



ECA VISITOR MANAGEMENT SYSTEM USER MANUAL

VISITOR MANAGEMENT SYSTEM

UNITED NATIONS ECONOMIC COMMISSION FOR AFRICA , Addis Ababa, Ethiopia



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Version

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1. Introduction

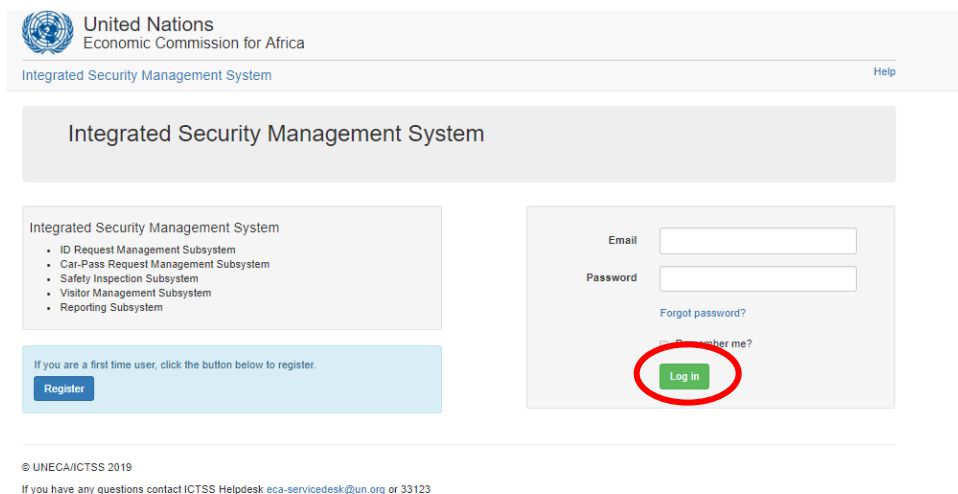
United Nations Integrated Security Management - Visitors Management system is an on-line tool which allows UN staff members to submit personal or official visitors request.

2. How to access

1. To access the Visitor Management System, Open the latest version of any modern browser (Firefox, Internet Explorer or Chrome) and type in "**https://security.uneca.org**" in the address bar.



2. You will be redirected to the login page as seen below.



3. Login

- 3.1. Please enter your UN email and password.
- 3.2. Then click on the "Login" button to log into the system.



4. First time user

- If you are a first-time user before logging in, please make sure that you register on the system using the “Register” the option provided in the main page as indicated below.

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Integrated Security Management System [Help](#)

Integrated Security Management System

Integrated Security Management System

- ID Request Management Subsystem
- Car-Pass Request Management Subsystem
- Safety Inspection Subsystem
- Visitor Management Subsystem
- Reporting Subsystem

If you are a first time user, click the button below to register.

Register

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If you have any questions contact ICTSS Helpdesk eca-servicedesk@un.org or 33123

- Please click on the “Register” button. The “Registration for First Time Users” will be displayed as seen below.

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Registration for First Time Users

Enter your First Name, Last Name & UN ID Expiration Date. **(EXACTLY AS PRINTED ON YOUR UN ID)**

Enter your Activation No. **(PRINTED ON THE BACK SIDE OF YOUR UN ID)**

First Name

Last Name

UN ID Expiry Date

Email Official work email

Activation No.

JYNQB Type The Text:

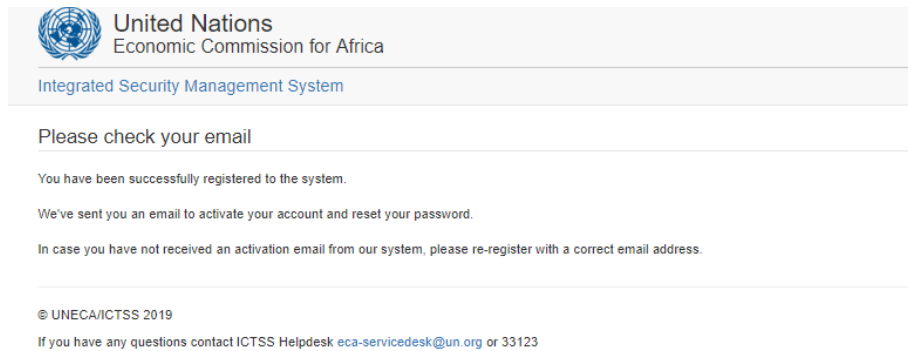
Register

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If you have any questions contact ICTSS Helpdesk eca-servicedesk@un.org or 33123

