

Most frequently asked questions.

➤ **If I create a new user account in the platform, it tells me that there is an error. Why?**

Currently, self-registration are not allowed in the platform, therefore it is not possible to create your own account. Only people recruited for the trainings under the DERAD and Training Aid can be registered in the platform. If you are interested please contact derad.pr.padova@giustizia.it.

➤ **Someone from the HERMES Team registered me but I did not receive anything. What can I do?**

Emails coming from the platform will be sent by “P. Admin (VIA HERMES)”. Please check the spam folder in your email. If the email was categorized as spam, please move it to your inbox in order to avoid this in the future. Remember that your user id is always the email you provided to the project team or yourname_yourlastname.



➤ I forgot my password. What can I do?

You can use the “Forgotten your user name or password?”

HERMES European Training on Counter - Radicalisation

Log in

Username / email test_02

Password

Remember username

Log in

Forgotten your username or password?

Cookies must be enabled in your browser

Is this your first time here?

For full access to this site, you first need to create an account.

Create new account

➤ I tried to enroll my self in a course but I could not. Why?

Currently there is not self enrolment. If you are interested in a course, please contact derad.pr.padova@giustizia.it. Participants in the ToTs will be enrolled automatically.

➤ Sometimes the videos do not upload. Why?

This problems depend on the version of Windows or Apple version you are using. We are solving this problem to guarantee to everyone a good user experience. Problems will be solved by the end of January 2018.



Please also take a look at the manual. Click [here](#) to open it.

