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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.

![Image of Integrated Security Management System]

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

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

![Image of Registration for First Time Users]
• On the image displayed
  o Type in your “First Name” & “Last Name”
  o Type in “UN ID Expiry Date” which is present on your UN ID
  o Type in the “Email” you will be using to login into the system
  o 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”.
  o 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 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.
• 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.

• 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
  o New: This will show you a list of any newly created visitor request.
  o Pending: This will show you a list of any pending requests that have not yet been granted or declined by the security office.
3. Creating a Request

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

   ![Screen Shot](image)

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

   ![Create Request Button](image)

- 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.

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.
• 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.

• 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.
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.

- 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.
• 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.

• 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.