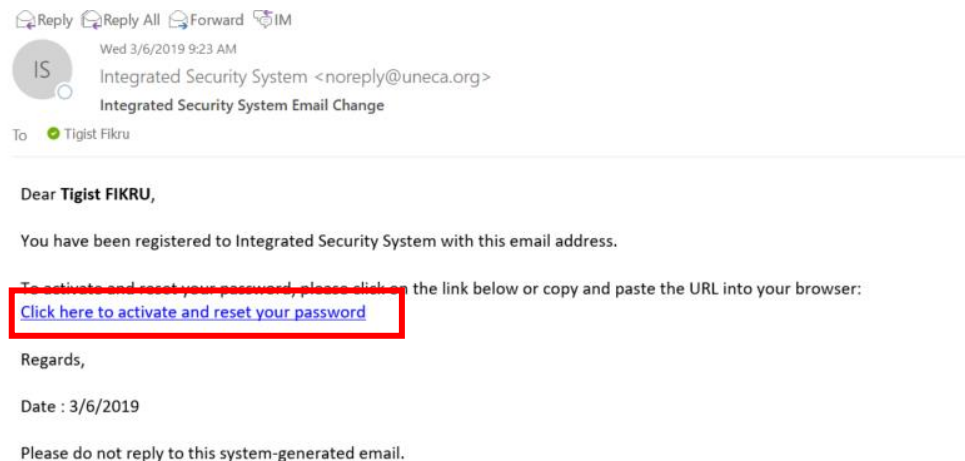
The activation number is found at the back of your UN ID.



- On the image displayed
 - Type in your **“First Name “& “Last Name”**
 - Type in **“UN ID Expiry Date”** which is present on your UN ID
 - Type in the **“Email”** you will be using to login into the system
 - At the back of your UN ID, there is a unique five/seven-digit number present as indicated in the image above, please type in the number in the **“Activation No”**.
 - Type in the verification text that you see and click on **“Register”** button.
- When you register the screen below will be displayed and you will receive and an email with a link to reset your password.



- Please go to your email management system and open the email sent from **“Integrated Security System”**. To activate and reset your password, please click on the link as indicated below.



- When you click on the link the **“Reset your password”** page shown below will be displayed.



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Integrated Security Management System

Reset your password

Password must be at least 8 characters long and should contain a capital letter, a number and a special character.

New password

Confirm new password

Reset Password

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- Please type in your password in the “New Password” & “Confirm new password” space provided and click on “Reset Password button”.
- After your password is reset, the page below will be displayed. Please click on the visitor management system icon to start using the system.



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Integrated Security Management System



