



# ECA ID REQUEST MANAGEMENT SYSTEM USER MANUAL

ID REQUEST MANAGEMENT SYSTEM USER MANUAL

UNITED NATIONS ECONOMIC COMMISSION FOR AFRICA , Addis Ababa, Ethiopia

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## 1. Introduction

United Nations Integrated Security Management – ID Processing Management system is a web-based ID processing system which allows UN staff to process any ID related requests for themselves as well as for their dependents using this on-line tool.

Depending on the role of the user logged in the menus on the interface might differ. Below are the three roles present in the ID processing request management system.

- **HR Focal:** is responsible for creating a new ID request for new staff as well as Permit requests.
- **HR Approver/Certifying Officer:** is responsible for approving ID requests submitted by the HR Focal
- **Staff:** is responsible for creating an ID request for their dependants or requesting for renewal or replacement of Lost/Damaged ID
- **Security Officers:** is responsible for the process and issuance of the ID requests raised and approved by HR.
- **Security Chief:** is responsible for approving ID Permit requests submitted by the requesting officers.

## 2. How to access

**Step 1.** To access the ID Request Management Subsystem, open any modern browser (Firefox, Internet Explorer or Chrome) and type in "<https://security.uneca.org>" in the address bar.

**Step 2.** You will be redirected to the login page as shown in **Figure 1** below. Once on the Homepage of the ID Request Management System, you will have two options to access the system, the first is to login([How to Login](#)) using your credentials if you are a return user and the second is to register([How to Register](#)), if you are a first time user.

United Nations  
Economic Commission for Africa

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](#)

Email

Password

[Forgot password?](#)

Remember me?

[Log in](#)

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

Figure 1 Homepage of the System

## 2.1. How to Login

- Step 1.** On the right side of the window, as indicated above in **Figure 1**, please enter your UN email address and password.
- Step 2.** Click on the **Login** button to log into the system.

## 2.2. How to Register

- Step 1.** If this is your first-time logging into the system you will be required to enter detailed information before you continue. This is required to save your profile.
- Step 2.** Please click on the **Register** button as indicated above in **Figure 1**. The Registration for First Time Users form will be displayed as shown in **Figure 2**.

The screenshot shows the 'Registration for First Time Users' form. At the top, it says 'United Nations Economic Commission for Africa Integrated Security Management System'. Below that, it says 'Registration for First Time Users'. The form has two main sections. The left section is titled 'Enter your First Name, Last Name & UN ID Expiry Date (EXACTLY AS PRINTED ON YOUR UN ID)' and contains fields for 'First Name', 'Last Name', 'UN ID Expiry Date', and 'Email (Official work-email)'. The right section is titled 'Enter your Activation No. (PRINTED ON THE BACKSIDE OF YOUR UN ID)' and contains an 'Activation No.' field. Below these fields is a 'Type The Text' field with a 'Register' button. A red arrow points from the 'Activation No.' field to a callout box that says 'The activation number is'. The background of the form shows a sample UN ID card with a unique number.

Figure 2: Registration for first time users

- Step 3.** In the above form displayed, please type in the details required First Name, Last Name, UN ID Expiry Date and UN Email ID. This will be the email address you will be using to login into the system
- Step 4.** 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 field.
- Step 5.** Finally type in the verification text that you see on the Type The Text text field and click on the Register button.
- Step 6.** When you register the screen below will be displayed and you will receive an email with a link to reset your password.

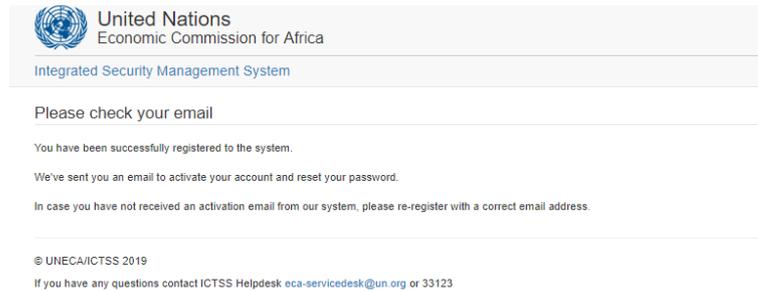


Figure 3:Registration confirmation page

**Step 7.** Please go to your email management system(outlook) and open the email sent from **Integrated Security System**. To activate and reset your password, click on the link as indicated below.

You have been registered to **Integrated** Security System with this email address.

To activate your registration and reset your password, please click on the link below or copy and paste the URL into your browser:  
[Click here to activate your registration and reset your password](#)

If you think you received this by mistake, please ignore this email.

Regards,

Date : 6/15/2020

Please do not reply to this system-generated email.

Figure 4 Email message to reset password

**Step 8.** When you click on the link, you will be redirected to the page shown below.

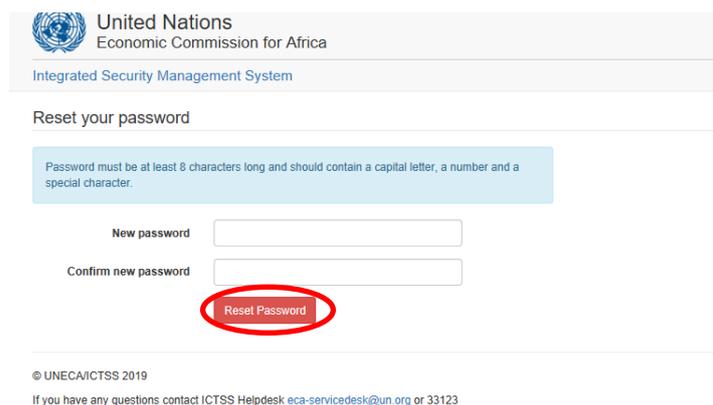
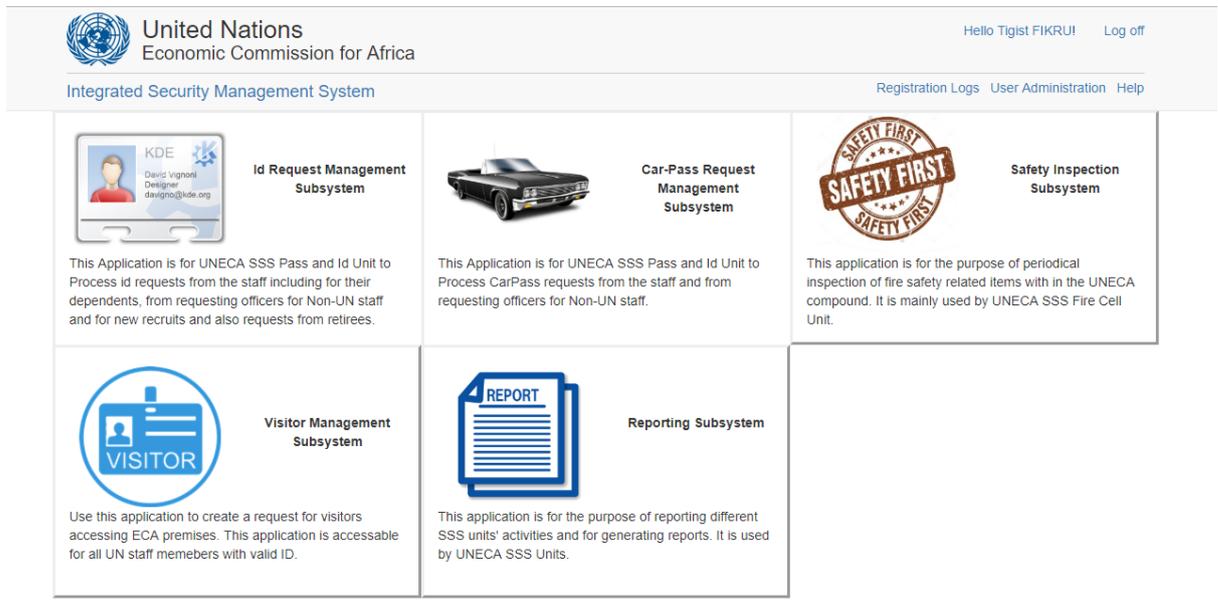


Figure 5: Password resetting page

**Step 9.** Please type in your password in the **New Password** text field and retype it to confirm, in the **Confirm new password** text field provided, and click on **Reset Password button**.

