ECA ID REQUEST MANAGEMENT SYSTEM USER MANUAL

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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.

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**.

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 text 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.

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.

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If you have any questions contact ICTSS Helpdesk eca-servicedesk@un.org or 33123
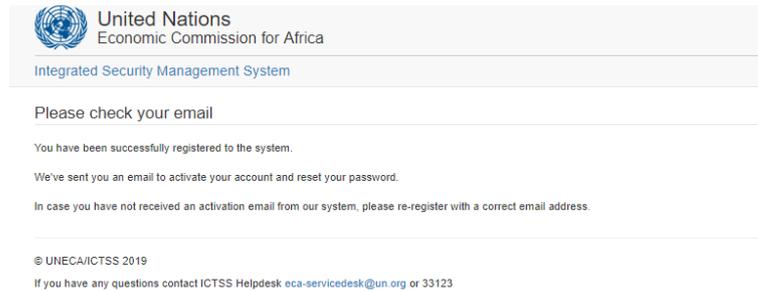
Figure 3:Registration confirmation page

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.

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
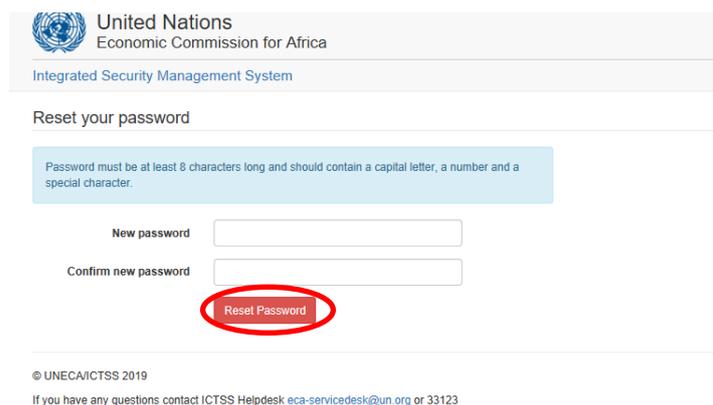
Figure 5: Password resetting page

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.
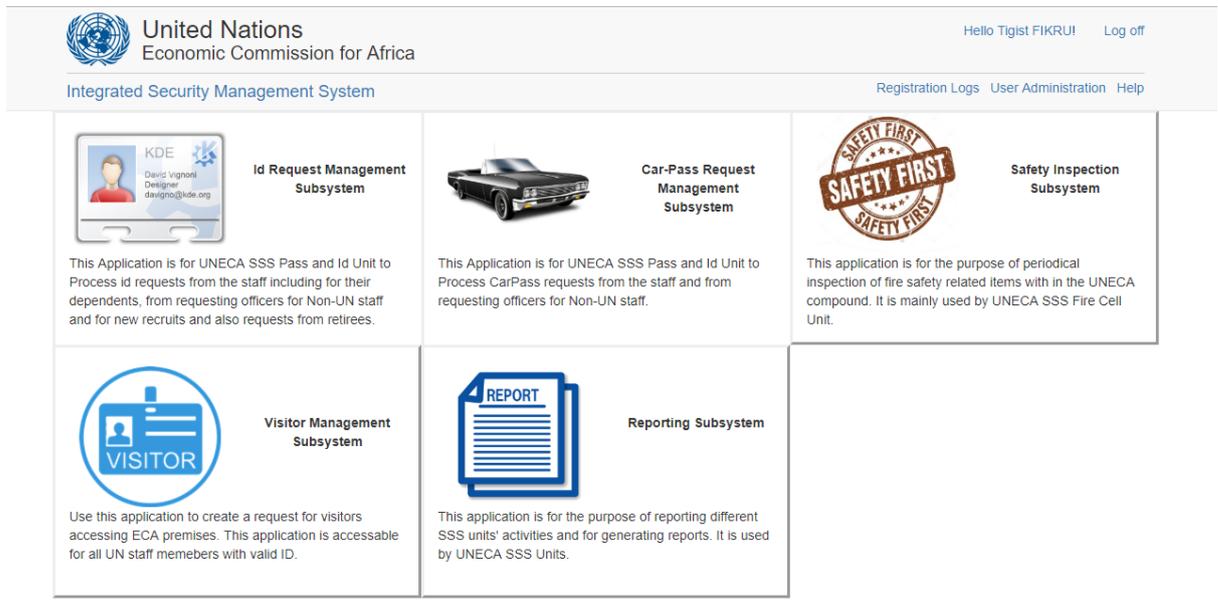
Figure 6: Integrated Security Management System Homepage

