

# Member Portal - Help Content

## Introduction

The World Bank Member Portal provides you with the ability to access the Databank (databank.worldbank.org), Job Site, Newsletters, Open Learning Campus, Photo Library, WBG eConsultant and other sites available to the general public.

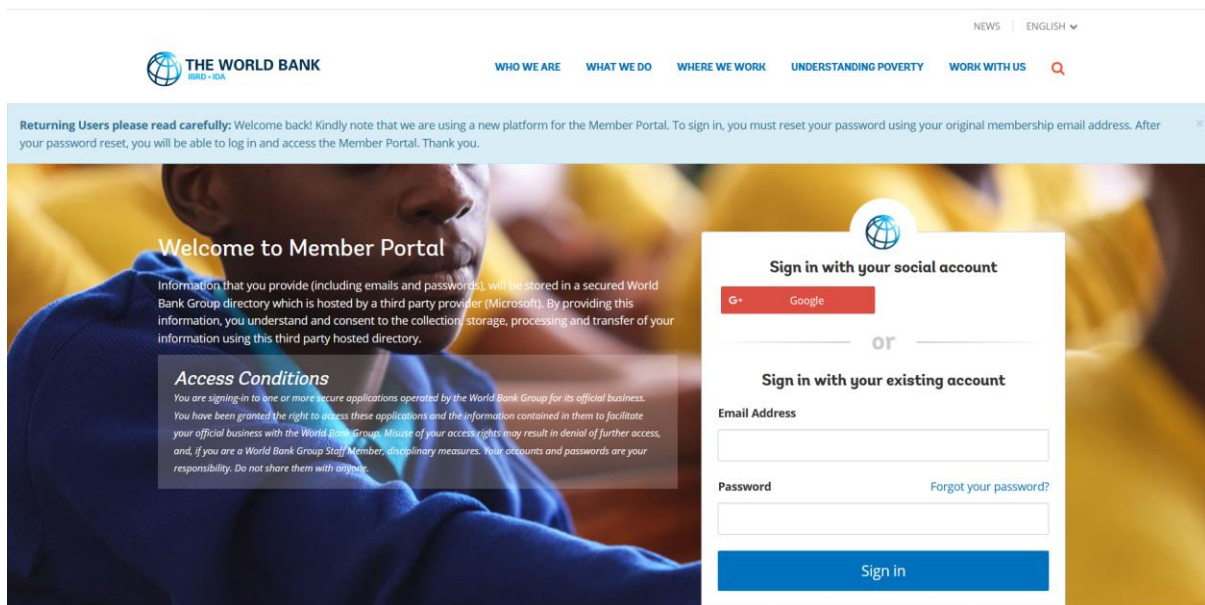
In order to do so, you must either log-in with an existing account, create a new account or create a new account using a Social Account. There is no fee to register. In addition, The World Bank does not sell, distribute or share your information with third parties, outside of The World Bank Group. For more information, you may review The World Bank's Privacy Policy.

This documentation will take you through the following options:

- [Sign up / Register / Create a new account](#)
- [Sign in with your existing account](#)
- [Sign in with your social account such as Google, LinkedIn, Facebook or Amazon](#)
- [Forgot your Password?](#)
- [Need help with account?](#)

## To Begin

To begin, you must start with a B2C application home page that will redirect to the **Member Portal** shown below.