**Step 10.** After your password is reset, the page below in **Figure 6** will be displayed. Select the ID Request Management Subsystem.



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Figure 6: Integrated Security Management System Homepage

### 3. Creating an ID Request

A new ID request can be initiated by a requesting officer who are HR Focal personnel appointed by each organization. They will be responsible for creating new ID requests for all new ICs and UN Staff.

Requests for **Renewal** and **Dependent** and **Replacement** IDs can be made by the staff

#### 3.1 How to create an ID request for dependants

The staff member can request an ID for dependants registered as a family member.

**Step 1.** Once you log in using your credentials, the main page shown in **Figure 7 below** will be displayed.

**Step 2.** From the main screen displayed as depicted above in **Figure 7 below** please click on the **Create Request** drop-down menu and select **Dependent**.

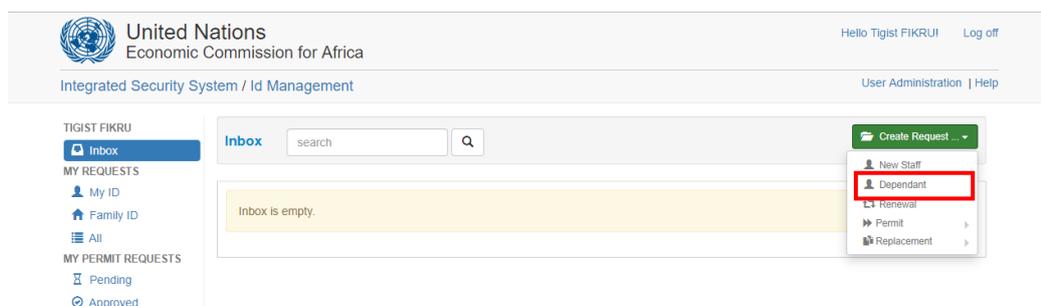


Figure 7: Create a dependent ID Request

- Step 3.** The figure shown in **Figure 8** below will be displayed. Please fill in the required details about your dependent. Please fill in the information also on the **Residential Address** tab and on the **Attachment**, tab attach the necessary documents. To continue click on
- **Save:** If you prefer to edit the information and submit it later.
  - **Save and submit:** to save & submit your dependent ID request to the HR processing unit

Figure 8:Dependent ID Request

- Step 4.** If you click on the **Save and submit** button you will be prompted to confirm your submission. Please click on **Yes** to continue.

Figure 9: Dependent ID Submission Confirmation

- Step 5.** If you are requesting an ID for more than one dependant, please repeat the above steps.
- Step 6.** The Dependant ID request will be sent to ID Processing, you may click on the **Family ID** option under the **My Requests** section to view the status of ID requests, newly submitted and requests not yet approved will have an **Awaiting Approval** status as shown in **Figure 20** below.

The screenshot shows the user interface for TIGIST FIKRU. The header includes the United Nations logo and the text 'United Nations Economic Commission for Africa'. The user is logged in as 'Hello Tigist FIKRU'. The main navigation bar shows 'Integrated Security System / Id Management' and 'User Administration | Help'. On the left, there is a sidebar with 'MY REQUESTS' and 'MY PERMIT REQUESTS' sections. The main content area shows an 'Inbox' with a search bar and a 'Create Request' button. Below this, a table displays a single dependent ID request:

Reference No	Dependant Name	Relationship	Organization	Functional title	Requested By	Status
DID/2019/07/0003	Trial One	Child	UNECA ICTSS	Senior IT Trainer	Tigist FIKRU Jul 19, 2019	Awaiting Approval Jul 19, 2019

The table indicates 'Showing items 1 through 1 of 1'.

Figure 10: Dependent IDs Awaiting Approval

### 3.2 How to create an ID renewal request

The staff member can log in to the system and make an ID renewal request. A renewal request can be initiated when the current ID has only 15 days remaining. Any longer than that the system will not allow.

**Step 1.** From the main screen displayed, please click on **Create Request** then **Renewal** as shown in **Figure 11** below.

The screenshot shows the user interface for TIGIST FIKRU. The header includes the United Nations logo and the text 'United Nations Economic Commission for Africa'. The user is logged in as 'Hello TIGIST FIKRU'. The main navigation bar shows 'Integrated Security System / Id Management' and 'User Administration | Help'. On the left, there is a sidebar with 'MY REQUESTS' and 'MY PERMIT REQUESTS' sections. The main content area shows an 'Inbox' with a search bar and a 'Create Request' button. The 'Create Request' dropdown menu is open, showing options: 'New Staff', 'Dependant', 'Renewal', 'Permit', and 'Replacement'. The 'Renewal' option is highlighted with a red box.

Figure 11: Create an ID Renewal Request

**Step 2.** On the **Create Id Renewal Request** page, please update and edit the information required.

The screenshot shows a web form titled "Create Id Renewal Request". At the top right, there is a "Troubleshoot" button and a "Save" button highlighted with a red border. Below the title bar, there are three tabs: "General", "Resident Address", and "Attachments". The "General" tab is selected and contains the following fields:

- Title:** --Select Title-- (dropdown)
- Index No.:** (text input)
- First Name \*:** Tigist (text input)
- Date Of Birth:** (text input)
- Middle Name:** (text input)
- Nationality:** --Select Nationality-- (dropdown)
- Last Name \*:** FIKRU (text input)
- Marital Status:** --Select Marital Status-- (dropdown)
- Organization \*:** UNECA (dropdown)
- No. Of Dependents:** (text input)
- Unit:** ICTSS (text input)
- Gender:**  Male  Female
- Functional Title:** Senior IT Trainer (text input)
- Employee Status:**  International  National
- Email \*:** fikru2@un.org (text input)

At the bottom right of the form, there is a "Close" button.

Figure 12: ID renewal request information

**Step 3.** You are also required to attach the new Contract by going to the **Attachments** tab and uploading the document. If you don't have your new contract yet the HR Focal will attach it in the next phase of the process.

**Step 4.** Once done please click on the **Save** button, then select **Submit** from **Figure 13** below. The request will be sent to the HR Focal the HR processing unit for approval.

New Id Issue request has been created. X

Troubleshoot Submit Cancel

**Edit ID Request - New**  
ID/2019/07/0020

General Resident Address Attachments Archive

**Title** Ms. **Index No.** 123456

**First Name \*** Tigist **Date Of Birth**

**Middle Name** **Nationality** Ethiopian

**Last Name \*** FIKRU **Marital Status** Single

**Organization \*** UNECA **No. Of Dependents** 2

**Unit** ICTSS **Gender**  Male  Female

**Functional Title** Senior IT Trainer **Employee Status**  International  National

**Sec. Briefing(Briefed) \***  Yes  No

Save Discard Changes

Figure 13: Submitting a renewal ID request

### 3.3 How to create an ID replacement Request

The staff member can request an ID replacement request if their ID is lost or damaged.

**Step 1.** After you log in using your credentials, the main page shown below in **Figure 14** will be displayed

United Nations Economic Commission for Africa Hello Tigist FIKRUI Log off

Integrated Security System / Id Management User Administration | Help

TIGIST FIKRU  
Inbox 13

MY REQUESTS  
My ID  
Family ID  
All

MY PERMIT REQUESTS  
Pending  
Approved  
All

HR PROCESSING  
Awaiting Approval  
Approved

**Inbox** search

**ID 12** **Permit 1**

**Create Request ...**

- New Staff
- Dependent
- Renewal
- Permit
- Replacement**
- Lost
- Damaged

Reference No	Full Name	Organization	Functional title	Request Type	Requested By	Status
ID/2020/08/0023	Mary Stewart	ILO		New	Quratlaine ABANEH Aug 10, 2020	Awaiting Security Approval Aug 10, 2020
ID/2020/08/0020	Tigist FIKRU	UNECA ICTSS		New	Tigist FIKRU Aug 07, 2020	Awaiting Processing Aug 07, 2020
ID/2020/08/0019	Sara John	UNICEF		New	Quratlaine ABANEH Aug 07, 2020	Awaiting Security Approval Aug 07, 2020
ID/2020/08/0018	Lane Demo	OHCHR	Permit	New	Tigist FIKRU	Awaiting Processing

Figure 14 Creating an ID replacement request

**Step 2.** You can choose to create a replacement request for **Lost** or **Damaged** ID's. Depending on what you choose the screen displayed might differ.