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**.
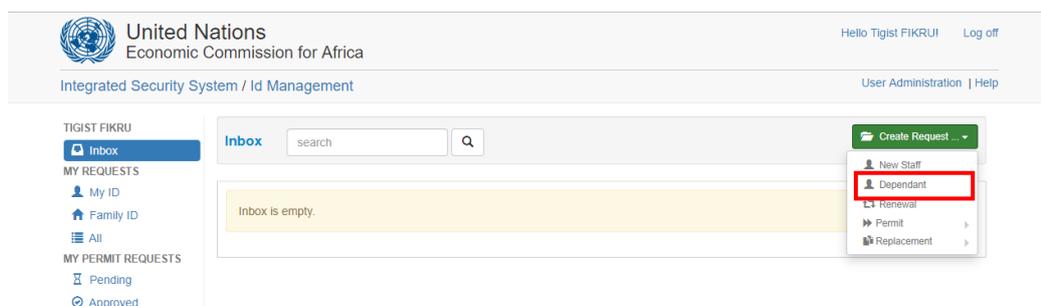
Figure 7: Create a dependent ID Request

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.

Figure 10: Ddependent 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.

Figure 11:Create an ID Renewal Request

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

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.

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

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	○ Male ● Female
Functional Title		Employee Status	○ International ● National
Sec. Briefing(Briefed) *	○ Yes ○ No	Email *	fikru2@un.org

Figure 15 Submitting ID replacement request

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 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.

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.

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If you have any questions contact ICTSS Helpdesk eca-servicedesk@un.org or 33123
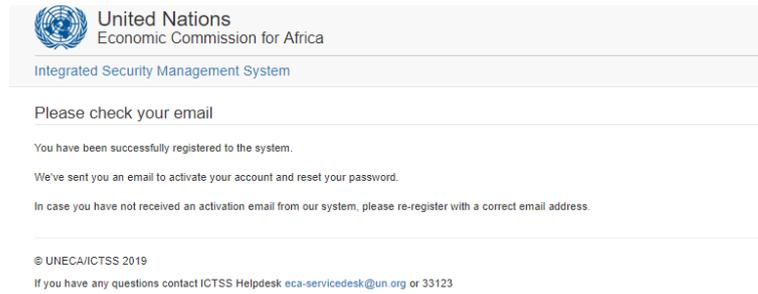
Figure 18:Registration confirmation page

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.

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

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If you have any questions contact ICTSS Helpdesk eca-servicedesk@un.org or 33123
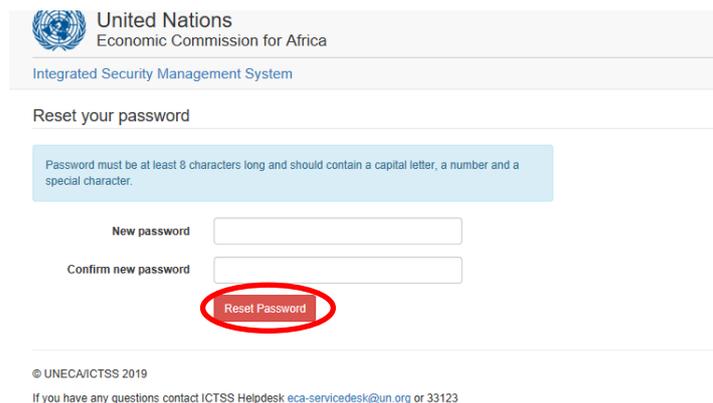
Figure 20: Password resetting page

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.

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.
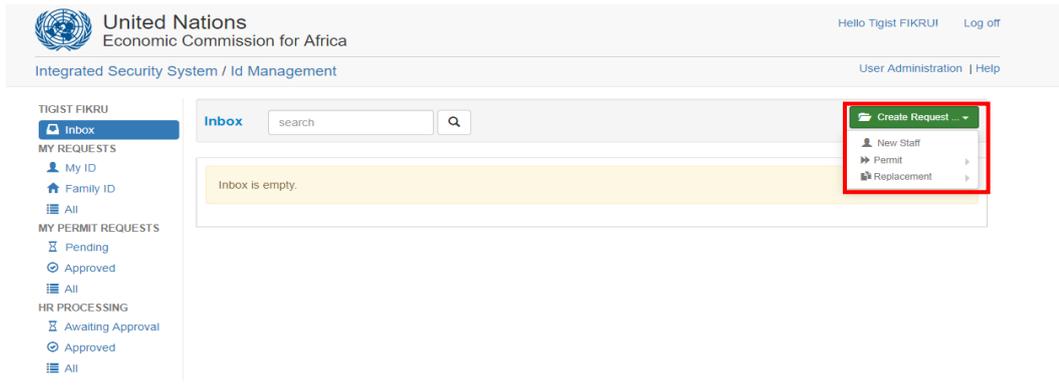
Figure 22:Create a New Request button