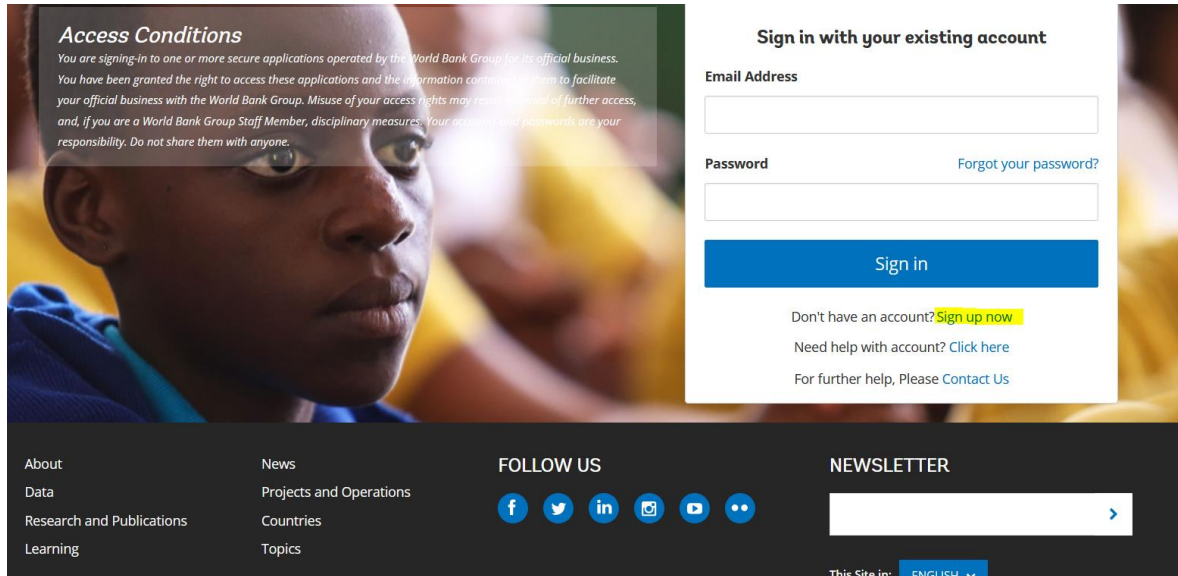


The screenshot shows the World Bank Member Portal login interface. At the top, there is a navigation bar with the World Bank logo and links for 'WHO WE ARE', 'WHAT WE DO', 'WHERE WE WORK', 'UNDERSTANDING POVERTY', and 'WORK WITH US'. A language selector shows 'ENGLISH'. A blue notification banner reads: 'Returning Users please read carefully: Welcome back! Kindly note that we are using a new platform for the Member Portal. To sign in, you must reset your password using your original membership email address. After your password reset, you will be able to log in and access the Member Portal. Thank you.' The main content area features a 'Welcome to Member Portal' heading and a paragraph of information. Below this is an 'Access Conditions' box with a disclaimer. On the right, there is a login form with two sections: 'Sign in with your social account' (with a Google button) and 'Sign in with your existing account' (with fields for Email Address and Password, and a 'Forgot your password?' link). A blue 'Sign in' button is at the bottom of the form.

You will have the option of creating a new account or using an existing email address/account.

# Sign up / Register / Create a new account

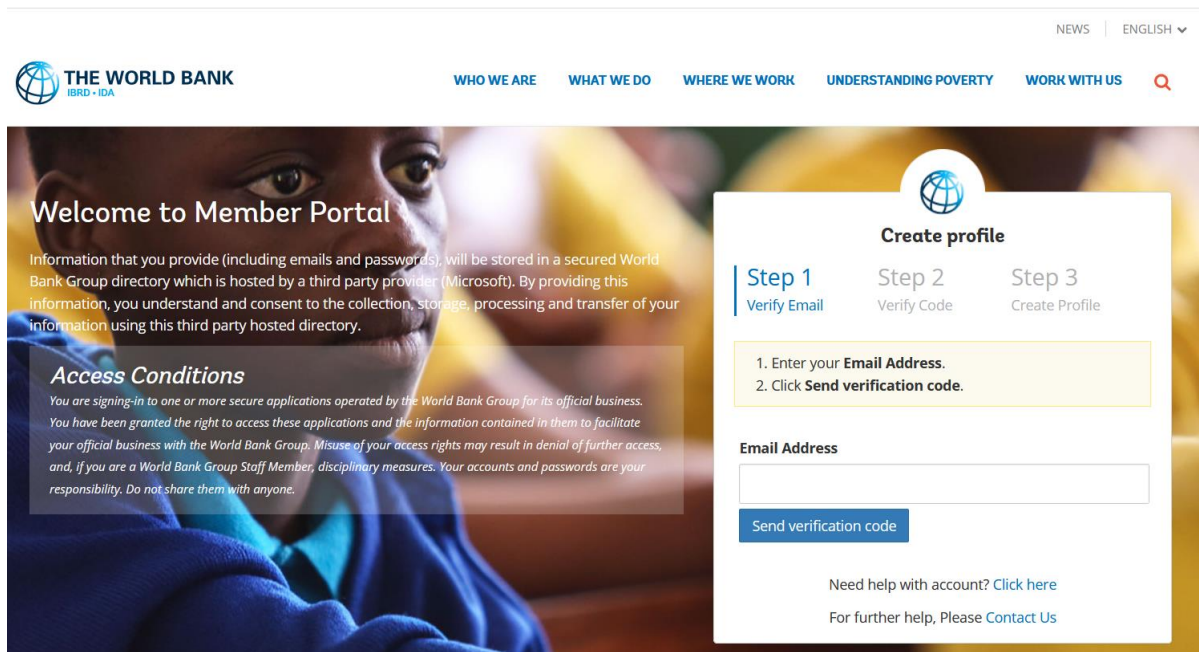
1. At the bottom of the Sign-In box, click **Sign up now** to sign up / create profile / account.