**Step 3.** When Lost or Damaged is selected, you will be presented with **Figure 15** below. You cannot make any changes here except review the details and save. This will send the request to the next phase of the process.

Create Id Replacement Request - Lost Save

General Resident Address Attachments

Title	Ms.	Index No.	23456
First Name *	Tigist	Date Of Birth	02/28/1986
Middle Name		Nationality	Ethiopian
Last Name *	FIKRU	Marital Status	Single
Organization *	UNECA	No. Of Dependents	2
Unit	ICTSS	Gender	<input type="radio"/> Male <input checked="" type="radio"/> Female
Functional Title		Employee Status	<input type="radio"/> International <input checked="" type="radio"/> National
Sec. Briefing(Briefed) *	<input type="radio"/> Yes <input type="radio"/> No	Email *	fikru2@un.org

Figure 15 Submitting ID replacement request

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## HR Partners

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## 4. Introduction

United Nations Integrated Security Management – ID Processing Management system is a web-based ID processing system which allows UN staff to process any ID related requests for themselves as well as for their dependents using this on-line tool.

Depending on the role of the user logged in the menus on the interface might differ. Below are the three roles present in the ID processing request management system.

- **HR Focal:** is responsible for creating a new ID request for new staff as well as Permit requests.
- **HR Approver/Certifying Officer:** is responsible for approving ID requests submitted by the HR Focal
- **Staff:** is responsible for creating an ID request for their dependants or requesting for renewal or replacement of Lost/Damaged ID
- **Security Officers:** is responsible for the process and issuance of the ID requests raised and approved by HR.
- **Security Chief:** is responsible for approving ID Permit requests submitted by the requesting officers.

## 5. How to access

**Step 3.** To access the ID Request Management Subsystem, open any modern browser (Firefox, Internet Explorer or Chrome) and type in "<https://security.uneca.org>" in the address bar.

**Step 4.** You will be redirected to the login page as shown in **Figure 1** below. Once on the Homepage of the ID Request Management System, you will have two options to access the system, the first is to login([How to Login](#)) using your credentials if you are a return user and the second is to register([How to Register](#)), if you are a first time user.

United Nations  
Economic Commission for Africa

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](#)

Email

Password

[Forgot password?](#)

Remember me?

[Log in](#)

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If you have any questions contact ICTSS Helpdesk [eca-servicedesk@un.org](mailto:eca-servicedesk@un.org) or 33123

Figure 16 Homepage of the System

## 2.3. How to Login

- Step 3.** On the right side of the window, as indicated above in **Figure 1**, please enter your UN email address and password.
- Step 4.** Click on the **Login** button to log into the system.

## 2.4. How to Register

- Step 11.** If this is your first-time logging into the system you will be required to enter detailed information before you continue. This is required to save your profile.
- Step 12.** Please click on the **Register** button as indicated above in **Figure 1**. The Registration for First Time Users form will be displayed as shown in **Figure 2**.

Figure 17: Registration for first time users

- Step 13.** In the above form displayed, please type in the details required First Name, Last Name, UN ID Expiry Date and UN Email ID. This will be the email address you will be using to login into the system
- Step 14.** 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 text field.
- Step 15.** Finally type in the verification text that you see on the Type The Text text field and click on the Register button.
- Step 16.** When you register the screen below will be displayed and you will receive an email with a link to reset your password.

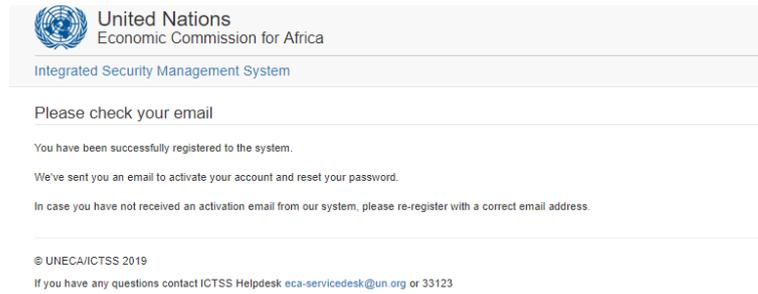


Figure 18:Registration confirmation page

**Step 17.** Please go to your email management system(outlook) and open the email sent from **Integrated Security System**. To activate and reset your password, click on the link as indicated below.

You have been registered to **Integrated** Security System with this email address.

To activate your registration and reset your password, please click on the link below or copy and paste the URL into your browser:  
[Click here to activate your registration and reset your password](#)

If you think you received this by mistake, please ignore this email.

Regards,

Date : 6/15/2020

Please do not reply to this system-generated email.

Figure 19 Email message to reset password

**Step 18.** When you click on the link, you will be redirected to the page shown below.

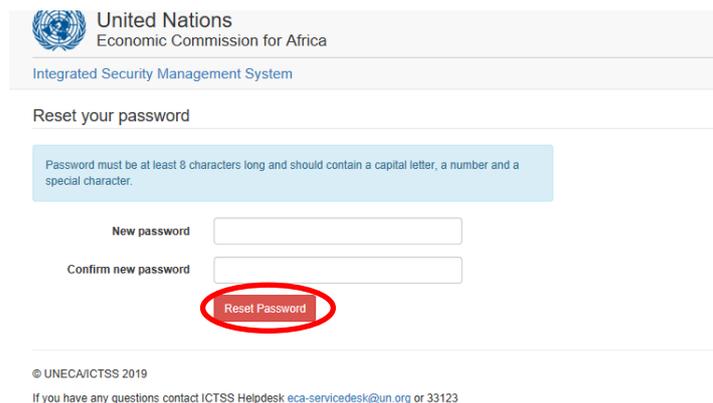


Figure 20: Password resetting page

**Step 19.** Please type in your password in the **New Password** text field and retype it to confirm, in the **Confirm new password** text field provided, and click on **Reset Password button**.

**Step 20.** After your password is reset, the page below in **Figure 6** will be displayed. Select the ID Request Management Subsystem.

United Nations  
Economic Commission for Africa

Hello Tigest FIKRUI Log off

Integrated Security Management System

Registration Logs User Administration Help

 <p><b>Id Request Management Subsystem</b></p> <p>This Application is for UNECA SSS Pass and Id Unit to Process id requests from the staff including for their dependents, from requesting officers for Non-UN staff and for new recruits and also requests from retirees.</p>	 <p><b>Car-Pass Request Management Subsystem</b></p> <p>This Application is for UNECA SSS Pass and Id Unit to Process CarPass requests from the staff and from requesting officers for Non-UN staff.</p>	 <p><b>Safety Inspection Subsystem</b></p> <p>This application is for the purpose of periodical inspection of fire safety related items with in the UNECA compound. It is mainly used by UNECA SSS Fire Cell Unit.</p>
 <p><b>Visitor Management Subsystem</b></p> <p>Use this application to create a request for visitors accessing ECA premises. This application is accessible for all UN staff members with valid ID.</p>	 <p><b>Reporting Subsystem</b></p> <p>This application is for the purpose of reporting different SSS units' activities and for generating reports. It is used by UNECA SSS Units.</p>	

