

ECA CAR-PASS REQUEST MANAGEMENT SYSTEM USER MANUAL

ECA CAR-PASS REQUEST MANAGEMENT SYSTEM USER MANUAL UNITED NATIONS ECONOMIC COMMISION FOR AFRICA , Addis Ababa, Ethiopia



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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.

🝘 Home Page 🛛 🗙 🕂	
← → C (
United Nations Economic Commission for Africa Integrated Security Management System	Нер
Integrated Security Managem	ient System
Integrated Security Management System D Request Management Subsystem Car-Pass Request Management Subsystem Safety Inspection Subsystem Visitor Management Subsystem Reporting Subsystem	Email Password Forgot password?
If you are a first time user, click the button below to register. Register	Remember me?
© UNECAJICTSS 2019 If you have any questions contact ICTSS Helpdesk eca-servicedesk@un	Lorg or 33123

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



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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.

United Na Economic Co	tions mmission for Africa				Hello Tigist FIKRU!	Log off
Integrated Security Syste	em / Car Pass				User Administrati	on Help
TIGIST FIKRU Inbox MY REQUESTS	Inbox search	٩			🗁 Create Request	
☑ New ☑ Pending	CarPass 🚺					
II All	Reference No	Full Name	Organization	Request Type	Status 1	
MY PERMITS	ISS/CAR/2020/03/0001	Mesfin TOLOSSA	UNOPS	New 2-45256	Awaiting Issuance	
∑ Pending III All	Showing items 1 through 1 of	1. 1				
PASS REQUESTS Requests						
Scheduled						
Retive Passes						
II All						
PERMITS						
😽 Awaiting Approval						
Reproved						
All						
MAINTANANCE						
Owner						
A Vehicle Requesting Officer						
E Pass Type						
BADGES						
all Reports						
© UNECA/ICTSS 2020 If you have any questions conta	ct ICTSS Helpdesk eca-servicedes	k@un.org or 33123		Connected To: s	qldmz.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 topright corner and select **New**. The type of requests you are allowed to create will depend on the role you have.

grated Security Sys	tem / Car Pass				User Administration H
IGIST FIKRU	Inbox search	٩			🗁 Create Request 🗸
IY REQUESTS Vew Pending	CarPass 2				Renewal
I∎ All	Reference No	Full Name	Organization	Request Type	Status 1
Y PERMITS	ISS/CAR/2020/06/0005	Mesfin TOLOSSA 2 0911740453	UNOPS ECA	New 🛃 454234	Awaiting Issuance
X Pending ■ All	ISS/CAR/2020/03/0001	Mesfin TOLOSSA (0911740453)	UNOPS ECA	New 2-45256	Awaiting Issuance
ASS REQUESTS Awaiting Issuance	Showing items 1 through 2 of	f 2. 1			
Scheduled					

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

Create Carpass R	equest		Save Save and Submit
Owner Information			
Full Name Organization Contract Type	Tigist FIKRU 💄 UNOPS Fixed	Nationality Disivion/Section Contract Expiry Date	Ethiopia ICTSS 30 Sep 2021
Extension Number*		Mobile Number*	0911151867
Email *	fikru2@un.org	Location	
Vehicle Information			
Plate No *		Ownership *	Owner Spouse None
EngineNo *		Model *	Select 🗸
Make/Year *		Color	
Insurance Information Insurance Type *	Comprehensive Third Party	Requested For *	Official Vehicle Private Vehicle
Remarks			
Documents	Add Attachment	Please attach the follow Vehicle ownership Insurance certificat Copy of valid id iss Copy of marriage c Recent passport si	ing docments: bookiet.(pdf) te.(pdf) used by the UNECA.(pdf) wetfilicate (if owned by spouse).(pdf) ze photo with white background.(Jøpg).

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.

si	Confirm Save and Submit	×	
ar	Are you sure you want to Submit this CarPass Request?		
at	Yes N	2	

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.