**NOTE:** OLC application users to click on **Register Now** in OLC site as shown below.

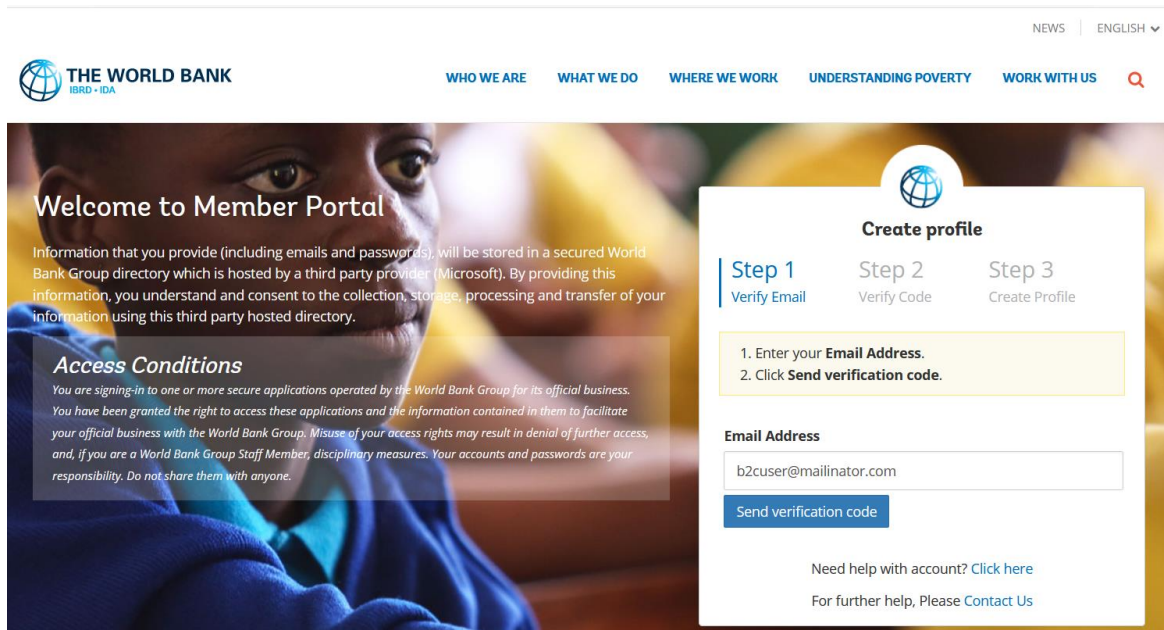


2. The **Create profile** form will appear with **3 Steps** to follow.



### Step 1: Verify Email

- Enter your **Email Address**.
- Click **Send verification code**.



You will receive an email with a **Verification Code**, similar to the email below.



Subject: **World Bank Group B2C QA account email verification code**  
To: **b2cuser**  
From: **no-reply@wbgaccounts.org**  
Received: **Sun Jun 28 2020 22:57:33 GMT+0530 (India Standard Time)**  
Sending IP: **65.55.52.234**  
Parts: [html](#)  
Attachments: [\[Subscribe to receive Attachments\]](#)

## Verify your email address

Thanks for verifying your b2cuser@mailinator.com account!

**Your code is: 422146**

Sincerely,  
World Bank Group B2C QA

This message was sent from an unmonitored email address. Please do not reply to this message.



3. Return to the Member Portal to complete the Step 2.

### Step 2: Verify Code

- Enter the **Verification Code** emailed to you.
- Click **Verify code**.

To resend the code, click **Send new code**.

(For security reasons, code will expire in 5 minutes.)

The screenshot shows the 'Create profile' page in the Member Portal. It features a progress indicator with three steps: Step 1 (Verify Email), Step 2 (Verify Code), and Step 3 (Create Profile). Step 2 is currently active. The page displays a message: 'Verification code has been sent to your email address. (For security reasons, code will expire in 5 minutes.)'. Below this, there are two numbered instructions: '1. Enter the Verification Code emailed to you.' and '2. Click Verify code.'. A 'Send new code' button is also present. At the bottom, there are input fields for 'Email Address' (containing 'b2cuser@mailinator.com') and 'Verification Code' (containing '422146'). There are 'Verify code' and 'Send new code' buttons below the code field. At the very bottom, there are links for 'Need help with account? Click here' and 'For further help, Please Contact Us'.

4. Once the code is verified, it will show you the Step 3

### Step 3: Create Profile

1. Enter the **New Password** and other details.
2. Click **Create** to complete your profile creation

The screenshot shows the 'Create profile' page in the World Bank Member Portal. The page is titled 'Create profile' and is part of a three-step process. Step 1 is 'Verify Email', Step 2 is 'Verify Code', and Step 3 is 'Create Profile', which is currently active. The page includes a 'Welcome to Member Portal' message and an 'Access Conditions' section. The 'Create profile' form contains the following fields and instructions:

- Step 1:** Verify Email
- Step 2:** Verify Code
- Step 3:** Create Profile

**Instructions for Step 3:**

1. Enter the **New Password** and other details.
2. Click **Create** to complete your profile creation.

**Form Fields:**

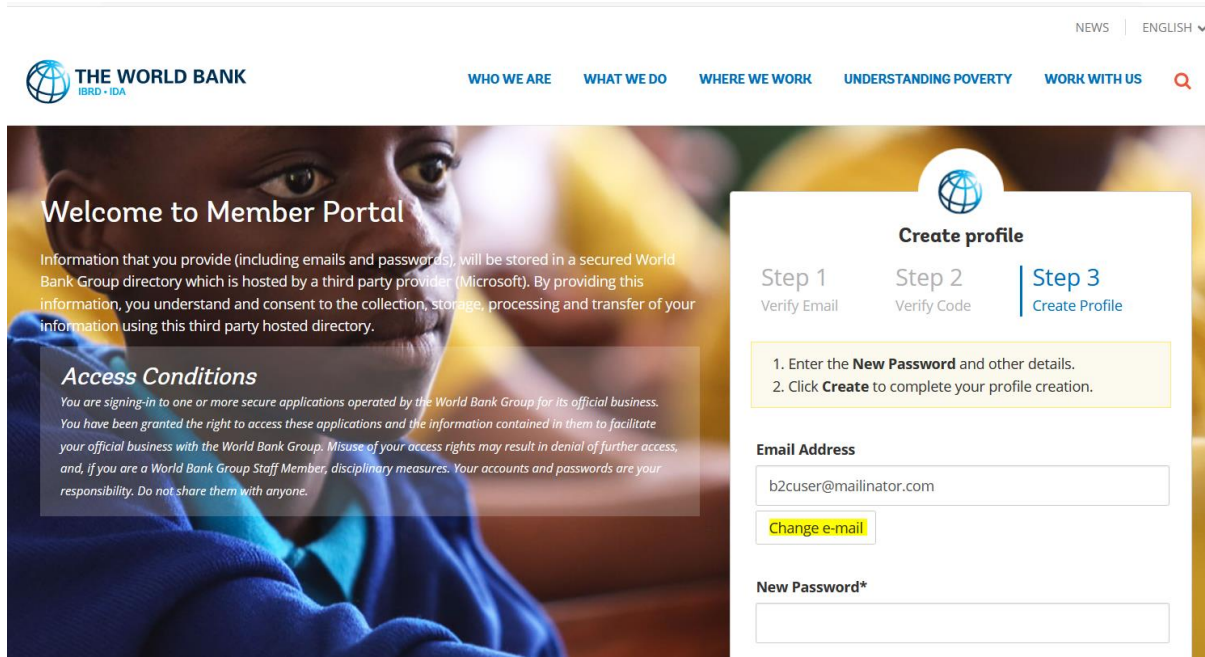
- Email Address:** b2cuser@mailinator.com (with a 'Change e-mail' button)
- New Password\*:** (empty text input)
- Confirm New Password\*:** (empty text input)
- First Name\*:** (empty text input)

**Access Conditions:**

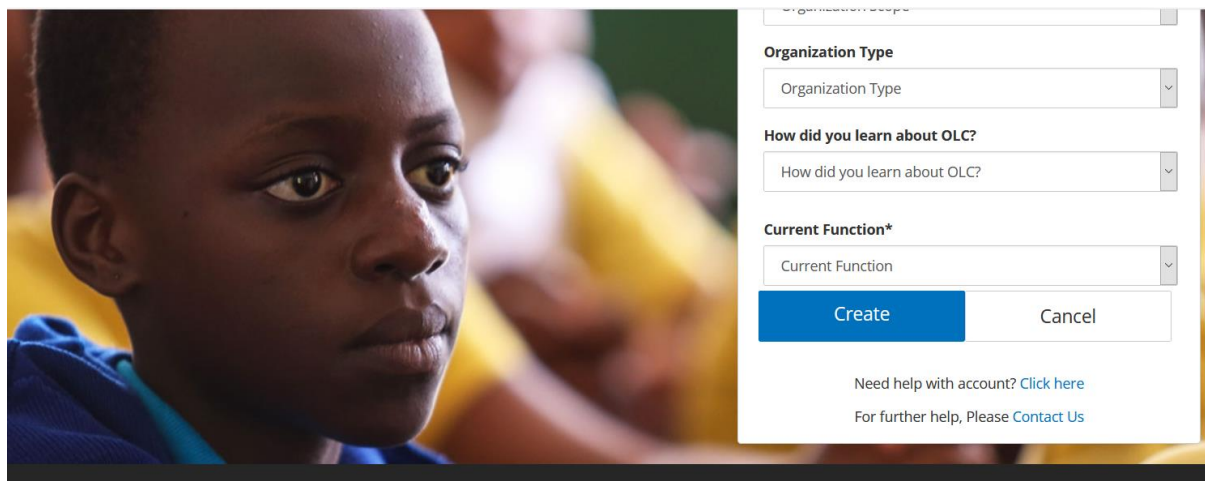
*You are signing-in to one or more secure applications operated by the World Bank Group for its official business. You have been granted the right to access these applications and the information contained in them to facilitate your official business with the World Bank Group. Misuse of your access rights may result in denial of further access, and, if you are a World Bank Group Staff Member, disciplinary measures. Your accounts and passwords are your responsibility. Do not share them with anyone.*