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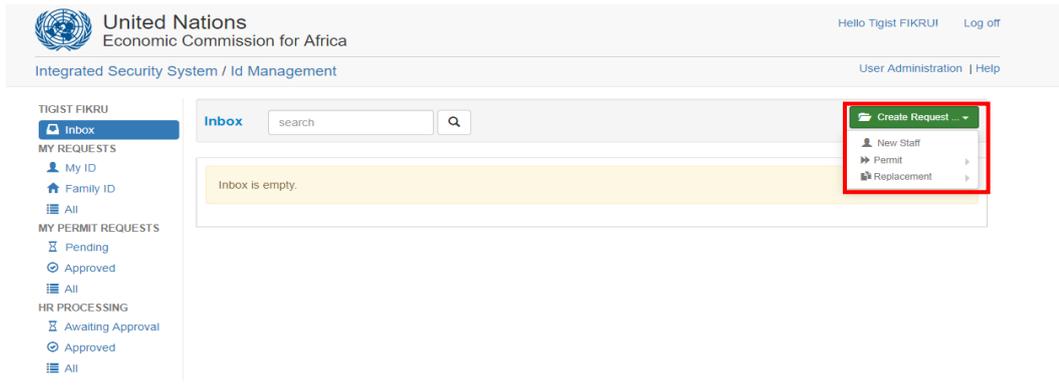
Figure 21: Integrated Security Management System Homepage

## 6. HR Focals

A new ID request can be initiated by a requesting officer who are HR Focal personnel appointed by each organization. They will be responsible for creating new ID requests for all new ICs and UN Staff. Requests for renewal and dependent IDs can be made either by the staff or the requesting officer.

### 6.1 How to create an ID Request for new Staff

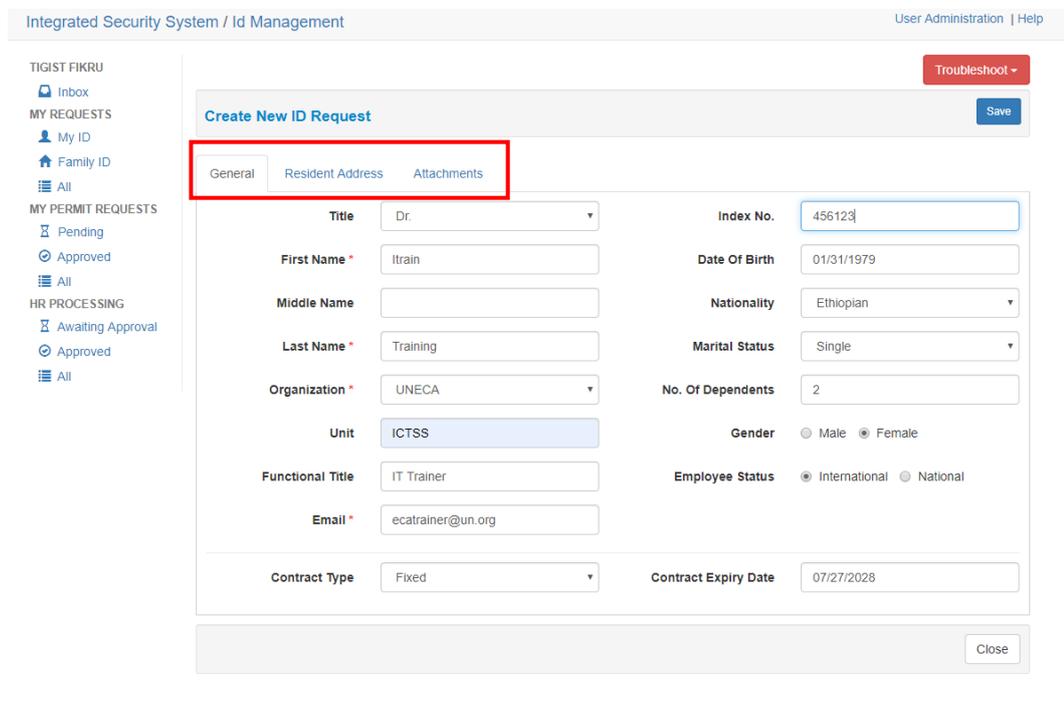
- Step 1.** Once you log in using your credentials, the main page shown in **Figure 7** below will be displayed.
- Step 2.** As indicated in the image below, please click on the **Create Request** button at the top-right corner and select the **New Staff** option.



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Figure 22: Create a New Request button

**Step 3.** As indicated in **Figure 8** below you will be required to fill in the new staff details.



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Figure 23 Create New ID Request page

**Step 4.** From the figure above, on the **Create New ID Request** page fill in the information on all the three tabs available

- **General:** in this section please fill in the basic information about the new

Figure 24: Create New ID Request - General Tab

staff

- **Resident Address:** in this section please fill in the new staff’s residential address.

stem / Id Management User Administration | Help

Figure 25: Create a New ID Request – Residential Address Tab

- **Attachments:** this section is mandatory, please click on “Add Attachment” to attach the staff’s contract paper and other related documents.

Figure 26: Create New ID Request - Attachment Tab

- Step 5.** Once you input all necessary information and include the attachments, please click on the **Save** button located on the top-right side of the screen as shown on **Figure 11** above.
- Step 6.** The new ID request will be displayed in the inbox and will be listed as **New**, please click on the reference number to open it

Reference No	Full Name	Organization	Functional title	Request Type	Requested By	Status ↓↑
ID/2019/07/0019	Itrain Training	UNECA ICTSS	IT Trainer	New	Tigist FIKRU Jul 19, 2019	New Jul 19, 2019
ID/2019/07/0018	Tigist FIKRU	UNECA ICTSS	Senior IT Trainer	New	Tigist FIKRU Jul 18, 2019	Awaiting Approval Jul 18, 2019

Figure 27: Inbox View

- Step 7.** When the new ID request references is selected, the page as depicted below in **Figure 13** will be displayed.
- Step 8.** As the Requesting Officer you must confirm that the new staff took the Security Briefing by choosing the options presented.
- Step 9.** If all the information entered is correct, then click on the Submit button located on the top-right hand side of the window as shown in **Figure 13** below

The screenshot shows the 'Id Issue Requests' page in the system. The page header includes the United Nations logo and 'Hello Tigest FIKRU | Log off'. The main content area displays a table of requests with columns for Reference No, Full Name, Organization, Functional title, Requested By, and Status. The first row is highlighted with a red border.

Reference No	Full Name	Organization	Functional title	Requested By	Status ↓↑
ID/2019/07/0019 New	Itrain Training	UNECA ICTSS	IT Trainer	Tigest FIKRU Jul 19, 2019	Awaiting Approval Jul 19, 2019
ID/2019/05/0002 New	Fantahun GONFA	UNECA PIKMD/ICTSS	Software Developer	Ismale ABDELLA May 30, 2019	Awaiting Approval Jul 19, 2019
ID/2019/07/0013 Renewal	Ismale ABDELLA	UNECA ICTSS	Application Developer	Ismale ABDELLA Jul 01, 2019	Awaiting Approval Jul 01, 2019
ID/2019/05/0003 New	Elias JIHAD	UNECA ICTSS	Software Developer	Ismale ABDELLA May 30, 2019	Awaiting Approval May 30, 2019
DID/2019/05/0001 Dependant	Aymen Mohammed	UNECA ICTSS	Application Developer	Ismale ABDELLA May 27, 2019	Awaiting Issuance May 27, 2019

Showing items 1 through 5 of 5. 1

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Figure 28: List of ID Requests

**Step 10.** You will be prompted to confirm the submission. Please click on **Yes** to send the request to the HR processing unit for approval.

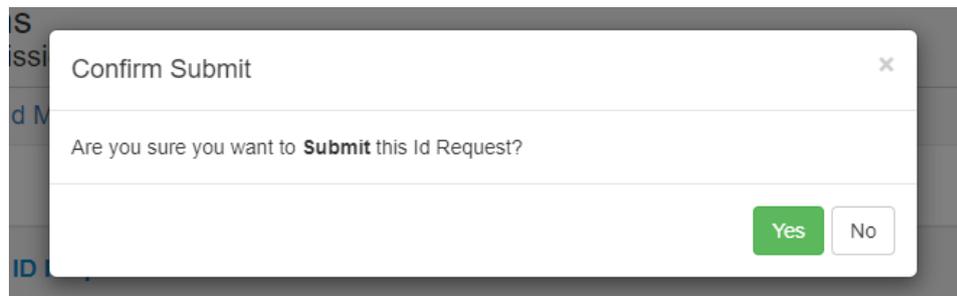


Figure 30: Confirmation for ID Submission

**Step 11.** The new staff ID requested will be available under the **My Request** section under the **My ID** option, you will find your new request with its status set to **Awaiting Approval**, as shown in the **Figure 15** below.