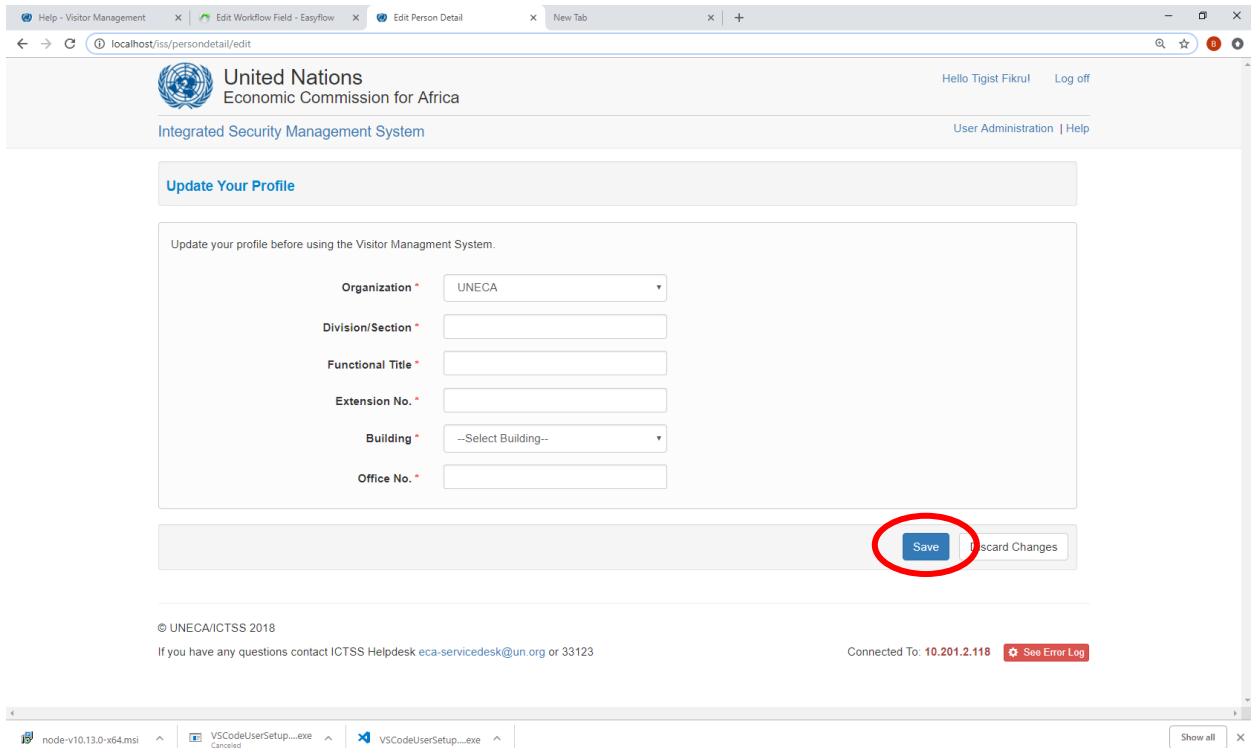
Visitor Management
Subsystem

Use this application to create a request for visitors accessing ECA premises. This application is accessible for all UN staff members with valid ID.

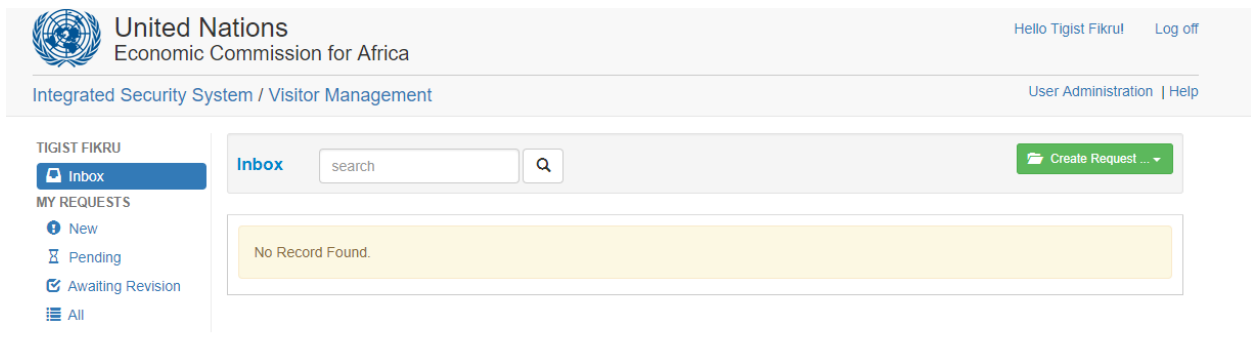
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If you have any questions contact ICTSS Helpdesk eca-servicedesk@un.org or 33123

- Before you start to submit visitor requests you will be requested to fill in the profile page as seen below.



- Please type in all the required information and click “Save” button and you will be redirected to the main request page.



