



## Enrollment Guide

### Cultural Competency and Understanding

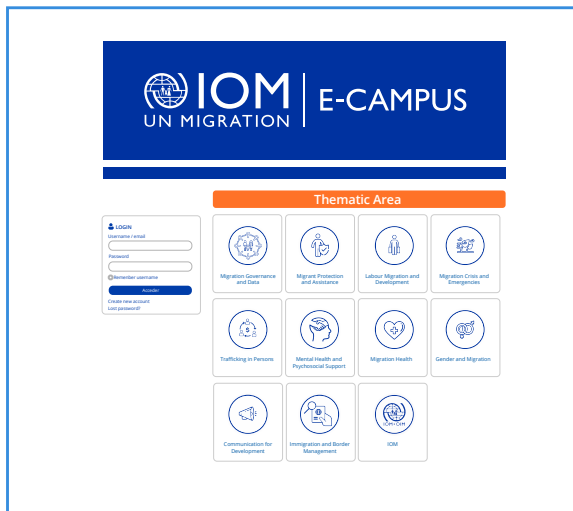
[www.ecampus.iom.int](http://www.ecampus.iom.int)

Course



## 1 Create an E-Campus account

1. Launch Chrome or Firefox.
2. Enter this URL in your browser address field:  
[www.ecampus.iom.int/](http://www.ecampus.iom.int/)
3. Click on the 'Log in' tab and select: 'Create new account'.
4. Complete the required fields.
5. Wait for the email from E-Campus containing an account activation link.
6. Once you have received the email, click on the link to activate your account.
7. You should now be logged in to **the e-learning platform**.
8. In case the activation link has expired, please proceed to Step 2 below.



E-Campus Website

**LOGIN**

Username / email

Password

Remember username

**Log in**

[Create new account](#)  
[Lost password?](#)

Log in bar

Choose your username and password

Email address

Email (again)

First name

Surname

City/town

Country

Other Fields

Gender Identity

Institution

If other please specify

Position

**Create my new account** **Cancel**

New account fields

## 2 Logging in

1. Launch Chrome or Firefox.
2. Enter this URL in your browser address field:  
[www.ecampus.iom.int](http://www.ecampus.iom.int)
3. Under the Login section, enter your username and your password.
4. Click 'Log in'.
5. You should now be logged into **the e-learning platform**.

The image shows a login form titled 'LOGIN' with a user icon. It contains two input fields: 'Username / email' and 'Password'. Below these fields is a checkbox labeled 'Remember username' and a blue 'Log in' button. At the bottom, there are links for 'Create new account' and 'Lost password?'. Two blue callout boxes with lines pointing to the input fields are labeled 'Username or email' and 'Password'.

## 3 Turn off your pop-up blocker

1. On your computer, open **Chrome**.
  2. In the upper right corner, click on the three dots then select 'Settings'.
  3. Under '**Privacy and Security**', click Site 'Settings'.
  4. Click Pop-ups and redirects.
  5. At the top, select the Allowed option.
1. Select the Menu button in **Firefox**, marked with three horizontal lines.
  2. Choose options.
  3. Select the '**Privacy and Security**' link in the menu on the left.
  4. Scroll down to the Permissions section.
  5. Unselect the box that says 'Block pop-up windows'.

## 4 Starting the course

1. Go to the E-Campus homepage by clicking on the icons at the top of the screen or by visiting [www.ecampus.iom.int/](http://www.ecampus.iom.int/).
2. Scroll down to the thematic area and select '**Migrant Protection and Assistance**'.
3. On the next screen, select **courses**.
4. Then, select the option '**English**'.
5. Next, and based on the language selected, click on the link with the name of the course '**Cultural Competency and Understanding**'.
6. The course will open in a new window.

**Thematic Area**

- Migration Governance and Data
- Migrant Protection and Assistance**
- Labour Migration and Development
- Migration Crisis and Emergencies
- Trafficking in Persons
- Mental Health and Psychosocial Support
- Migration Health
- Gender and Migration
- Communication for Development
- Immigration and Border Management
- IOM

2. Click here

3. Click here

- Courses**
- Resources
- Videos
- Audios

5. Click here

Cultural Competency and Understanding

This online course is comprised of four modules and aims to teach participants basic cultural competency principles and how to address personal and organisational bias when working with migrants and ethnic minorities.