## 6.2 How to create a Permit request

Permit is created by the Requesting officer/ HR and it is approved by **Security Chief Only**.  
Permit requests are for staff/people who will be using the ID for a short amount of time.

**Step 1.** As indicated in **Figure 16** below, click on **Create Request** button and then on the **Permit** option.

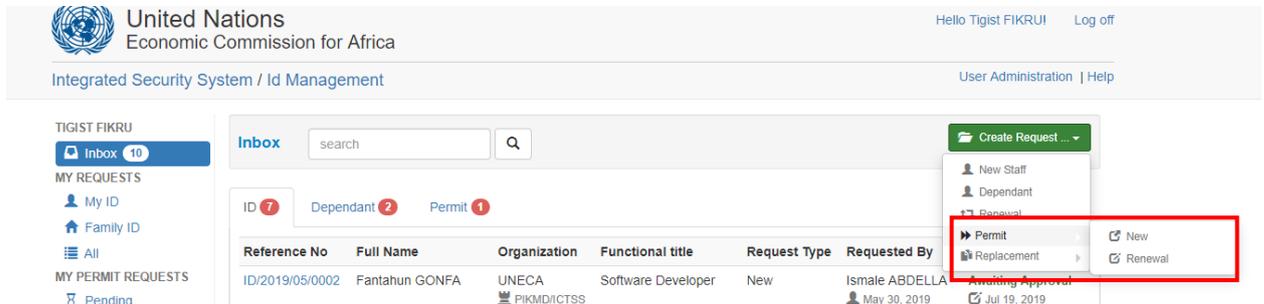


Figure 31: Creating a Permit Request

**Step 2.** You can choose to create a New or Renewal of a permit request. Depending on what you choose the screen displayed might differ.

**Step 2.1** When New Permit or Renewal is selected, as indicated in **Figure 17** below you will need to select **New staff** and add the staff details or if the staff

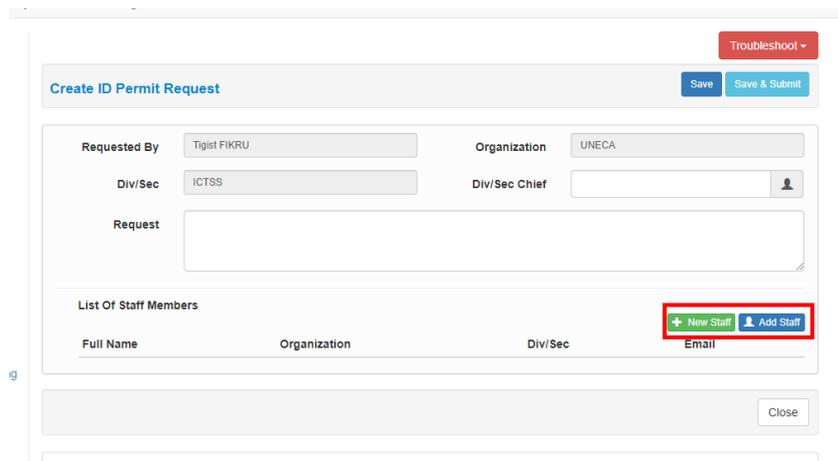


Figure 32: Create a New ID Permit Request

detail already exists you can select **Add staff**.

**Step 2.2** After adding or creating and adding the staff, you will see the permit request created in the list of staff names section as shown in **Figure 18** below. If you prefer to add more staff click on **Add Staff**, otherwise please click on the

Full Name	Organization	Div/Sec	Email
New Permit	UNECA	ICTSS	npermit@un.org

Figure 33: Add staff names for ID Permit Request

**Save** button.

**Step 3.** When all the staff you are requesting a permit for have been added, click on the **Submit** button to send it to the security chief for approval. You will be prompted to confirm the submission as shown in **Figure 19**.

Figure 34: Confirm Submission Dialogue

## 7. HR Approvers/Certifying officers

The responsibilities of the assigned HR approver/ certifying officer is to check and confirm the ID requests created are with accurate information as well as the actual attachments in regards to the request. Once the request has been approved it will be sent to the Pass & ID unit for processing.

**Step 1.** Once a new staff /renewal/ lost ID request has been created and submitted for HR further processing, it will be awaiting HR approval before the ID processing begins. As indicated in the **Figure 16** below under the **HR Processing** section, please click

Reference No	Full Name	Organization	Functional title	Requested By	Status
ID/2019/07/0019	Itrain Training	UNECA ICTSS	IT Trainer	Tigist FIKRU	Awaiting Approval Jul 19, 2019
ID/2019/05/0002	Fantahun GONFA	UNECA FIKMDICTSS	Software Developer	Ismale ABDELLA	Awaiting Approval Jul 19, 2019
ID/2019/07/0013	Ismale ABDELLA	UNECA ICTSS	Application Developer	Ismale ABDELLA	Awaiting Approval Jul 01, 2019
ID/2019/05/0003	Elias JIHAD	UNECA ICTSS	Software Developer	Ismale ABDELLA	Awaiting Approval May 30, 2019
ID/2019/05/0001	Aymen Mohammed	UNECA ICTSS	Application Developer	Ismale ABDELLA	Awaiting Issuance May 27, 2019

Figure 35:Requests Awaiting Approval

---

on the **Awaiting Approval** menu to see the list of requests submitted by requestors.

- Step 2.** Please click on the reference number of the request you would like to approve and then after checking the information entered, please click on the **Approve** button. The request will be forwarded to the ID processing unit.

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Security Officers/Security Chief



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## 8. Introduction

United Nations Integrated Security Management – ID Processing Management system is a web-based ID processing system which allows UN staff to process any ID related requests for themselves as well as for their dependents using this on-line tool.

Depending on the role of the user logged in the menus on the interface might differ. Below are the three roles present in the ID processing request management system.

- **HR Focal:** is responsible for creating a new ID request for new staff as well as Permit requests.
- **HR Approver/Certifying Officer:** is responsible for approving ID requests submitted by the HR Focal
- **Staff:** is responsible for creating an ID request for their dependants or requesting for renewal or replacement of Lost/Damaged ID
- **Security Officers:** is responsible for the process and issuance of the ID requests raised and approved by HR.
- **Security Chief:** is responsible for approving ID Permit requests submitted by the requesting officers.

## 9. How to access

**Step 5.** To access the ID Request Management Subsystem, open any modern browser (Firefox, Internet Explorer or Chrome) and type in "**https://security.uneca.org**" in the address bar.

**Step 6.** You will be redirected to the login page as shown in **Figure 1** below. Once on the Homepage of the ID Request Management System, you will have two options to access the system, the

United Nations  
Economic Commission for Africa

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](#)

Email

Password

[Forgot password?](#)

Remember me?

[Log in](#)

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If you have any questions contact ICTSS Helpdesk [eca-servicedesk@un.org](mailto:eca-servicedesk@un.org) or 33123

Figure 36 Homepage of the System

first is to login([How to Login](#)) using your credentials if you are a return user and the second is to register([How to Register](#)), if you are a first time user.

## 2.5. How to Login

**Step 5.** On the right side of the window, as indicated above in **Figure 1**, please enter your UN email address and password.

**Step 6.** Click on the **Login** button to log into the system.

## 2.6. How to Register

**Step 21.** If this is your first-time logging into the system you will be required to enter detailed information before you continue. This is required to save your profile.

**Step 22.** Please click on the **Register** button as indicated above in **Figure 1**. The Registration for First Time Users form will be displayed as shown in **Figure 2**.