- **Inbox:** This will display the list of visitor requests that need your involvement.
- **My requests**
 - **New:** This will show you a list of any newly created visitor request.
 - **Pending:** This will show you a list of any pending requests that have not yet been granted or declined by the security office.



- **Awaiting Revision:** This shows if there are any revisions being made by the security office regarding the visitor request you have made.
- **All:** This will show you a list of all request you have made and their status.

3. Creating a Request

- As a requester when you login the screen shown below is displayed.

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- To submit a visitor request, click on the **“Create Request”** button.

- There are two options that are available
 - **Regular Request:** This is for staff's that only require one day visitor request. You can request for personal or official visits. You can request for up to **six visitors** per day.
 - **Multiple Day Request:** This is used to make multiple day requests the maximum is **five days**. Only users with special access can make multiple day requests.



3.1. Creating a Regular Request

- If you are sending a regular request, click on “Regular Request” option.
- You will be redirected to the Create Regular Visitor Pass Request page as seen below.

Kindly provide all information at the time of visitor(s) request. X

Create Regular Visitor Pass Request Submit

Visiting Date *	<input type="text"/>	Visit Type *	<input type="radio"/> Personal <input type="radio"/> Official
Visiting Time *	<input type="text"/> - <input type="text"/>	On Behalf Of:	<input type="text"/>
Location *	--Select--	Purpose *	<input type="text"/>

Visitor Detail Add

Close

- Initially you are required to enter the visiting details.
 - Visiting Date, Visiting Time, Location, Purpose & Visit Type
 - **On Behalf of:** This is required if you are requesting on behalf of another staff.

Kindly provide all information at the time of visitor(s) request. X

Create Regular Visitor Pass Request Submit

Visiting Date *	<input type="text"/>	Visit Type *	<input type="radio"/> Personal <input type="radio"/> Official
Visiting Time *	<input type="text"/> - <input type="text"/>	On Behalf Of:	<input type="text"/>
Location *	--Select--	Purpose *	<input type="text"/>

Visitor Detail Add

Close



- Once you have entered all the visiting details, click the **“Add”** button to add details about the visitor/ visitors
- After typing in the visiting details, you will be required to enter the details of the visitors.

Integrated Security System / Visitor Management User Administration | Help

TIGIST FIKRU
Inbox
MY REQUESTS
New
Pending
Awaiting Revision
All

Kindly provide all information at the time of visitor(s) request. X

Create Regular Visitor Pass Request Submit

Visiting Date * 11/30/2018 Visit Type * Personal Official
Visiting Time * 08:00 - 17:00 On Behalf of
Location * UNCC Purpose * Training

Visitor Detail Add

First Name * Last Name *
Gender * Female Male Mobile No
Sub city --Select-- Wereda
Nationality --Select-- House No

Close

- If you are requesting for more than one person on the same day click the **“Add”** button again.
- Once you enter all the required information regarding the visitors, click on **“Submit”** button to send the request to the SSS receptionist.

Integrated Security System / Visitor Management User Administration | Help

TIGIST FIKRU
Inbox
MY REQUESTS
New
Pending
Awaiting Revision
All

Kindly provide all information at the time of visitor(s) request. X

Create Regular Visitor Pass Request Submit

Visiting Date * 11/30/2018 Visit Type * Personal Official
Visiting Time * 08:00 - 17:00 On Behalf of
Location * UNCC Purpose * Training