6. Enter all of the additional requested information.

**Note:** You can change the email address (in case you have entered incorrect Email Address in Step 1) for this profile, if required by clicking **Change e-mail**



7. When done, click **Create**.



9. Once your account is created, and depending upon the B2C application what you are attempting to access, you will be presented with a B2C application page.

10. Below is the home page of OLC application after signed in. When finished, click **Logout**.

**WORLD BANK GROUP**  
BROUGHT TO YOU BY

**Open Learning Campus**  
ACCELERATING SOLUTIONS THROUGH LEARNING

IN PARTNERSHIP WITH REPUBLIC OF KOREA  
MINISTRY OF ECONOMY AND FINANCE

Help | B2CUser  
Logout  
Search

OLC Home My OLC **Staff Learning** WBx Talks WBa Academy WBc Connect Calendar About OLC Partners Select a Topic

Facilitated Infographics Bite Sized Learning Video Face to Face Self-Paced Learning Week Webinar MOOC Podcast

Staff Learning



## Sign in with your existing account

1. Enter your **Email Address** already registered through Sign up / Create Account
2. Enter the **Password** created by you through Sign up / Create Account
3. Click **Sign in**

The screenshot shows the World Bank Member Portal sign-in interface. At the top, there is a navigation bar with the World Bank logo and links for 'WHO WE ARE', 'WHAT WE DO', 'WHERE WE WORK', 'UNDERSTANDING POVERTY', and 'WORK WITH US'. A blue banner at the top contains a message: 'Users please read carefully: Welcome back! Kindly note that we are using a new platform for the Member Portal. To sign in, you must reset your password using your original membership email. If you have not reset your password, you will be able to log in and access the Member Portal. Thank you.'

The main content area is split into two columns. The left column features a 'Welcome to Member Portal' heading, followed by a paragraph of information about data storage and consent. Below this is a 'Access Conditions' section with a warning about account security. The right column contains a sign-in form with the heading 'Sign in with your social account' and a 'Google' button. Below that is an 'or' separator and a 'Sign in with your existing account' section. This section includes fields for 'Email Address' (containing 'b2cuser2mailinator.com') and 'Password' (with a 'Forgot your password?' link), and a blue 'Sign in' button at the bottom.

Depending upon the B2C application what you are attempting to sign in, you will be presented with a B2C application page.

4. Below is the home page of OLC application after signed in. When finished, click **Logout**.

The screenshot displays the Open Learning Campus (OLC) home page. The header includes the World Bank Group logo and the text 'BROUGHT TO YOU BY WORLD BANK GROUP'. The main title is 'Open Learning Campus' with the tagline 'ACCELERATING SOLUTIONS THROUGH LEARNING'. To the right, it mentions a partnership with the Republic of Korea Ministry of Economy and Finance. The navigation bar includes links for 'OLC Home', 'My OLC', 'Staff Learning' (which is highlighted), 'WBx Talks', 'WBa Academy', 'WBc Connect', 'Calendar', 'About OLC', 'Partners', and 'Select a Topic'. Below the navigation bar is a large graphic titled 'Staff Learning' showing a network of learning modalities: Bite Sized Learning, Face to Face, Self-Paced, Infographics, Video, MOOC, Podcast, Facilitated, Learning Week, and Webinar. A search bar with a 'Logout' button is visible in the top right corner.



# Sign in with your social account such as Google, LinkedIn, Facebook or Amazon

1. Click on a social account login button from the Member Portal Login page. (Ex. Google). You will then be redirected to the appropriate Social account login page.

NEWS | ENGLISH ▾

**THE WORLD BANK**  
IBRD · IDA

WHO WE ARE | WHAT WE DO | WHERE WE WORK | UNDERSTANDING POVERTY | WORK WITH US | 🔍

**ase read carefully:** Welcome back! Kindly note that we are using a new platform for the Member Portal. To sign in, you must reset your password using your original membership email address. You will be able to log in and access the Member Portal. Thank you.

## Welcome to Member Portal

Information that you provide (including emails and passwords), will be stored in a secured World Bank Group directory which is hosted by a third party provider (Microsoft). By providing this information, you understand and consent to the collection, storage, processing and transfer of your information using this third party hosted directory.