The screenshot shows the 'Registration for First Time Users' form. At the top, it says 'United Nations Economic Commission for Africa Integrated Security Management System'. Below that, it says 'Registration for First Time Users'. The form has two main sections. The left section is titled 'Enter your First Name, Last Name & UN ID Expiry Date. (EXACTLY AS PRINTED ON YOUR UN ID)'. It contains four input fields: 'First Name', 'Last Name', 'UN ID Expiry Date', and 'Email' (with a placeholder 'Official work email'). The right section is titled 'Enter your Activation No. (PRINTED ON THE BACKSIDE OF YOUR UN ID)'. It contains an 'Activation No.' input field and a sample image of a UN ID card. A red arrow points from the activation number on the ID card to a text box that says 'The activation number is'. At the bottom of the form, there is a 'Type The Text' field with a CAPTCHA image 'JYNQB' and a 'Register' button highlighted with a red box. At the very bottom, it says '© UNECA/ICTSS 2019' and 'If you have any questions contact ICTSS Helpdesk eca-servicesdesk@un.org or 33123'.

Figure 37: Registration for first time users

**Step 23.** In the above form displayed, please type in the details required First Name, Last Name, UN ID Expiry Date and UN Email ID. This will be the email address you will be using to login into the system

**Step 24.** 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 text field.

**Step 25.** Finally type in the verification text that you see on the Type The Text text field and click on the Register button.

**Step 26.** When you register the screen below will be displayed and you will receive an email with a link to reset your password.

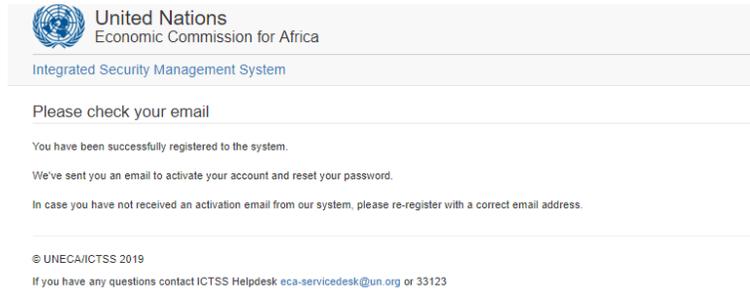


Figure 38:Registration confirmation page

**Step 27.** Please go to your email management system(outlook) and open the email sent from **Integrated Security System**. To activate and reset your password, click on the link as indicated below.

You have been registered to **Integrated** Security System with this email address.

To activate your registration and reset your password, please click on the link below or copy and paste the URL into your browser:

[Click here to activate your registration and reset your password](#)

If you think you received this by mistake, please ignore this email.

Regards,

Date : 6/15/2020

Please do not reply to this system-generated email.

Figure 39 Email message to reset password

**Step 28.** When you click on the link, you will be redirected to the page shown below.

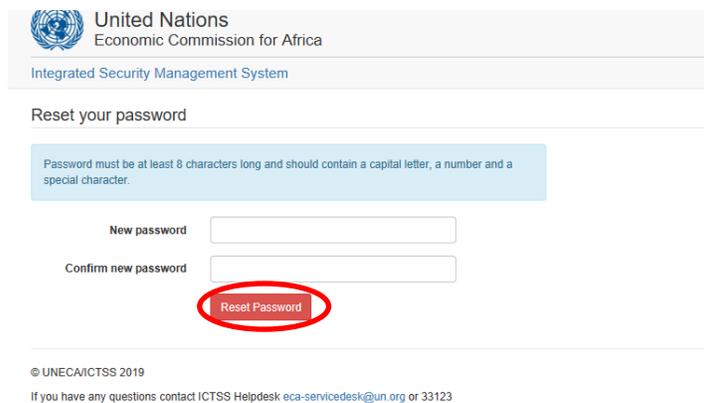
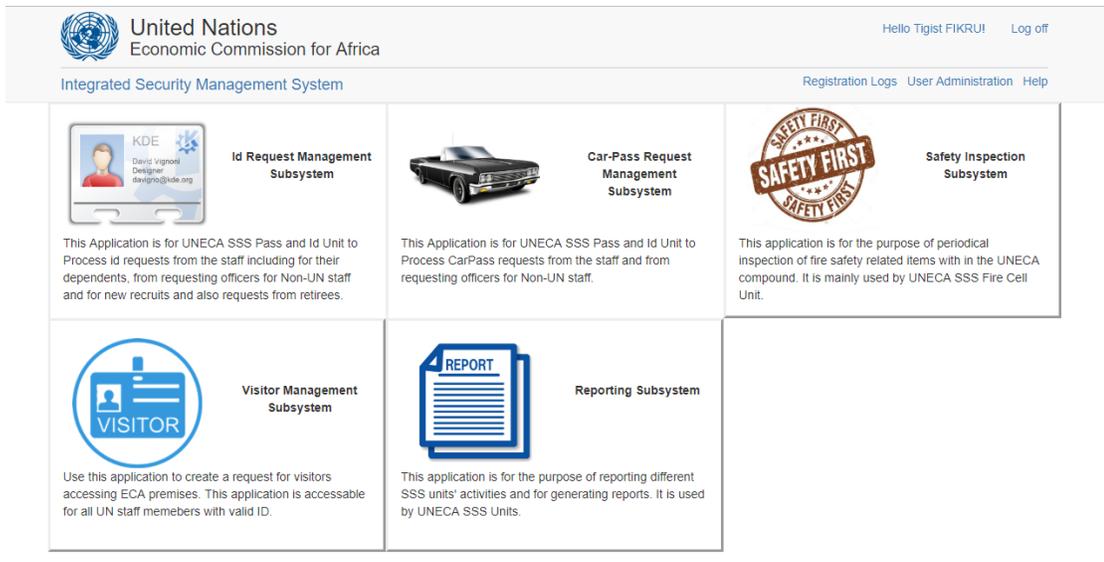


Figure 40: Password resetting page

- Step 29.** Please type in your password in the **New Password** text field and retype it to confirm, in the **Confirm new password** text field provided, and click on **Reset Password button**.
- Step 30.** After your password is reset, the page below in **Figure 6** will be displayed. Select the ID Request Management Subsystem.



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Figure 41: Integrated Security Management System Homepage

## 10. Processing an ID request

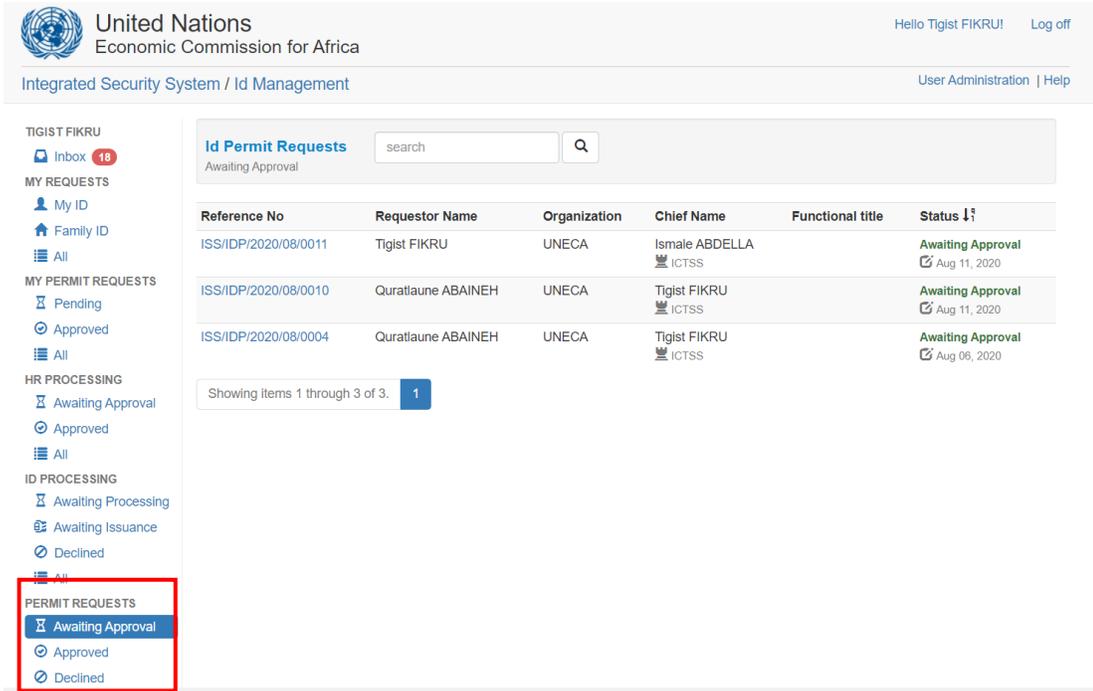
The process and issuance of an ID request is done by the ID processing unit. The responsible security officer will login into the system and approve the process and issues the ID.