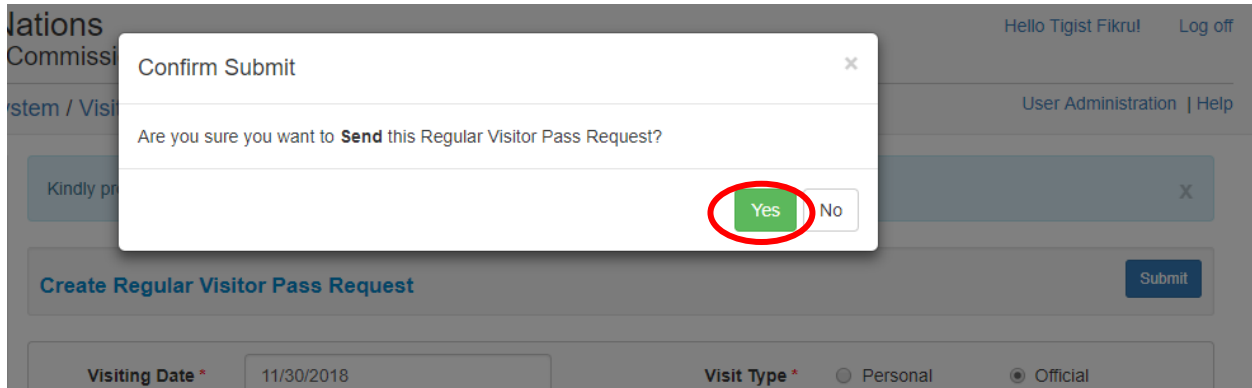
Visitor Detail Add

First Name * Jane Last Name * Doe
Gender * Female Male Mobile No 0911-101010
Sub city Akaky Kaliti Wereda 06
Nationality Ethiopian House No 411

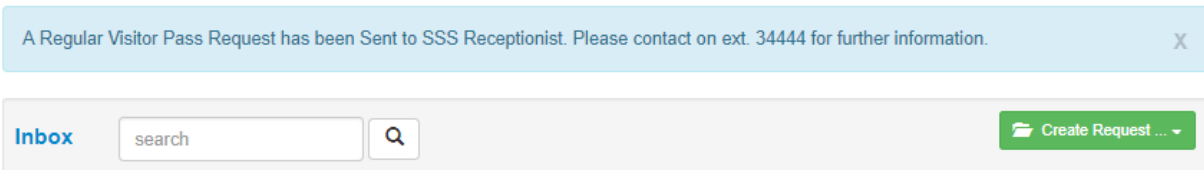
Close



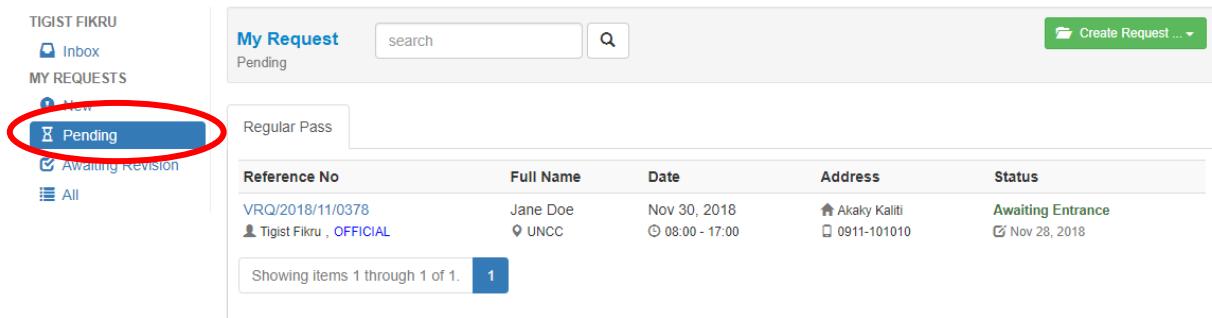
- When you click on **“Submit”** button you will be prompted to confirm the request submitted.
- If there are no changes you want to make, click on **“Yes”** button.



- When visitor request is submitted, you will see a message displayed at the top of the page confirming the request is sent to the SSS receptionist.



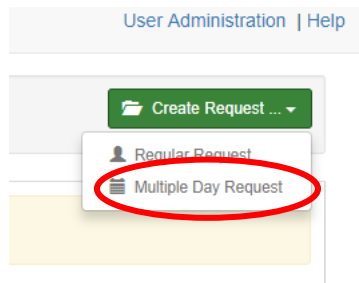
- To view the list of requests you have made, you can go to the **“Pending”** section and see their status.





