



# ECA VISITOR MANAGEMENT SYSTEM USER MANUAL

VISITOR MANAGEMENT SYSYTEM UNITED NATIONS ECONOMIC COMMISION 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.

| 😸 Home                     | Page            | × +           |  |
|----------------------------|-----------------|---------------|--|
| $\leftarrow \ \rightarrow$ | C https://secur | ity.uneca.org |  |
|                            |                 |               | United Nations<br>Economic Commission for Africa |
|                            |                 | Integra       | ted Security Management System                   |

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

| United Nations<br>Economic Commission for Africa<br>Integrated Security Management System   | Нер                             |
|---|---------------------------------|
| Integrated Security Management Syster   | n                               |
| Integrated Security Management System ID Request Management Subsystem CarPass Request Management Subsystem Safety Inspection Subsystem Visitor Management Subsystem Reporting Subsystem | Email Password Forgot password? |
| If you are a first time user, click the button below to register.<br>Register   | Log in                          |
| © UNECA/ICTSS 2019<br>If you have any questions contact ICTSS Helpdesk eca-servicedesk@un.org or 33123  |                                 |

- 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.

| United Nations<br>Economic Commission for Africa  |                   |                     |     |
|---|-------------------|---------------------|-----|
| Integrated Security Management System   |                   | He                  | elp |
| Integrated Security Management Sys  | stem              |                     |     |
| Integrated Security Management System D Request Management Subsystem Car-Pass Request Management Subsystem Safety Inspection Subsystem Visitor Management Subsystem Reporting Subsystem | Email<br>Password | Forgot password?    |     |
| Register  |                   | Remember me? Log in |     |
| © UNECA/ICTSS 2019<br>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.

| United Nations<br>Economic Commission for Africa   |  |
|--|--|
| Integrated Security Management System  | Help   |
| 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 BACKSIDE OF YOUR UN ID)  |
| First Name   | Activation No.   |
| Last Name  |  |
| UN ID Expiry Date  | The part of the work of the second se |
| Email Official work email  | Ref be worn<br>DA Complex<br>were available<br>of them to be available<br>of the them to be available<br>of the them to be available<br>to the   |
|  |  |
| Type The Text:   | ┨↓   |
| ATINAD   | The activation number is   |
|  | found at the back of your  |
|  | UN ID.   |
| © UNECA/ICTSS 2019   |  |
| If you have any questions contact ICTSS Helpdesk eca-servicedesk@un.org or 33123             |  |





- On the image displayed
  - Type in your "First Name "& "Last Name"
  - Type in "UN ID Expiry Date" which is present on your UN ID
  - $\circ$  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.

| United Nations<br>Economic Commission for Africa  |
|---|
| Integrated Security Management System   |
| Please check your email   |
| You have been successfully registered to the system.  |
| We've sent you an email to activate your account and reset your password.   |
| In case you have not received an activation email from our system, please re-register with a correct email address. |
| © UNECA/ICTSS 2019  |
| If you have any questions contact ICTSS Helpdesk eca-servicedesk@un.org or 33123                                    |

• 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.

| Reply E                | Reply All GForward TM<br>Wed 3/6/2019 9:23 AM<br>Integrated Security System <noreply@uneca.org><br/>Integrated Security System Email Change<br/>t Fikru</noreply@uneca.org>   |
|------------------------|---|
| To optivo              | <b>it FIKRU,</b><br>been registered to Integrated Security System with this email address.<br>In each court your password, place aligh on the link below or copy and paste the URL into your browser:<br>It to activate and reset your password |
| Regards,<br>Date : 3/6 | 5/2019  |
| Please do              | not reply to this system-generated email.   |

• When you click on the link the "Reset your password" page shown below will be displayed.



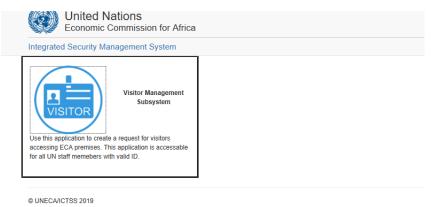
#### VISITOR MANAGEMENT SYSTEM USER MANUAL



| United Nations<br>Economic Commission for Africa   |  |  |  |  |  |
|--|--|--|--|--|--|
| 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<br>Confirm new password<br>Reset Password   |  |  |  |  |  |
| © UNECA/ICTSS 2019   |  |  |  |  |  |

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

- 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.



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.