For ID permit requests the security chief will be responsible for reviewing and approving the request.

### 10.1 Security Chief

The security chief is responsible for confirming and approving an ID permit requests that have been submitted by the requesting officers. To approve submitted permit request follow the steps below.

- Step 1.** After you log in using your credentials, the main page shown below in **Figure 7** will be displayed.



United Nations  
Economic Commission for Africa

Hello Tigest FIKRU! Log off

Integrated Security System / Id Management User Administration | Help

TIGIST FIKRU  
Inbox 18

MY REQUESTS  
My ID  
Family ID  
All

MY PERMIT REQUESTS  
Pending  
Approved  
All

HR PROCESSING  
Awaiting Approval  
Approved  
All

ID PROCESSING  
Awaiting Processing  
Awaiting Issuance  
Declined  
All

PERMIT REQUESTS  
Awaiting Approval  
Approved  
Declined

**Id Permit Requests**

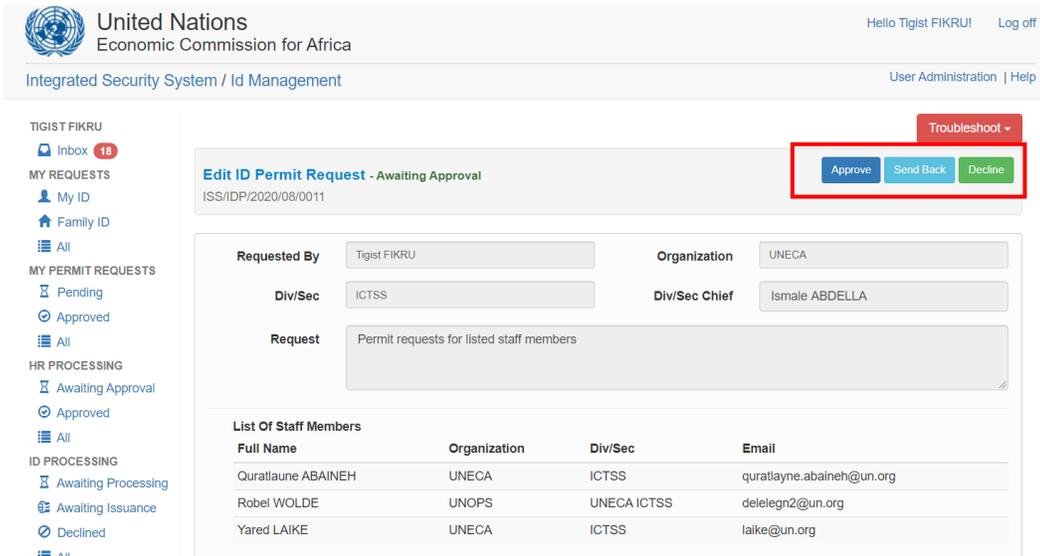
Awaiting Approval

Reference No	Requestor Name	Organization	Chief Name	Functional title	Status ↓
ISS/IDP/2020/08/0011	Tigest FIKRU	UNECA	Ismale ABDELLA ICTSS		Awaiting Approval Aug 11, 2020
ISS/IDP/2020/08/0010	Quratlaine ABAINEH	UNECA	Tigest FIKRU ICTSS		Awaiting Approval Aug 11, 2020
ISS/IDP/2020/08/0004	Quratlaine ABAINEH	UNECA	Tigest FIKRU ICTSS		Awaiting Approval Aug 06, 2020

Showing items 1 through 3 of 3. 1

Figure 42 Security Chief – Permit Requests section

**Step 2.** Please click on the reference number of the Permit ID request you want to approve, the screen depicted in **Figure 8** below will be displayed.



United Nations  
Economic Commission for Africa

Hello Tigest FIKRU! Log off

Integrated Security System / Id Management User Administration | Help

TIGIST FIKRU  
Inbox 18

MY REQUESTS  
My ID  
Family ID  
All

MY PERMIT REQUESTS  
Pending  
Approved  
All

HR PROCESSING  
Awaiting Approval  
Approved  
All

ID PROCESSING  
Awaiting Processing  
Awaiting Issuance  
Declined  
All

**Edit ID Permit Request - Awaiting Approval**

ISS/IDP/2020/08/0011

**Requested By** Tigest FIKRU **Organization** UNECA

**Div/Sec** ICTSS **Div/Sec Chief** Ismale ABDELLA

**Request** Permit requests for listed staff members

**List Of Staff Members**

Full Name	Organization	Div/Sec	Email
Quratlaine ABAINEH	UNECA	ICTSS	quratlayne.abaineh@un.org
Robel WOLDE	UNOPS	UNECA ICTSS	delelegn2@un.org
Yared LAIKE	UNECA	ICTSS	laike@un.org

Figure 43 Edit ID Permit Request page- Awaiting Approval

- Step 3.** Depending on the ID Permit request submitted if any information is missing or the list of names mentioned requires update, the security chief can take any one of the three actions **Approve**, **SendBack** or **Decline** on the request made.
- Step 4.** When the Permit request has been approved, a notification will be sent to the requesting officer or to the requested staff if they already have an email account to login to the system and continue with the ID processing request.

## 10.2 Security Officer

The security officer is responsible for processing and issuing any ID requests that have been submitted by HR focal as well as staff member.

### 10.2.1 How to process an ID request

- Step 1.** After you log in using your credentials, the main page shown below in **Figure 9** will be displayed
- Step 2.** Once a new staff /renewal/ lost ID request has been submitted by HR, it will be in the **ID Processing** section under **Awaiting Processing**. Please click on the **Awaiting Processing** option to view the list of ID requests awaiting approval.

The screenshot shows the user interface for the Integrated Security System / Id Management. The user is logged in as TIGIST FIKRU. The main content area displays a table of ID Issue Requests under the 'Awaiting Processing' section. The table has columns for Reference No, Full Name, Organization, Functional title, Requested By, and Status. There are four rows of data, all with a status of 'Awaiting Approval'. The 'Awaiting Processing' option in the sidebar is highlighted with a red box.

