



# ECA CAR-PASS REQUEST MANAGEMENT SYSTEM USER MANUAL

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## 1. Introduction

United Nations Integrated Security Management – Car Pass Processing system is a web-based system which allows the UN staff and UNECA SSS Pass and Id Unit to process car-pass requests from the staff and from requesting officers for Non-UN staff.

## 2. How to Access

**Step 1.** To access the Car-Pass Request Management system, open any browser (Firefox, Internet Explorer or Chrome) and type in "<https://security.uneca.org>" in the address bar. The main landing page of the application will be displayed as shown in **Figure 1**.

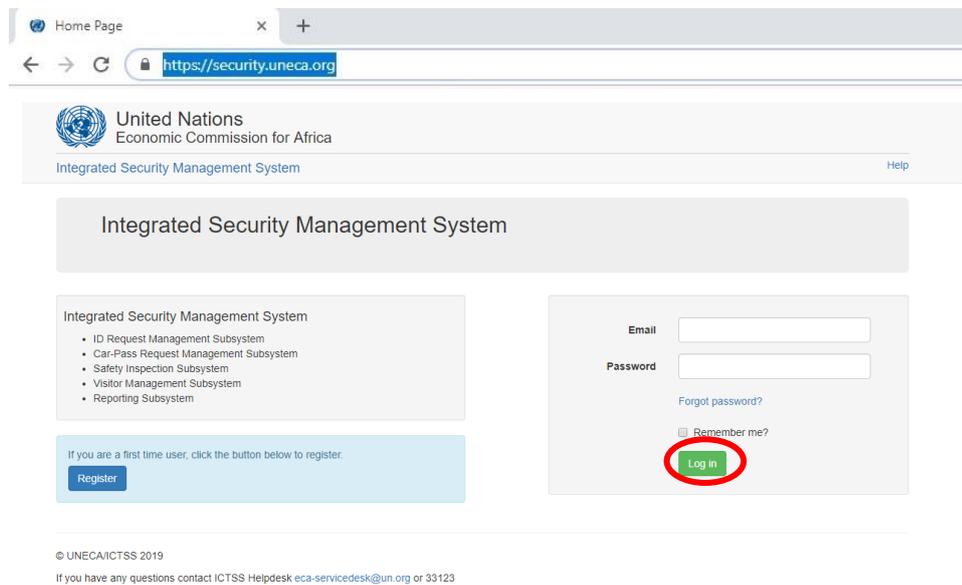


Figure 1 Log in screen of Integrated Security Management System

**Step 2.** In **Figure 1** above, type in your UN email address and password and click on **Log In** as indicated. You will be redirected to the UN Integrated Security System main page.

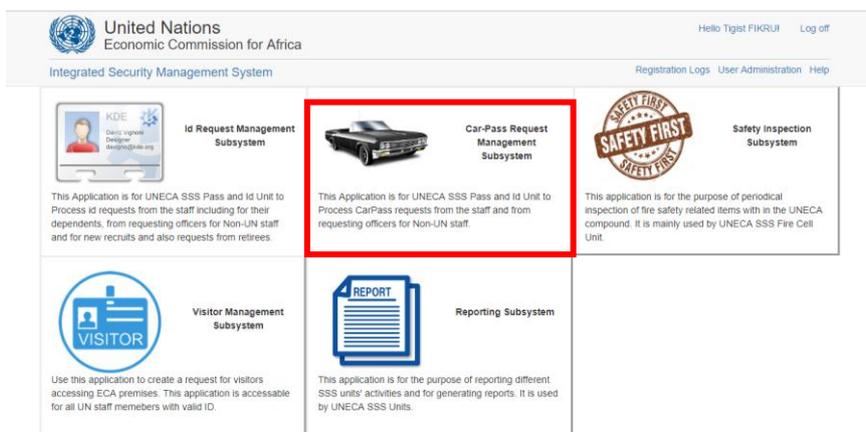


Figure 2 Subsystems of the UN Integrated Security Management System

**Step 3.** From the available integrated subsystems click on the car-pass request management subsystem as indicated in **Figure 2** above. You will be redirected to the car pass system interface.