#### VISITOR MANAGEMENT SYSTEM USER MANUAL



| Help - Visitor Managem |   | × New Tab            | ×   + |  | - 0      |
|------------------------|---|----------------------|-------|--|----------|
| → C (i) local          | lhost/iss/persondetail/edit                                   |                      |       |  | @ ☆ 8    |
|                        | United Nations<br>Economic Commission for Africa              |                      |       | Hello Tigist Fikrul Log off              |          |
|                        | Integrated Security Management System                         |                      |       | User Administration   Help               |          |
|                        | Update Your Profile   |                      |       |  |          |
|                        | Update your profile before using the Visitor Managment Syste  | em.                  |       |  |          |
|                        | Organization * UNE  | ECA                  | ¥     |  |          |
|                        | Division/Section *  |                      |       |  |          |
|                        | Functional Title *  |                      |       |  |          |
|                        | Extension No. *   |                      |       |  |          |
|                        |   | lect Building        | Ť     |  |          |
|                        | Office No. *  |                      |       |  |          |
|                        |   |                      |       | Save Uscard Changes                      |          |
|                        |   |                      |       |  |          |
|                        | © UNECA/ICTSS 2018  |                      |       |  |          |
|                        | If you have any questions contact ICTSS Helpdesk eca-serviced | aesk@un.org or 33123 |       | Connected To: 10.201.2.118 See Error Log |          |
|                        | - VCCadatianCatura aua  |                      |       |  |          |
| node-v10.13.0-x64.m    | isi ^ III VSCodeUserSetupexe ^ 🗙 VSCodeUserSetupexe           | . ^                  |       |  | Show all |

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

| United N<br>Economic  | Nations<br>Commission for Africa   | Hello Tigist Fikru! Log off |
|---|------------------------------------|-----------------------------|
| Integrated Security Sy  | User Administration   Help         |                             |
| TIGIST FIKRU<br>TIDbox<br>MY REQUESTS<br>New<br>Pending<br>Auating Revision | Inbox search Q<br>No Record Found. | Create Request ▼            |

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- 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.

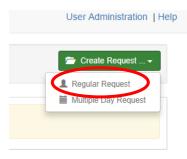
# 3. Creating a Request

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

| United N<br>Economic C                        | ations<br>Commission for Africa | Hello Tigist Fikru! Log off |
|---|---------------------------------|-----------------------------|
| Integrated Security Sys                       | stem / Visitor Management       | User Administration   Help  |
| TIGIST FIKRU<br>Indox<br>MY REQUESTS          | Inbox search Q                  | Create Request •            |
| New     Pending     Awaiting Revision     All | No Record Found.                |                             |

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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.

| reate Regular Vis | itor Pass Request |   |               |          | Subn     |
|-------------------|-------------------|---|---------------|----------|----------|
| Visiting Date *   |                   |   | Visit Type *  | Personal | Official |
| Visiting Time *   | -                 |   | On Behalf Of: |          | 1        |
| Location *        | Select            | T | Purpose *     |          |          |
| /isitor Detail    |                   |   |               |          | L Ado    |
|                   |                   |   |               |          | Clo      |

- Initially you are required to enter the visiting details.
  - o 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. |                   |   |               |          |          |  |
|---|-------------------|---|---------------|----------|----------|--|
| Create Regular Visi   | itor Pass Request |   |               |          | Submit   |  |
| Visiting Date *   |                   |   | Visit Type *  | Personal | Official |  |
| Visiting Time *   | -                 |   | On Behalf Of: |          | 1        |  |
| Location *  | Select            | ¥ | Purpose *     |          |          |  |
| Visitor Detail  |                   |   |               |          | Add      |  |
|   |                   |   |               |          | Close    |  |



h



- 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.

| egrated Security Sy                                     | ystem / Visitor Manage              | ment  |              |          | User Administration   Help   |  |  |  |
|---|-------------------------------------|---|--------------|----------|------------------------------|--|--|--|
| IGIST FIKRU<br>Inbox<br>IY REQUESTS<br>New<br>Z Pending | Kindly provide all inform           | Kindly provide all information at the time of visitor(s) request. |              |          |                              |  |  |  |
|   | Create Regular Visitor Pass Request |   |              |          |                              |  |  |  |
| Awaiting Revision                                       | Visiting Date *                     | 11/30/2018  | Visit Type * | Personal | <ul> <li>Official</li> </ul> |  |  |  |
|   | Visiting Time *                     | 08:00 - 17:00   | On Behalf of |          |                              |  |  |  |
|   | Location *                          | UNCC  | • Purpose *  | Training |                              |  |  |  |
|   | Visitor Detail                      |   |              |          | L 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.