### Access Conditions

*You are signing-in to one or more secure applications operated by the World Bank Group for its official business. You have been granted the right to access these applications and the information contained in them to facilitate your official business with the World Bank Group. Misuse of your access rights may result in denial of further access, and, if you are a World Bank Group Staff Member, disciplinary measures. Your accounts and passwords are your responsibility. Do not share them with anyone.*

### Sign in with your social account

G+ Google

OR

### Sign in with your existing account

Email Address

Password [Forgot your password?](#)

Sign in

2. Enter your email address. Note, if you have more than one Google account, you may be presented with a page listing all accounts. You should select the appropriate one.

3. Click **Next**.

Sign in with Google

## Sign in

Continue to [worldbankgroup.org](https://worldbankgroup.org)

Email or phone

[Forgot email?](#)

To continue, Google will share your name, email address, language preference and profile picture with [worldbankgroup.org](https://worldbankgroup.org).

[Create account](#) [Next](#)

English (United Kingdom) ▾ | [Help](#) | [Privacy](#) | [Terms](#)

4. Enter the password.
5. Click **Next**.

Sign in with Google

Welcome

bestmchen@gmail.com

Enter your password

.....

To continue, Google will share your name, email address, language preference and profile picture with worldbankgroup.org.

[Forgot password?](#) [Next](#)

English (United Kingdom) [Help](#) [Privacy](#) [Terms](#)

6. If authentication is successful, you may be asked to provide permission to the World Bank Group to access the basic details from the account used for login. Click **Allow**.

- World Bank Group would like to:

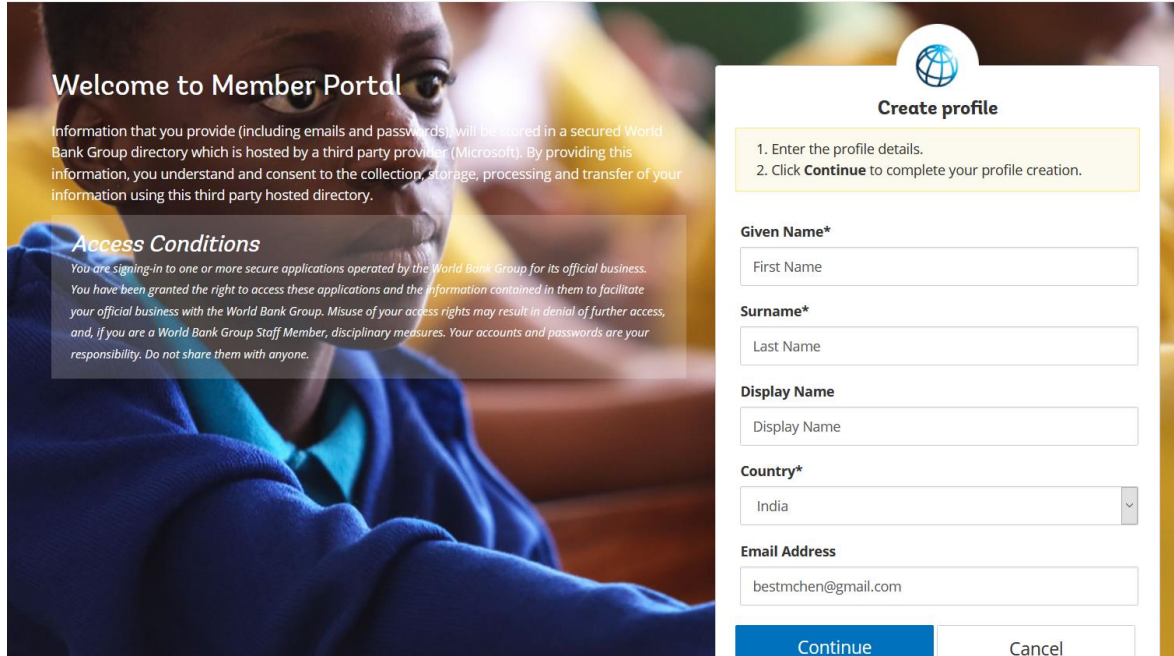
Know who you are on Google

View your email address

By clicking Allow, you allow this app and Google to use your information in accordance with their respective privacy policies. You can change this and other Account Permissions at any time.

[Deny](#) [Allow](#)

7. After user consent, Member Portal Create profile form will be displayed. Provide the required details in the Create profile form and select **Continue**.



**Welcome to Member Portal**

Information that you provide (including emails and passwords) will be stored in a secured World Bank Group directory which is hosted by a third party provider (Microsoft). By providing this information, you understand and consent to the collection, storage, processing and transfer of your information using this third party hosted directory.

