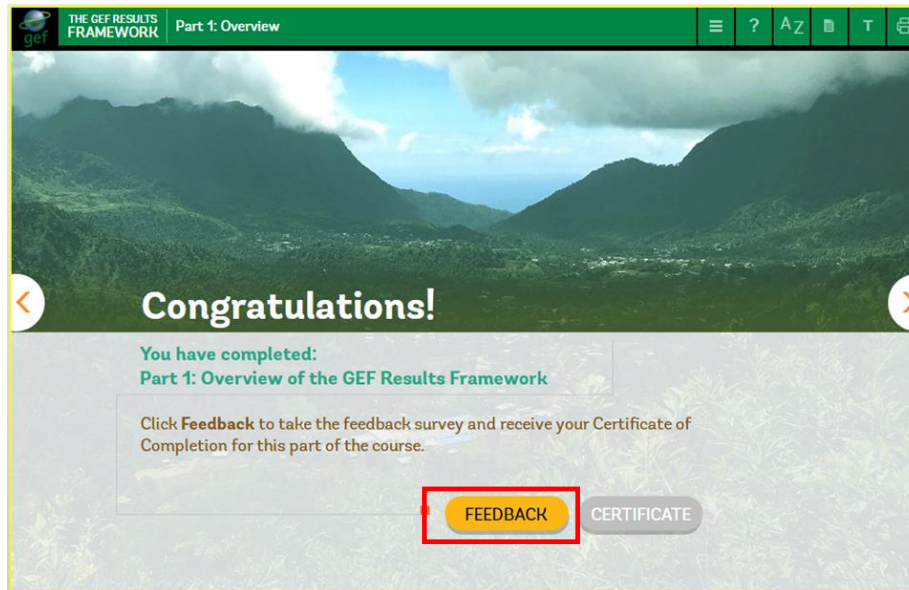
Continue to Part2 of the e-course

After completing Part1 of The GEF Results Framework e-course, you can continue to Part 2 of this e-course by clicking the "CONTINUE" button shown in the screenshot below.

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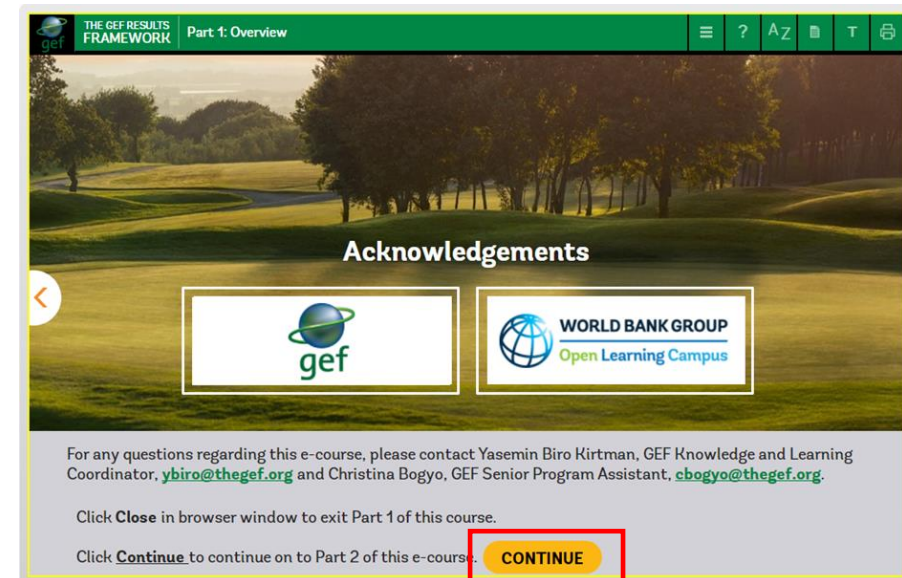
The following chart lists issues you might face during the sign-up or login process and way to address them.

#	Scenario	Resolution/Next Steps
1.	Unable to login as account is inactive/disabled in OLC	Contact olcsupport@worldbank.org 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/leclassview/dowbt-00052588 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.

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