



ECA VISITOR MANAGEMENT SYSTEM USER MANUAL

VISITOR MANAGEMENT SYSYTEM UNITED NATIONS ECONOMIC COMMISION FOR AFRICA , Addis Ababa, Ethiopia





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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 Economic Commission for Africa
		Integra	ted Security Management System

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

United Nations Economic Commission for Africa 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. Register	Log in
© UNECA/ICTSS 2019 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 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 Password	Forgot password?	
Register		Remember me? Log in	
© UNECA/ICTSS 2019 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 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 DA Complex were available of them to be available of the them to be available of the them to be available 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 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 Wed 3/6/2019 9:23 AM Integrated Security System <noreply@uneca.org> Integrated Security System Email Change t Fikru</noreply@uneca.org>
To optivo	it FIKRU, been registered to Integrated Security System with this email address. In each court your password, place aligh on the link below or copy and paste the URL into your browser: It to activate and reset your password
Regards, 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.



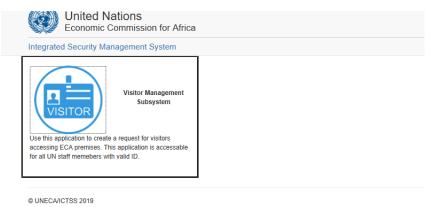
VISITOR MANAGEMENT SYSTEM USER MANUAL



United Nations 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 Confirm new password 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 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 Economic	Nations Commission for Africa	Hello Tigist Fikru! Log off
Integrated Security Sy	User Administration Help	
TIGIST FIKRU TIDbox MY REQUESTS New Pending Auating Revision	Inbox search Q 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.

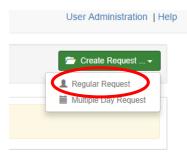
3. Creating a Request

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

United N Economic C	ations Commission for Africa	Hello Tigist Fikru! Log off
Integrated Security Sys	stem / Visitor Management	User Administration Help
TIGIST FIKRU Indox 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 Inbox IY REQUESTS New 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	 Official 			
	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 New Pending 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.

lations 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 Official

• 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.

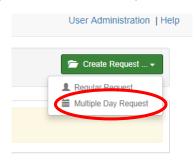
My Request Pending	search	Q		🗁 Create R
ng Regular Pass	Full Name	Date	Address	Status
VRQ/2018/11/0378		Nov 30, 2018 ③ 08:00 - 17:00	Akaky Kaliti ☐ 0911-101010	Awaiting Entrance





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				1

- 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 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 🗸