**Access Conditions**

*You are signing-in to one or more secure applications operated by the World Bank Group for its official business. You have been granted the right to access these applications and the information contained in them to facilitate your official business with the World Bank Group. Misuse of your access rights may result in denial of further access, and, if you are a World Bank Group Staff Member, disciplinary measures. Your accounts and passwords are your responsibility. Do not share them with anyone.*

**Create profile**

1. Enter the profile details.  
2. Click **Continue** to complete your profile creation.

**Given Name\***  
First Name

**Surname\***  
Last Name

**Display Name**  
Display Name

**Country\***  
India

**Email Address**  
bestmchen@gmail.com

**Continue** **Cancel**

Depending upon the B2C application what you are attempting to access, you will be presented with a B2C application page.

8. Below is the home page of OLC application after signed in. When finished, click **Logout**.



 Brought to you by **WORLD BANK GROUP**

**Open Learning Campus**  IN PARTNERSHIP WITH REPUBLIC OF KOREA  
MINISTRY OF ECONOMY AND FINANCE

ACCELERATING SOLUTIONS THROUGH LEARNING

Help |  B2CUser ▲

 Logout

Search  

OLC Home My OLC ▾ **Staff Learning** WBx Talks WBa Academy WBc Connect Calendar About OLC ▾ Partners Select a Topic ▾

**Staff Learning** 

Learning modalities: Bite Sized Learning, Face to Face, Self-Paced, Infographics, Video, Podcast, Facilitated, Learning Week, Webinar, MOOC.



# Forgot your Password?

You can reset your password using the self-service reset feature.

## 1. Click **Forgot your password?**

**please read carefully:** Welcome back! Kindly note that we are using a new platform for the Member Portal. To sign in, you must reset your password using your original membership email address. Once you have reset your password, you will be able to log in and access the Member Portal. Thank you.

### Welcome to Member Portal

Information that you provide (including emails and passwords), will be stored in a secured World Bank Group directory which is hosted by a third party provider (Microsoft). By providing this information, you understand and consent to the collection, storage, processing and transfer of your information using this third party hosted directory.

**Access Conditions**  
*You are signing-in to one or more secure applications operated by the World Bank Group for its official business. You have been granted the right to access these applications and the information contained in them to facilitate your official business with the World Bank Group. Misuse of your access rights may result in denial of further access, and, if you are a World Bank Group Staff Member, disciplinary measures. Your accounts and passwords are your responsibility. Do not share them with anyone.*

#### Sign in with your social account

Google

OR

#### Sign in with your existing account

Email Address

Password [Forgot your password?](#)

Sign in

## 2. **Forgot Password?** form will appear with **3 Steps** to follow.

### Welcome to Member Portal

**Note for existing users:**

Enter the email address associated with your account. You will receive a verification code from [msonline.serviceteam@microsoftonline.com](mailto:msonline.serviceteam@microsoftonline.com). Please ensure that this email is not sent to the spam folder or quarantined. Once you have verified the code, enter a new password. There may be a delay in receiving the verify code email. If you are not receiving email after 10 minutes, please contact us at [ITHelp@worldbankgroup.org](mailto:ITHelp@worldbankgroup.org)

#### Forgot password?

Step 1 **Verify Email** | Step 2 Verify Code | Step 3 Reset Password

1. Enter your **Email Address**.
2. Click **Send verification code**.

Email Address

Send verification code

Need help with account? [Click here](#)  
For further help, Please Contact Us

## Step 1: Verify Email

- Enter your **Email Address**.
- Click **Send verification code**.

NEWS | ENGLISH

THE WORLD BANK  
IBRD • IDA

WHO WE ARE | WHAT WE DO | WHERE WE WORK | UNDERSTANDING POVERTY | WORK WITH US

### Welcome to Member Portal

**Note for existing users:**

Enter the email address associated with your account. You will receive a verification code from [mscrlineserviceteam@microsoftonline.com](mailto:mscrlineserviceteam@microsoftonline.com). Please ensure that this email is not sent to the spam folder or quarantined. Once you have verified the code, enter a new password. There may be a delay in receiving the verify code email. If you are not receiving email after 10 minutes, please contact us at [ITHelp@worldbankgroup.org](mailto:ITHelp@worldbankgroup.org)

#### Forgot password?

**Step 1** | Step 2 | Step 3  
Verify Email | Verify Code | Reset Password

1. Enter your **Email Address**.
2. Click **Send verification code**.

**Email Address**

**Send verification code**

Need help with account? [Click here](#)  
For further help, Please [Contact Us](#)

You will receive an email with a **Verification Code**, similar to the email below.

Subject: **World Bank Group B2C QA account email verification code**  
To: **b2cuser**  
From: **no-reply@wbgaccounts.org**  
Received: **Tue Jun 30 2020 15:46:11 GMT+0530 (India Standard Time)**  
Sending IP: **207.46.200.17**  
Parts: [html](#)  
Attachments: [\[Subscribe to receive Attachments\]](#)

### Verify your email address

Thanks for verifying your [b2cuser@mailinator.com](mailto:b2cuser@mailinator.com) account!