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Hello Tigtst FIKRU! Log off

Integrated Security System / Car Pass User Administration | Help

TIGTST FIKRU  
Inbox 1

MY REQUESTS  
New  
Pending  
All

MY PERMITS  
New  
Pending  
All

PASS REQUESTS  
Awaiting Issuance  
Scheduled  
Active Passes  
All

PERMITS  
Awaiting Approval  
Approved  
All

MAINTANANCE  
Owner  
Vehicle  
Requesting Officer  
Pass Type

BADGES  
Design

Reports

Inbox search [Q] Create Request

CarPass 1

Reference No	Full Name	Organization	Request Type	Status 1
ISS/CAR/2020/03/0001 Mar 19, 2020	Mesfin TOLOSSA	UNOPS ECA	New 2-45256	Awaiting Issuance Mar 24, 2020

Showing Items 1 through 1 of 1. 1

© UNECA/ICTSS 2020  
If you have any questions contact ICTSS Helpdesk eca-servicesdesk@un.org or 33123  
Connected To: sqldmz.uneca.org See Error Log

Figure 3 Car-pass subsystem main landing page

**Step 4.** Depending on your role (**staff or requesting officer or pass & ID officer**) the available menus on the left will differ.

### 3. Requestor

Car-Pass requests are initiated by a **staff** or a **requesting officer**. The staff can initiate a request for themselves while a requesting officer is responsible for creating a request for non-staff members.

There are three types of car-pass requests that can be initiated by staff or requesting officer **New**, **Renewal** and **Replacement**. While the **Permit** requests can only be initiated by the respective division requesting Officer.

#### 3.1 How to create a New car pass request

The staff member is responsible for creating a new car pass request by providing the necessary details about his/her vehicle and submitting to the Pass & ID unit. Please follow the steps detailed below to create a new car pass request.

- Step 1.** Once you have successfully logged into the application using your credentials, the main page shown in **Figure 4** below will be displayed. Depending on the role you have the menus on the left might differ.
- Step 2.** As indicated in the image below, please click on the **Create Request** button at the top-right corner and select **New**. The type of requests you are allowed to create will depend on the role you have.

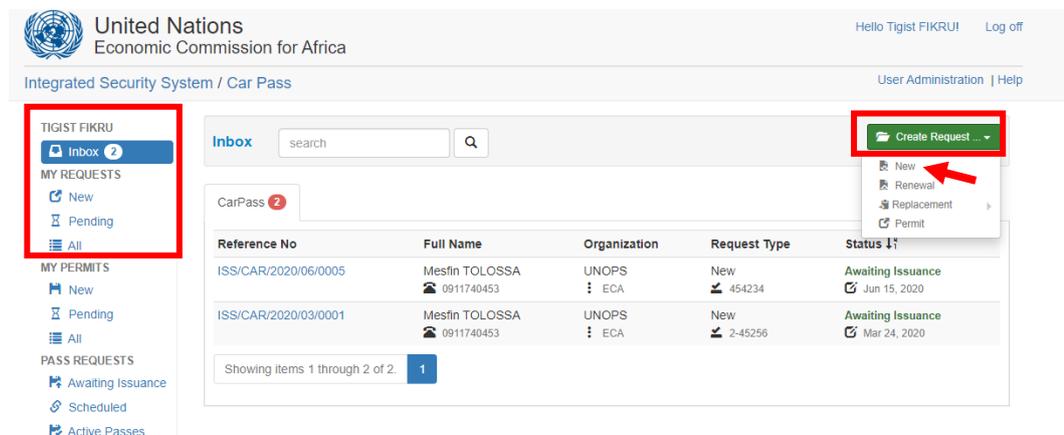


Figure 4 Creating a new car-pass request

- Step 3.** When you select **New** you will be redirected to the **Create Carpass Request** screen as seen **Figure 5** below.

**Step 4.** There are four different sections that require details to be filled

Figure 5 Create new car-pass request screen

- **Owner Information:** This section is the staff information in which name, organization, division and contract expiry date will automatically be populated and you will have to type in your Phone numbers and your UN email address.
- **Vehicle Information:** This section is where you fill in the details regarding the vehicle you are creating a request for.
- **Insurance Information:** This section allows you to choose the type of insurance you have for your vehicle.
- **Documents:** This section allows you to attach documents related to your vehicle. The documents can be insurance certificate, vehicle ownership booklet and other associated documents. The type of file you have to attach is mentioned next to the document name. Please click on **Add Attachment** to search and attach the related documents.

**Step 5.** After filling in the required information, you can choose one of the two actions available at the top-right corner of the screen

- **Save:** choose this option if you intend to come back to the request at a later time and add more information or make edits before submitting to the Pass & Id unit.
- **Save & Submit:** choose this option if you are ready to submit to Pass & ID unit for processing.

**Step 6.** When your request is submitted you will be prompted for confirmation as indicted in **Figure 6** below. Click **Yes** to continue.

Figure 6 Confirmation screen when submitting a new request

**Step 7.** The new car-pass request status will be available in the **MY REQUESTS** section under **All** menu and the status will show as **Awaiting Issuance**. You can follow up the status of your request by checking on the status column.