Step 3. As indicated in **Figure 8** below you will be required to fill in the new staff details.
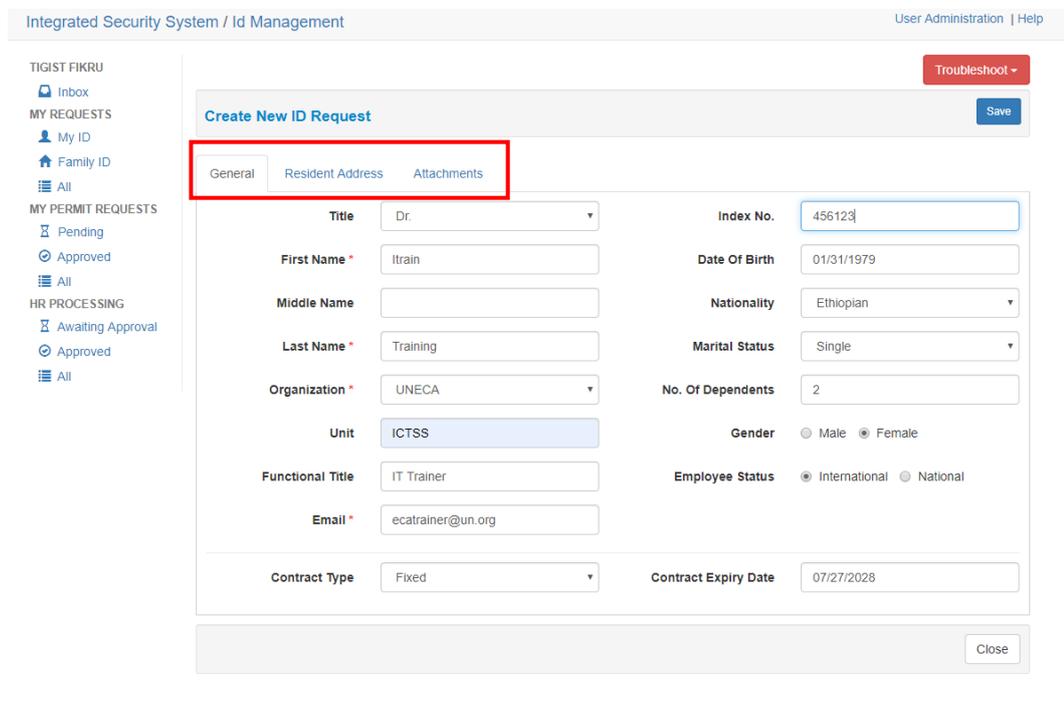
Figure 23 Create New ID Request page

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

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

Figure 24: Create New ID Request - General Tab

staff

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

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

o **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

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

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.
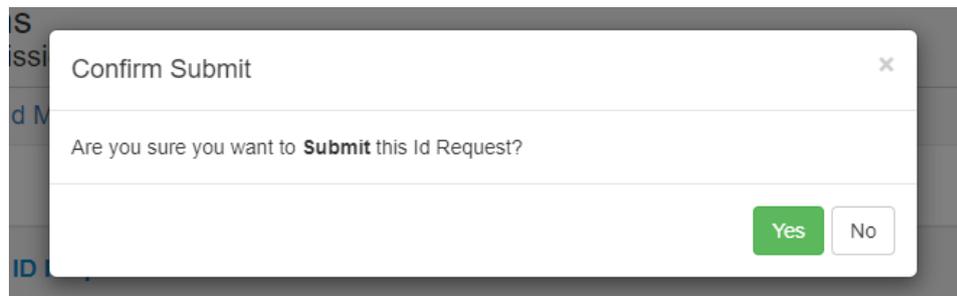
Figure 30:Confirmation for ID Submission