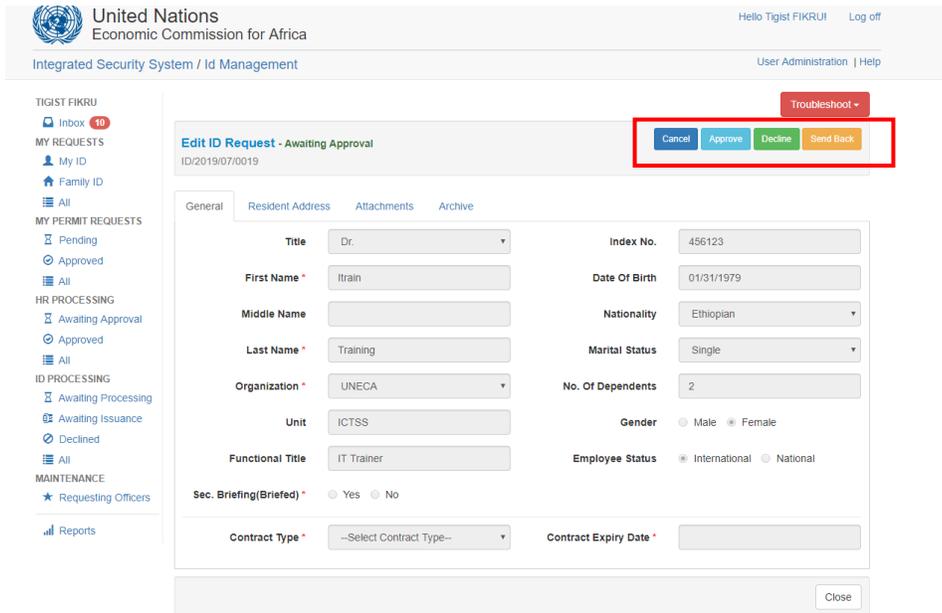
Reference No	Full Name	Organization	Functional title	Requested By	Status
ID/2019/07/0019 New	Itrain Training	UNECA ICTSS	IT Trainer	Tigist FIKRU Jul 19, 2019	Awaiting Approval Jul 19, 2019
ID/2019/05/0002 New	Fantahun GONFA	UNECA PIKMD/ICTSS	Software Developer	Ismale ABDELLA May 30, 2019	Awaiting Approval Jul 19, 2019
ID/2019/07/0013 Renewal	Ismale ABDELLA	UNECA ICTSS	Application Developer	Ismale ABDELLA Jul 01, 2019	Awaiting Approval Jul 01, 2019
ID/2019/05/0003 New	Elias JIHAD	UNECA ICTSS	Software Developer	Ismale ABDELLA May 30, 2019	Awaiting Approval May 30, 2019

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Figure 44: Security Officer – ID Processing section

- Step 3.** Please click on the reference number of the ID request you want to approve, the screen depicted in **Figure 10** below will be displayed.

**Step 4.** Depending on the ID request submitted if any information is missing or requires additional data, you can take any one of the four actions **Cancel**, **Approve**, **Decline** or **SendBack** on the request made.



The screenshot shows the 'Edit ID Request - Awaiting Approval' page. The header includes the United Nations logo and the user's name 'Hello Tigest FIKRUI'. The page title is 'Edit ID Request - Awaiting Approval' with the ID number 'ID:2019/07/0019'. A red box highlights the action buttons: 'Cancel', 'Approve', 'Decline', and 'Send Back'. The form contains the following fields:

Field	Value
Title	Dr.
Index No.	456123
First Name *	Itrain
Date Of Birth	01/31/1979
Middle Name	
Nationality	Ethiopian
Last Name *	Training
Marital Status	Single
Organization *	UNECA
No. Of Dependents	2
Unit	ICTSS
Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female
Functional Title	IT Trainer
Employee Status	<input checked="" type="radio"/> International <input type="radio"/> National
Sec. Briefing(Briefed) *	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contract Type *	--Select Contract Type--
Contract Expiry Date *	

Figure 45: Edit ID Request - Awaiting Approval page

**Step 5.** When the ID request has been approved, it will be in the **Awaiting Issuance** section for next phase of the process.

## 10.2.2 How to issue an ID request

**Step 1.** After an ID request has been processed, it will be in the **ID Processing** section under the **Awaiting Issuance** option.

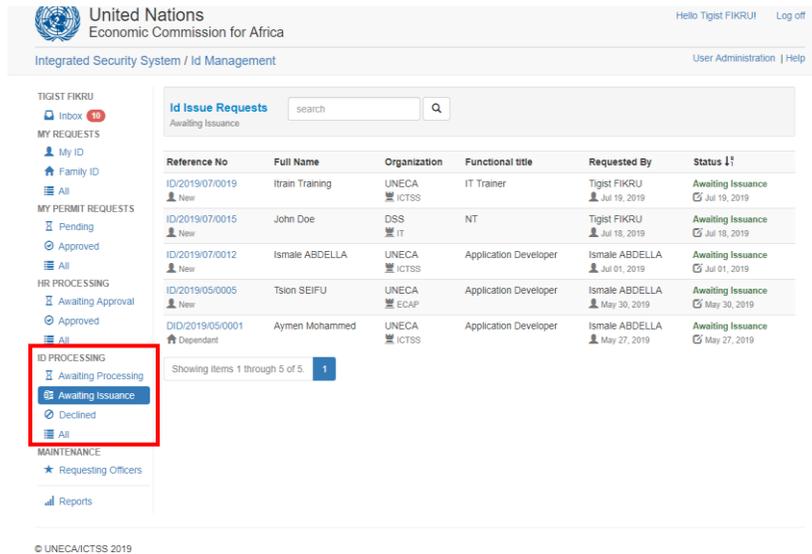


Figure 46: Requests awaiting issuance

- Step 2.** Please click on the **Awaiting Issuance** option, as indicated in the **Figure 11** above and click on the reference number to issue the ID.
- Step 3.** Before issuing the ID, the security officer must fill in the **ID Type, ID No., ID Expiry Date & Activation No.** as indicated in **Figure 12** below.

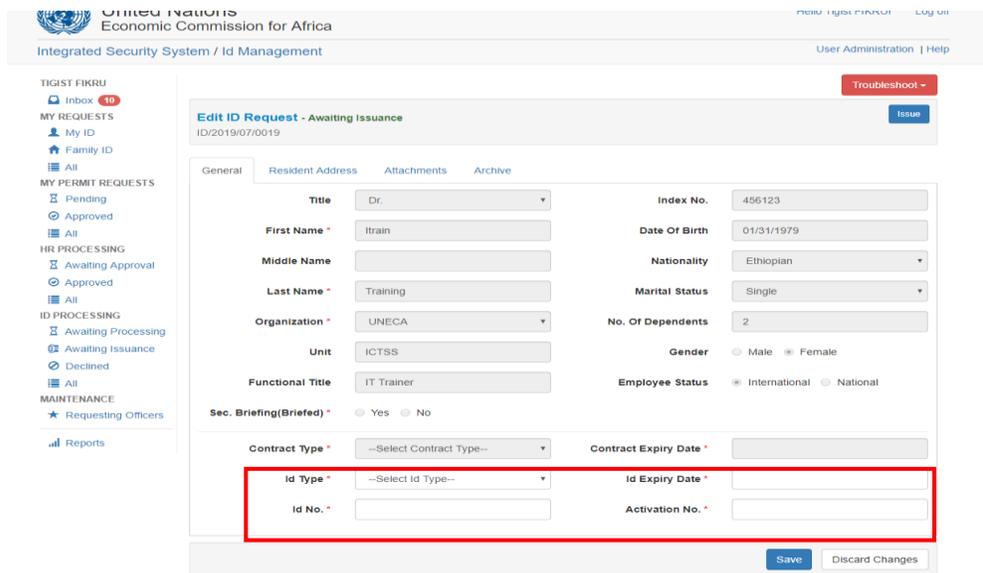


Figure 47: Edit ID Request - Awaiting Issuance

- Step 4.** After typing in the ID information, click on **Issue** to issue the ID request.

**Step 5.** You will be prompted to confirm the issuance, as shown in the image below. Please click **Yes** to continue.

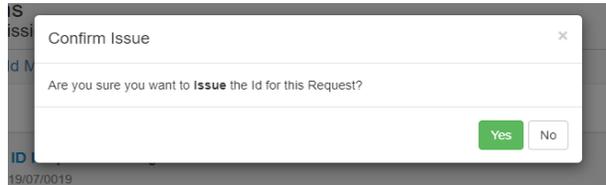
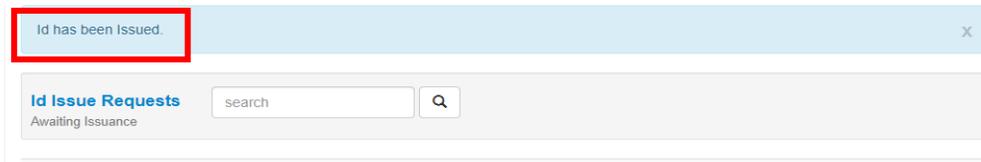


Figure 48: ID Issuance Confirmation

**Step 6.** A confirmation message about the ID being issued will be displayed at the top of your screen as indicated in the image below.



**Step 7.** The same process applies to approve and issue ID's for dependent, renewals, replacement or permit requests.