**Your code is: 154031**

Sincerely,  
*World Bank Group B2C QA*

---

This message was sent from an unmonitored email address.  
Please do not reply to this message.

 THE WORLD BANK  
IBRD • IDA

## Step 2: Verify Code

### 3. Return to the Member Portal

- Enter the **Verification Code** emailed to you.
- Click **Verify code**.

To resend the code, click **Send new code**. (For security reasons, code will expire in 5 minutes.)

The screenshot shows the 'Forgot password?' interface. On the left, a 'Welcome to Member Portal' message includes a note for existing users: 'Enter the email address associated with your account. You will receive a verification code from msoslineserviceteam@microsoftonline.com. Please ensure that this email is not sent to the spam folder or quarantined. Once you have verified the code, enter a new password. There may be a delay in receiving the verify code email. If you are not receiving email after 10 minutes, please contact us at ITHelp@worldbankgroup.org'. The main panel is titled 'Forgot password?' and shows a progress indicator with 'Step 2: Verify Code' selected. A message states: 'Verification code has been sent to your email address. (For security reasons, code will expire in 5 minutes.)'. Below this, instructions read: '1. Enter the Verification Code emailed to you. 2. Click Verify code.' A link to 'Send new code' is provided. The form includes an 'Email Address' field with 'b2cuser@mailinator.com', a code field with '154031', and buttons for 'Verify code' and 'Send new code'. A 'Need help with account? Click here' link is at the bottom.

### 5. Once the code is verified, click **Continue**

This screenshot shows the 'Forgot password?' interface after the code has been verified. The progress indicator now shows 'Step 2: Verify Code' as completed. A message states: 'Your email address is verified.' Instructions read: '1. Click Continue to input your new password.' A link to 'Change e-mail' is provided. The form includes an 'Email Address' field with 'b2cuser@mailinator.com' and a 'Change e-mail' button. At the bottom, there are 'Continue' and 'Cancel' buttons. A 'Need help with account? Click here' link is at the bottom, with the text 'For further help, Please Contact Us' below it.



### Step 3: Reset Password



- Enter the **New Password**.
- Re-enter the password to **Confirm New Password**.
- Click **Continue** to reset your password.

The screenshot shows the World Bank Member Portal interface. At the top, there is a navigation bar with the World Bank logo (IBRD-IDA) and links for WHO WE ARE, WHAT WE DO, WHERE WE WORK, UNDERSTANDING POVERTY, and WORK WITH US. A search icon is also present. The main content area features a large background image of a young boy in a blue school uniform. On the left, a 'Welcome to Member Portal' message is displayed, followed by a 'Note for existing users:' section with instructions on how to receive a verification code and reset a password. On the right, a 'Forgot password?' modal window is open, showing a three-step process: Step 1 (Verify Email), Step 2 (Verify Code), and Step 3 (Reset Password). Step 3 is the active step, containing a list of instructions: 1. Enter the **New Password**. 2. Re-enter the password to **Confirm New Password**. 3. Click **Continue** to reset your password. Below the instructions are two input fields for 'New Password' and 'Confirm New Password', both masked with dots. At the bottom of the modal are 'Continue' and 'Cancel' buttons. A footer link for 'Need help with account? Click here' and a 'Contact Us' link are also visible.

## Need help with account?

If you are having difficulty in **Sign up / Register / Create a new account** or **Sign in** or **Forgot your Password?**, Click [Contact Us](#) and submit the required details so that our support person will reach out to help you.

NEWS | ENGLISH ▾

 WHO WE ARE | WHAT WE DO | WHERE WE WORK | UNDERSTANDING POVERTY | WORK WITH US | 

ck! Kindly note that we are using a new platform for the Member Portal. To sign in, you must reset your password using your original membership email address. After your password reset, you will be able to log in and

### Welcome to Member Portal

Information that you provide (including emails and passwords), will be stored in a secured World Bank Group directory which is hosted by a third party provider (Microsoft). By providing this information, you understand and consent to the collection, storage, processing and transfer of your information using this third party hosted directory.

**Access Conditions**

*You are signing-in to one or more secure applications operated by the World Bank Group for its official business. You have been granted the right to access these applications and the information contained in them to facilitate your official business with the World Bank Group. Misuse of your access rights will result in denial of further access, and, if you are a World Bank Group Staff Member, disciplinary measures. All passwords and passwords are your responsibility. Do not share them with anyone.*

### Sign in Help

**Name**

**Email Address**

**Location**

**Phone Number**

**Problem Type**

**Details**

Provide additional information about your issue including error messages.

**Verification Code**

**3E33AF**

Enter the characters you see

**Submit**

You can also email to [ITHelp@worldbankgroup.org](mailto:ITHelp@worldbankgroup.org) with details for further help.