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.
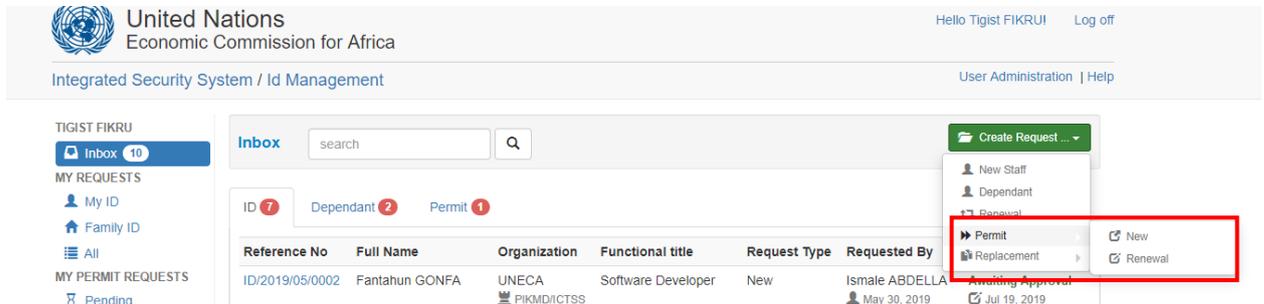
Figure 31:Creating a Permit Request

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
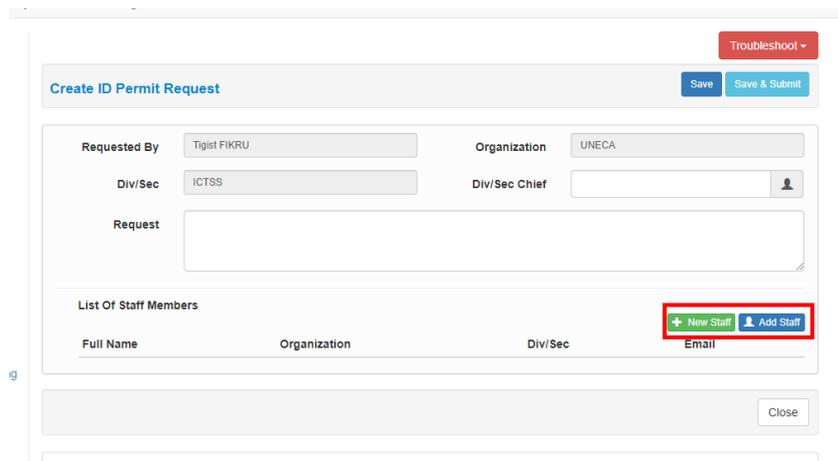
Figure 32: Create a New ID Permit Request

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

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 repsonsibilites 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 atttahcemts 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

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.

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.

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- **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

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**.

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.

United Nations
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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.

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If you have any questions contact ICTSS Helpdesk eca-servicedesk@un.org or 33123
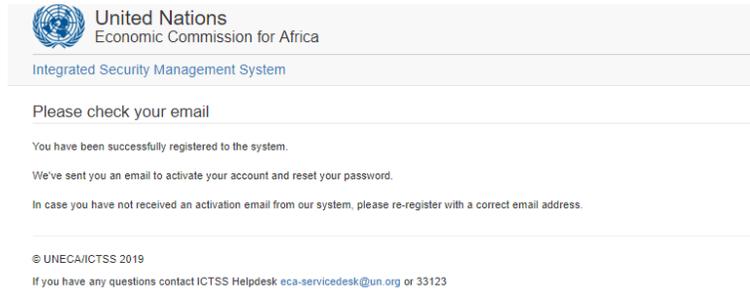
Figure 38:Registration confirmation page

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.

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
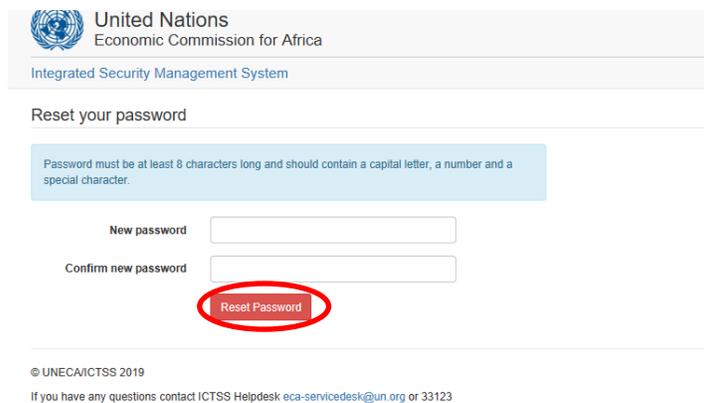
Figure 40: Password resetting page