Reference No	Full Name	Organization	Plate Number	Request Type	Status
ISS/CAR/2020/06/0017	Tigist FIKRU	UNECA : ICTSS		New Jun 25, 2020	Awaiting Issuance Jun 25, 2020
ISS/CAR/2020/06/0016	Tigist FIKRU	UNECA : ICTSS		New Jun 25, 2020	Awaiting Issuance Jun 25, 2020
ISS/CAR/2020/06/0013	Tigist FIKRU	UNECA : ICTSS		New Jun 19, 2020	Awaiting Processing Jun 19, 2020
ISS/CAR/2020/06/0012	Tigist FIKRU	UNECA : ICTSS	B34567 TEP-0007	New Jun 30, 2020 9:18 AM	Scheduled Jun 19, 2020
ISS/CAR/2020/06/0011	Tigist FIKRU	UNECA : ICTSS	A83736 P7H4FD	Damaged Jun 19, 2020	Awaiting Issuance Jun 19, 2020

Figure 7 New car-pass request created and status showing

**Note:** When a car-pass request is scheduled by the Pass & ID unit for printing, the respective staff will receive an email notification for date and time. Also, a reminder email will be sent to the staff on the date of the appointment

### 3.2 How to create a Renewal request

The staff member is responsible for creating a renewal request for their car by providing the necessary details about his/her vehicle and submitting it to the Pass & ID unit. Please follow the steps detailed below to create car-pass renewal request.

- Step 1.** After successfully logging into the application using your credentials, the main page shown in **Figure 8** below will be displayed.
- Step 2.** As indicated in **Figure 8** below, please click on the **Create Request** button at the top-right corner of the screen and select **Renewal**.

Reference No	Full Name	Organization	Request Type	Status
ISS/CAR/2020/06/0005	Mesfin TOLOSSA 0911740453	UNOPS : ECA	New 454234	Awaiting Issuance Jun 15, 2020
ISS/CAR/2020/03/0001	Mesfin TOLOSSA 0911740453	UNOPS : ECA	New 2-45256	Awaiting Issuance Mar 24, 2020

Figure 8 Selecting the car-pass renewal request

**Step 3.** When you select renewal, you will be redirected to the **MY Active Pass** screen seen in **Figure 9** below. If you have more than one vehicle registered in your name it will be displayed as a list.

**Step 4.** From the available list choose the vehicle you are requesting renewal for and select the **Renewal** button as indicated.

Reference No	Full Name	Plate Number	Status
ISS/EXCAR/2020/10/0861	Tigist FIKRU Sep 30, 2021 (Fixed) 0911151867	2-A83736 TEP/0281	Issued Oct 05, 2020 Jan 15, 2021

Showing items 1 through 1 of 1.

Figure 9 Creating vehicle renewal request

**Step 5.** The renewal is for an already existing vehicle so most of the information will be automatically populated. Check if the details are correct and attach any relevant documents and submit.

**Create Renewal Request** [Save] [Save and Submit]

**Owner Information**

Full Name: Tigist FIKRU  
Organization: UNOPS  
Contract Type: Fixed  
Nationality: Ethiopia  
Division/Section: ICTSS  
Contract Expiry Date: 30 Sep 2021

Extension Number \* [ ] Mobile Number \* 0911151867  
Email \* fikru2@un.org Location [ ]

**Vehicle Information**

Plate No: 2-A83736 Ownership:  Owner  Spouse  None  
Engine No: 1SZ-0450919 Model: TOYOTA  
Make: 2000 Color: [ ]

**Insurance Information**

Insurance Type \*  Comprehensive  Third Party Requested For \*  Official Vehicle  Private Vehicle

Remarks [ ]

Documents [Add Attachment] Please attach the following documents:  

- Vehicle ownership booklet (.pdf)
- Insurance certificate (.pdf)
- Copy of valid Id issued by the UNECA (.pdf)
- Copy of marriage certificate (if owned by spouse) (.pdf)
- Recent passport size photo with white background (.jpeg)

[Close]

Figure 10 Submitting a car-pass renewal request

**Step 6.** When you are done, click on the **Save and Submit** button to send your request to the Pass & ID unit for processing.

**Step 7.** You will be prompted for confirmation before submitting, click **Yes** to continue.

### 3.3 How to create a Replacement request

The staff member is responsible for creating a replacement request for their car by providing the necessary details about his/her vehicle and submitting to the Pass & ID unit. Please follow the steps detailed below to create a car-pass replacement request.