3.2. Creating a Multiple Day Request

- If you have Admin assistants access permission to the system, you can submit multiple day requests. To make the request, click on “**Multiple Day Request**”.



- You will be redirected to the Create Multiple Day Visitor Pass Request page as seen below.

A screenshot of the 'Create Multiple Day Visitor Pass Request' form. The form has a title bar with the text 'Create Multiple Day Visitor Pass Request' and a 'Submit' button. The form contains several fields: 'Date *' (two date pickers), 'Visiting Time *' (two time pickers), 'Location *' (a dropdown menu with '--Select--'), 'On Behalf Of:' (a text field with a user icon), and 'Purpose *' (a text area). Below these fields is a section titled 'Visitor Detail' with an 'Add' button. At the bottom right of the form is a 'Close' button.

- The maximum number of days you can send a request for is 5 days.
- Initially you must enter the required information about the visiting details.



Create Multiple Day Visitor Pass Request Submit

Date * - On Behalf Of:

Visiting Time * - Purpose *

Location *

Visitor Detail **Add**

Close

- After filling in the visiting detail, click the “Add” button to add the details of the visitor/visitor’s information’s.
- You will be redirected to the screen below.
- Please enter the required information’s regarding the visitor. If you are requesting for more than one visitor click “Add” button again.

- TIGIST FIKRU
- Inbox
- MY REQUESTS
- New
 - Pending
 - Awaiting Revision
 - All

Create Multiple Day Visitor Pass Request **Submit**

Date * - On Behalf of

Visiting Time * - Purpose *

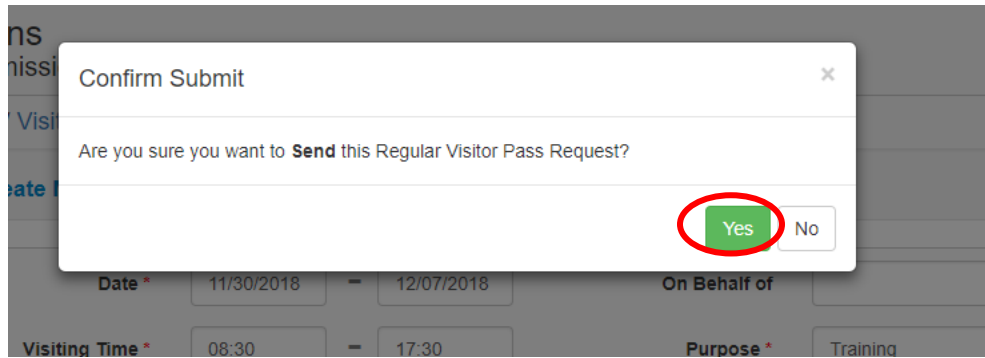
Location *

Visitor Detail **Add**

First Name *	<input type="text" value="John"/>	Last Name *	<input type="text" value="Doe"/>
Gender *	<input type="radio"/> Female <input checked="" type="radio"/> Male	Mobile No	<input type="text" value="0911 101010"/>
Sub city	<input type="text" value="Addis Ketema"/>	Wereda	<input type="text" value="05"/>
Nationality	<input type="text" value="Ethiopian"/>	House No	<input type="text" value="787"/>
First Name *	<input type="text" value="Jane"/>	Last Name *	<input type="text" value="Doe"/>
Gender *	<input checked="" type="radio"/> Female <input type="radio"/> Male	Mobile No	<input type="text" value="0911 501010"/>
Sub city	<input type="text" value="Gullele"/>	Wereda	<input type="text" value="06"/>
Nationality	<input type="text" value="Ethiopian"/>	House No	<input type="text" value="451"/>

Close

- When you have entered all the details of the visit and the visitor’s information click the submit button, you will be prompted to confirm about your request.
- If there are no changes you want to make click “Yes” button.



- Once submitted you will see a message displayed at the top of the page, confirming the request is sent to the security office.
- The visitor requests you submitted will be sent to the SSS receptionist for further processing.

A Regular Visitor Pass Request has been Sent to SSS Receptionist. Please contact on ext. 34444 for further information. X

Inbox search