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.
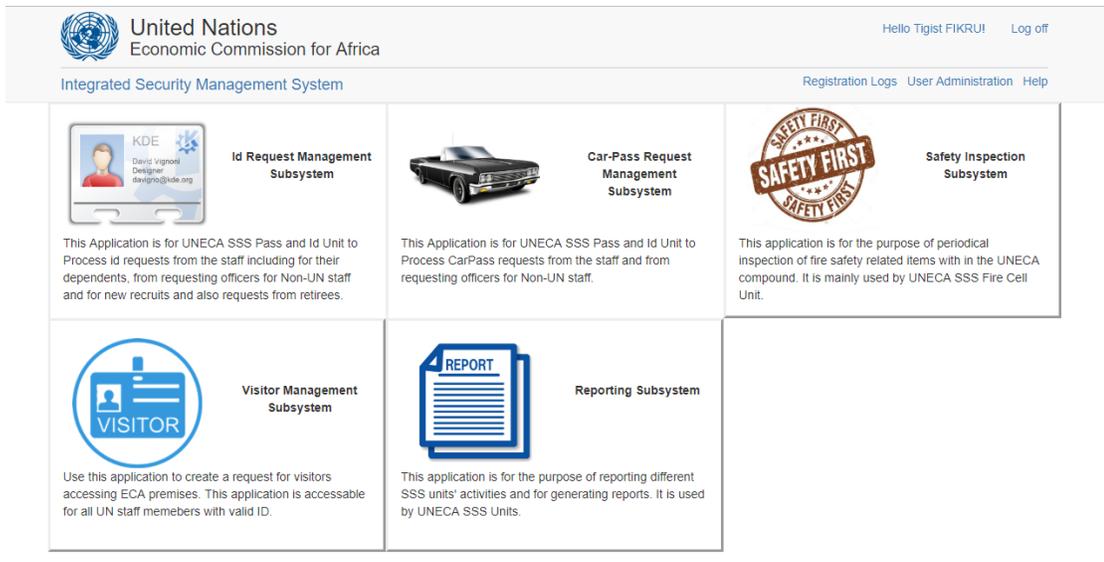
Figure 41: Integrated Security Management System Homepage

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.

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.

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.

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.
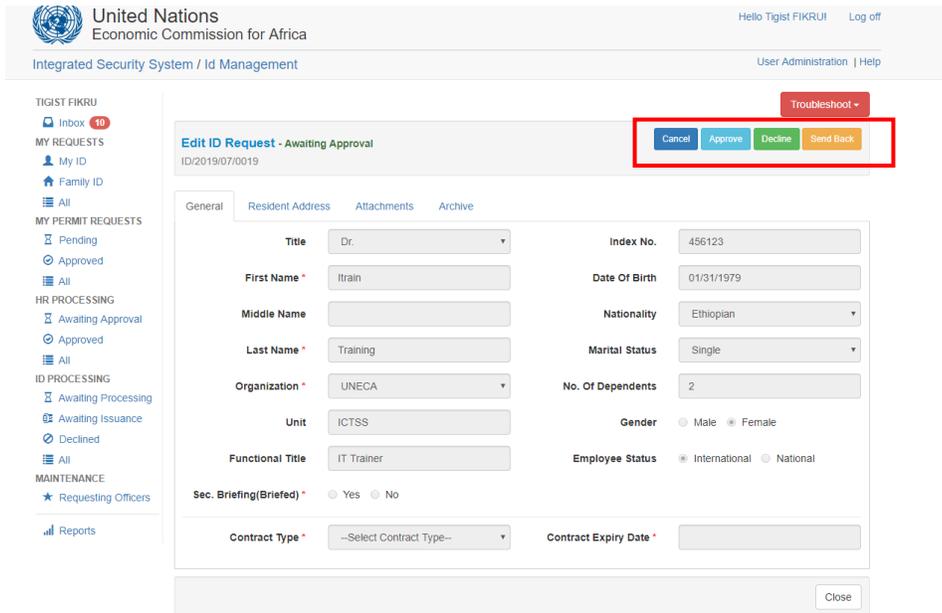
Figure 45: Edit ID Request - Awaiting Approval page