- Step 1.** After successfully logging into the application using your credentials, the main page shown in **Figure 11** below will be displayed.
- Step 2.** As indicated in **Figure 11** below, please click on the **Create Request** button located at the top-right corner and select **Replacement**. A replacement car pass request is created when the car-pass is **Lost** or **damaged**. As indicated under replacement two sub-menus(Lost/Damaged) are available. Select the related option.

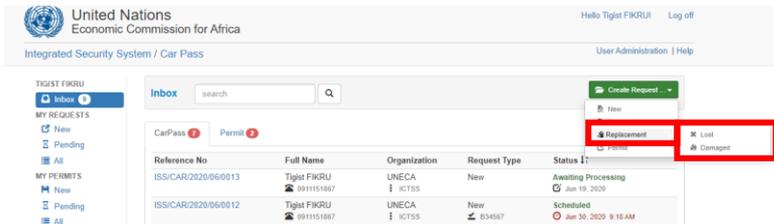


Figure 11 Creating a car-pass replacement request

- Step 3.** Based on what was selected, you will be redirected to **My Active Pass** screen. If you have more than one vehicle registered in your name it will be displayed as a list. From the list available choose the vehicle you are requesting replacement for and choose **Renewal** or **Lost**.

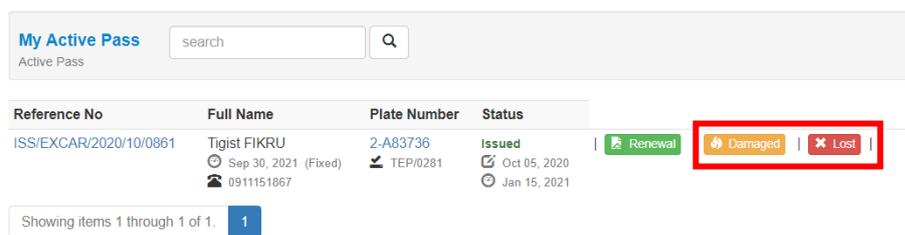


Figure 12 List of vehicles registered under your name

- Step 4.** When **Renewal** or **Lost** is selected, depending on the request either **Create Lost Request** or **Create Damaged Request** screen will be displayed. As seen in **Figure 13** below the vehicle information and your information will be automatically populated.

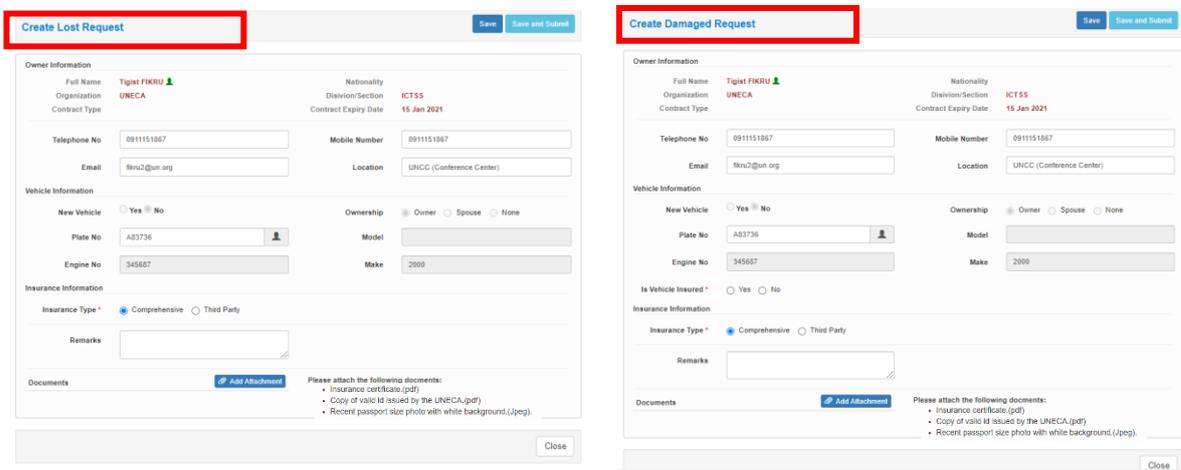


Figure 13 Creating a replacement request for Lost//Damaged car-pass

- Step 5.** After you have confirmed the correct information is present, please click on **Save and Submit**. You will be prompted for confirmation, click **Yes** to continue.
- Step 6.** You can follow the status of your request by checking the status column.

### 3.4 How to create a Permit request

A car-pass permit request can only be created by the assigned **Requesting Officer** of the respective division. Please follow the steps below to create a permit request.

