Frequently Asked Questions

I have a question about (scroll down or click on a question below):

Registration, login and course access

I registered to the platform but I cannot login, now what?
I forgot my password, now what?
I do not have access to the courses BASE, SAFE, Missionwise or Code of Conduct, now what?
Why does the site look strange and I cannot see some buttons?
I want to repeat one or the other module of BASE/SAFE/Missionwise/Code of Conduct after having received my "Certificate of achievement". Do I need to create a new account?

Progress

I have lost my progress, now what?
I am stuck in BASE - Module 4 slide 6, now what?
I have clicked on the "Enter" button but the Module did not show up, now what?

Certificate

I've lost my certificate for BASE/SAFE/Missionwise/Code of Conduct, now what?

Registration, login and course

I registered to the platform but I cannot login, now

Check your inbox. You should have received a validation email and there you need to click on the link to confirm your registration.

Cannot find the email? If it is not in your spam folder, then you might have registered with an incorrect email address. Please create a new account and make sure that you have entered the correct information.

I forgot my password, now what?

On the login page, you can click on the button "Forgotten your username or password?"
We recommend that you search based on your e-mail address.

Have not received any email with the new password?
For BASE and SAFE, please contact SECURITY-E-LEARNINGS@eeas.europa.eu
For Missionwise and Code of Conduct, please contact CPCC-elearning@eeas.europa.eu

I do not have access to the courses BASE, SAFE, Missionwise or Code of Conduct, now what?

If you have a "*.europa.eu*" email address or EEAS approved email address then you should have access to the courses automatically, please refresh your browser and try again.

If you have registered with an external email address, then your enrolment needs to be validated. The Security e-learnings team is working on your enrolment request and you'll receive an enrolment email soon.

Still no luck?
For BASE and SAFE, please contact SECURITY-E-LEARNINGS@eeas.europa.eu
For Missionwise and Code of Conduct, please contact CPCC-elearning@eeas.europa.eu

Why does the site look strange and I cannot see some buttons?

We recommend using the browser Google Chrome or Mozilla Firefox for the best user experience.

I want to repeat one or the other module of BASE/SAFE/Missionwise/Code of Conduct after having received my "certificate of achievement". Do I need to create a new account?

No need for that. You can use your account and login again to repeat the entire course or only selected modules as often as you like.

Progress

I have lost my progress, now what?

Don't panic, maybe you have followed the courses in English or French and you have now looked into the wrong language.

I am stuck in BASE - Module 4 slide 6, now what?

After clicking on all the characters, also click on all the "information icons" to continue to the next slide. Detailed instruction can be found on Together: BASE Module 4 - what to do when you are stuck on slide 6/28 "What is wrong"?

I have clicked on the "Enter" button but the Module did not show up, now what?

When opening a new e-learning module, it opens in a new window. So check all opened browser windows because the Module might be opened in the background.

Certificate

I've lost my certificate for BASE/SAFE/Missionwise/Code of Conduct, now what?

You can always regenerate your certificate by going to the course and clicking on "Certificate of achievement".