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.
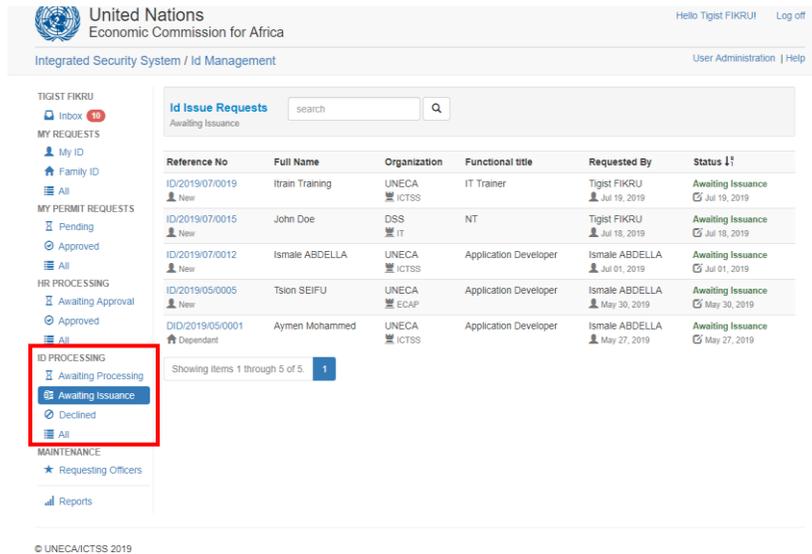
Figure 46: Requests awaiting issuance

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**.**
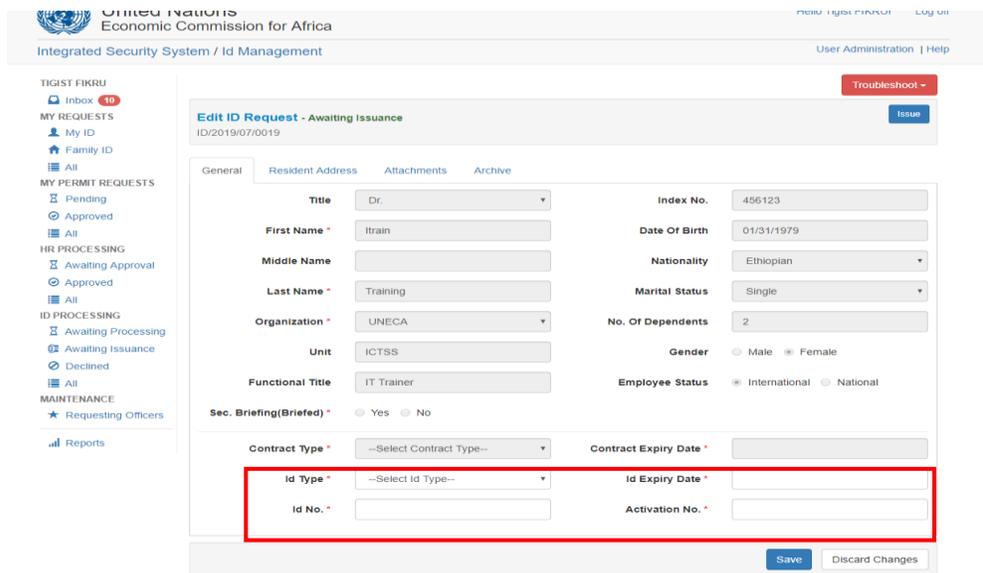
Figure 47: Edit ID Request - Awaiting Issuance

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.
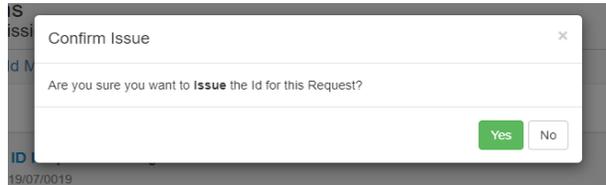
Figure 48: ID Issuance Confirmation

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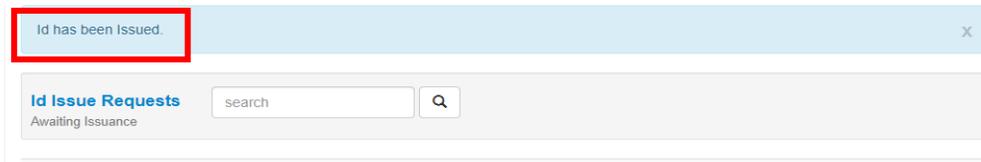
Step 7. The same process applies to approve and issue ID's for dependent, renewals, replacement or permit requests.