|  | vstem / Visitor Manage | nation at the time of visitor(s) request. |              | x                      |
|--|------------------------|---|--------------|------------------------|
| MY REQUESTS<br>New<br>Pending<br>Awaiting Revision | Create Regular Vis     | itor 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         |   |              | L 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                    |





- 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.

| <b>lations</b><br>Commissi | Confirm Submit ×   | Hello Tigist Fikrul Log off     |
|----------------------------|--|---------------------------------|
| rstem / Visir              | Are you sure you want to Send this Regular Visitor Pass Request? | User Administration   Help      |
| Kindly pr                  | Yes No   |                                 |
| Create R                   | egular Visitor Pass Request                                      | Submit                          |
| Visit                      | ing Date * 11/30/2018 Visit Type *                               | al <ul> <li>Official</li> </ul> |

• 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.

| A Regular V | íisitor Pass Request | has been Sent to SSS Recep | otionist. Please contact on ext. 34444 for further information. | Х        |
|-------------|----------------------|----------------------------|---|----------|
| Inbox       | search               | ٩                          | 🚔 Create Re   | equest 👻 |

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

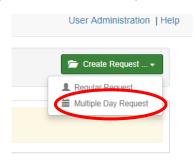
| My Request<br>Pending | search    | Q                               |                            | 🗁 Create R        |
|-----------------------|-----------|---------------------------------|----------------------------|-------------------|
| ng Regular Pass       | Full Name | Date                            | Address                    | Status            |
| VRQ/2018/11/0378      |           | Nov 30, 2018<br>③ 08:00 - 17:00 | Akaky Kaliti ☐ 0911-101010 | Awaiting Entrance |





## 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.

| Date *          | -      | · | On Behalf Of: | 1        |
|-----------------|--------|---|---------------|----------|
| Visiting Time * |        |   | Purpose *     |          |
| Location *      | Select | ¥ |               |          |
| sitor Detail    |        |   |               | <b>1</b> |

- 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 Da | y Visitor Pass Request |               | Submit |
|--------------------|------------------------|---------------|--------|
| Date *             | -                      | On Behalf Of: | 1      |
| Visiting Time *    | -                      | Purpose *     |        |
| Location *         | Select                 |               |        |
| 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.

| ew                | Date *          | 11/30/2018   | - 12/07/2018 | On Behalf of |             |       |
|-------------------|-----------------|--------------|--------------|--------------|-------------|-------|
| ending            |                 |              |              |              |             |       |
| Awaiting Revision | Visiting Time * | 08:30        | - 17:30      | Purpose *    | Training    |       |
|                   | Location *      | UNCC         | •            |              |             |       |
|                   | Visitor Detail  |              |              |              |             | 1 Add |
|                   | First Name *    | John         |              | Last Name *  | Doe         |       |
|                   | Gender *        | Female       | Male         | Mobile No    | 0911 101010 |       |
|                   | Sub city        | Addis Ketema | T            | Wereda       | 05          |       |
|                   | Nationality     | Ethiopian    | ¥            | House No     | 787         |       |
|                   | First Name *    | Jane         |              | Last Name *  | Doe         |       |
|                   | Gender*         | Female       | Male         | Mobile No    | 0911 501010 |       |
|                   | Sub city        | Gullele      | ¥            | Wereda       | 06          |       |
|                   | Nationality     | Ethiopian    | T            | House No     | 451         |       |

- 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.





| ns<br>nissi | Confirm S    | ubmit           |           |                   |           | ×        |
|-------------|--------------|-----------------|-----------|-------------------|-----------|----------|
| Visi        |              |                 | al this f | Dogular Maitar F  |           |          |
| ate I       | Are you sure | you want to Sen | ia this i | Regular Visitor F |           |          |
|             | Date *       | 11/30/2018      | -         | 12/07/2018        | Yes No    |          |
| Visit       | ing Time *   | 08:30           | ) – (     | 17:30             | Purpose * | Training |

- 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 V | /isitor Pass Request has beer | Sent to SSS Receptionist. Please contact on ext. 34444 for further information. | Х                  |
|-------------|-------------------------------|---|--------------------|
| Inbox       | search                        | ٩   | 😭 Create Request 🗸 |