- Learning modality:** Self-paced, 100% Online
- Date:** Available all year
- Duration:** 1.5 hours
- Language:** English
- Cost:** Free
- Geographical Coverage:** Global

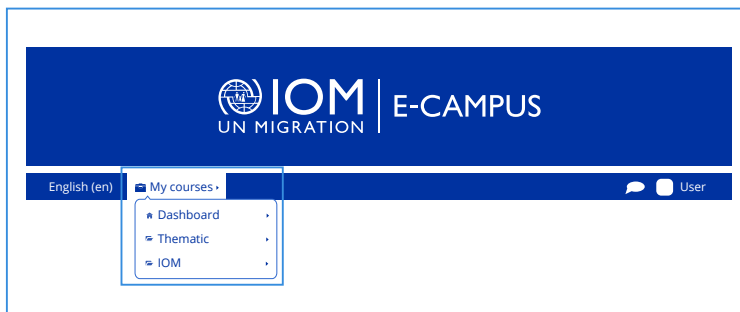
**English**

4. Click here

- EN**  
English
- VI**  
Vietnamese
- FR**  
Français

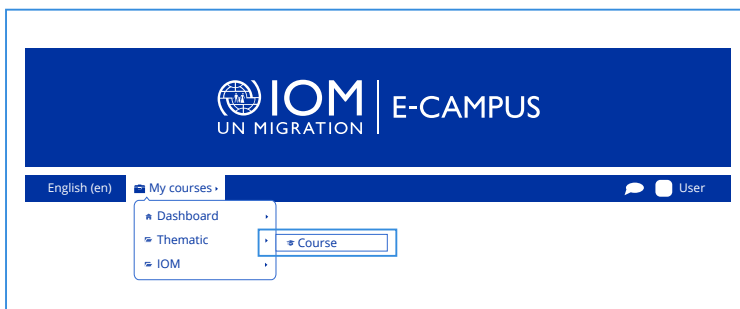
## 5 Completing the course

1. Once you have enrolled for the course, you can launch it at any time from **'My courses'** tab (accessible via the e-learning welcome page).



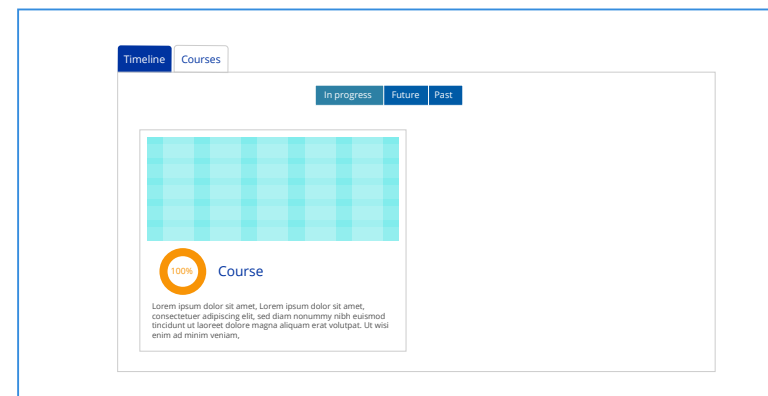
2. Select the course.

3. Click on the top left bar to see the activity details and then click 'Start'. (Note: Once you click on the 'start' button, a new window will open where your course will be launched.)



4. As you navigate through the course, the status of your enrolled course will display as 'You have passed X mandatory activities.' All screens need to be viewed and all activities completed before this status will change.

5. Once all course requirements have been met, the status of your enrolled course will change to **'Passed'**.



## DID YOU KNOW?

- E-learning courses do not need to be completed in one sitting.

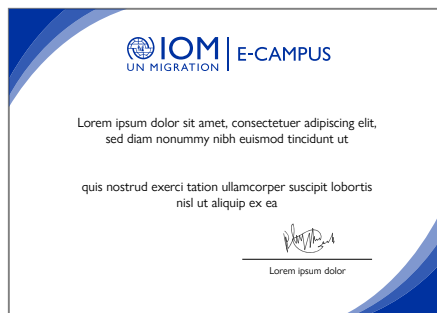
Each time you access a course:

- Your progress is automatically recorded on the platform.
- The course takes you back to the screen that you last accessed.

## 6

### Printing and/or saving a certificate, and record-keeping

1. At the end of the course, a message of completion will appear. You will then be given an option to download the certificate or close the window.
2. Download and print your certificate of course completion. Please keep a copy for your records.



## 7

### Reporting issues

For any issues that you encounter with the above steps, please send an email to: [e-campus@iom.int](mailto:e-campus@iom.int) with the following information:

1. The browser you are using (e.g. Chrome or Firefox)
2. Description of the issue you encountered (e.g. mention the step number with details)
3. A screenshot, if possible (this would be very helpful!).

***Thank you for your support!***

***Ready to start your e-learning experience?***





Do you need more information?

**Contact us at**  
**[e-campus@iom.int](mailto:e-campus@iom.int)**