- Step 1.** After successfully logging into the application using your credentials, the main page shown in **Figure 14** below will be displayed.
- Step 2.** As indicated in **Figure 14** below, please click on the **Create Request** button located at the top-right corner and select **Permit**.

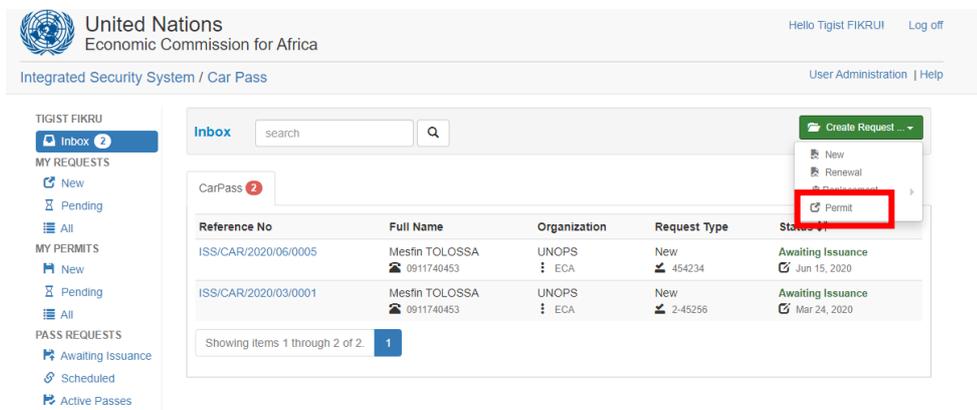


Figure 14 Creating a car-pass permit request

- Step 3.** You will be redirected to **Figure 15** below which will allow you to add the list of Non-staff members a permit is being requested for.
- Step 4.** The Request Detail field is a mandatory field, so you must input the necessary details.

**Create Permit Request** [Save] [Save and Submit]

Request From: Tigist FIKRU | Requesting Officer: Tigist FIKRU

Organization: UNECA | Division/Section: ICTSS

Request Details \*

List Of Non-Staff Members

Full Name	Organization	Unit	ID Expiry Date
[Add Non-Staff]			

[Close]

Figure 15 Creating a permit request and adding the details of Non-staff members

**Step 5.** To add the Non-staff members, click on the **Add Non-Staff** button located at the right side of the screen as indicated in **Figure 15** above. You will be redirect to the screen shown in **Figure 16** below to search and select the staff name

**Step 6.** Please type in the first name or initial of the staff member and click on the search icon. When you find the staff members name highlight and click OK.

Name	Unit	Expiry Date
Quratlaune ABAlNEH		Jan 15, 2021

Figure 16 Searching and adding non-staff members

**Step 7.** Repeat step 5 to add more Non-staff members, after you have added all the names click on the **Save and Submit** button.

Full Name	Organization	Unit	ID Expiry Date
Tigist FIKRU	UNECA	ICTSS	1/15/2021 12:00:00 AM
Anteneh Mulugeta	UNECA	PIKMD/ICTSS	12/31/2020 12:00:00 AM
Mesfin TOLOSSA	UNOPS	ECA	1/15/2021 12:00:00 AM

Figure 17 Save and Submit a permit request to the pass & Id unit

**Step 8.** You will be prompted for confirmation before submitting, click **Yes** to continue.

**Step 9.** The request will be sent to the Pass & ID officer for processing. To follow up the status of the permit request, select **All** and check the status column as indicated.

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Hello Tigest FIKRU | Log off

Integrated Security System / Car Pass | User Administration | Help

TIGIST FIKRU  
Inbox 7  
MY REQUESTS  
New  
Pending  
All  
MY PERMITS  
New  
Pending  
All  
PASS REQUESTS  
Awaiting Issuance

**My Permit Request** search Q

Reference No	Requested From	Organization	No People	Status ↓↑
ISS/PMT/2020/06/0002 Jun 19, 2020	Tigest FIKRU Tigest FIKRU	UNECA ICTSS	3	Awaiting Approval Jun 19, 2020

Figure 18 Checking the status of a submitted permit request

**Note:** If a permit request you submitted is returned back to you, it will be available in the **Pending** section where you will have to make the necessary corrections and submit back. **Figure 19** below shows a permit request sent back to the requesting officer.

MY REQUESTS  
New  
Pending  
All  
MY PERMITS  
New  
Pending  
All

Reference No	Requested From	Organization	No People	Status ↓↑
ISS/PMT/2020/06/0006 Jun 20, 2020	Tigest FIKRU Tigest FIKRU	UNECA ICTSS	1	Sent Back Jun 20, 2020

Figure 19 Permit request sent back to the requesting officer