United Na Economic C	ations commission for Africa					Hello Tigist FIKRU! Log off	
Integrated Security Sys	tem / Car Pass					User Administration Help	
TIGIST FIKRU Inbox (1) MY REQUESTS	My Requests sea	ırch	٩				
C New	Reference No	Full Name	Organization	Plate Number	Request Type	Status 1	
X Pending I All	ISS/CAR/2020/06/0017	Tigist FIKRU	UNECA ICTSS		New D Jun 25, 2020	Awaiting Issuance	
MY PERMITS	ISS/CAR/2020/06/0016	Tigist FIKRU	UNECA ICTSS		New Jun 25, 2020	Awaiting Issuance	
I Pending I All	ISS/CAR/2020/06/0013	Tigist FIKRU	UNECA ICTSS		New G Jun 19, 2020	Awaiting Processing	
PASS REQUESTS Requests Awaiting Issuance	ISS/CAR/2020/06/0012	Tigist FIKRU	UNECA ICTSS	B34567 ≰ TEP-0007	New Ø Jun 30, 2020 9:18 AM	Scheduled G Jun 19, 2020	
Scheduled	ISS/CAR/2020/06/0011	Tigist FIKRU	UNECA	A83736	Damaged	Awaiting Issuance	

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 topright corner of the screen and select Renewal.

United Na Economic Co	ations ommission for Africa				Hello Tigist FIKRU! Log off
Integrated Security Syst	tem / Car Pass				User Administration Help
	Inbox search	٩			Create Request • F. New
Vew Pending	CarPass 2	Full Manua	0	Demust Tree	Renewal
i All	Reference No	Full Name	Organization	Request Type	Status 1
MY PERMITS	ISS/CAR/2020/06/0005	Mesfin TOLOSSA 2 0911740453	UNOPS ECA	New 454234	Awaiting Issuance
I Pending II All	ISS/CAR/2020/03/0001	Mesfin TOLOSSA	UNOPS ECA	New 2-45256	Awaiting Issuance
PASS REQUESTS	Showing items 1 through 2 of	2. 1			
Awaiting Issuance Scheduled					
Active Passes					

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.

My Active Pass Active Pass	search	٩				
Reference No	Full Name	Plate Number	Status		-	
ISS/EXCAR/2020/10/0861	Tigist FIKRU Sep 30, 2021 (Fixed) (911151867	2-A83736 ▲ TEP/0281	Issued Oct 05, 2020 Jan 15, 2021	📓 Renewal	Damaged	× Lost



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.

Owner Information			
Full Name	Tigist FIKRU 👤	Nationality	Ethiopia
Organization	UNOPS	Disivion/Section	ICTSS
Contract Type	Fixed	Contract Expiry Date	30 Sep 2021
Extension Number *		Mobile Number *	0911151867
Email *	fikru2@un.org	Location	
ehicle Information			
Plate No	2-A83736	Ownership	● Owner ○ Spouse ○ None
Engine No	1SZ-0450919	Model	ΤΟΥΟΤΑ
Make	2000	Color	
nsurance Information			
Insurance Type *	Comprehensive Third Party	Requested For*	O Official Vehicle O Private Vehicle
Remarks			
Documents	Add Attachment	Please attach the follow • Vehicle ownership	ing docments: booklet.(pdf)
		Insurance certificat Copy of valid id iss Copy of marriage c Recent passport si	ie.(pdf) ued by the UNECA.(pdf) ertificate (if owned by spouse).(pdf) ze photo with white background.(Jpeg).

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.

United N Economic C	ations Commission for Africa				Hello Tigist FIKRUI	Log off
Integrated Security Sys	stem / Car Pass				User Administration	Help
TIGIST FIKRU Inbox MY REQUESTS New Pending	Inbox search CarPass () Permit ()	٩			Se Create Request	X Lot
II AI	Reference No	Full Name	Organization	Request Type	Status 1	
MY PERMITS	ISS/CAR/2020/06/0013	Tigist FIKRU 2 0911151867	UNECA I ICTSS	New	Awaiting Processing	
표 Pending III All	ISS/CAR/2020/06/0012	Tigist FIKRU CONTINUE CO	UNECA I ICTSS	New ≰ 834567	Scheduled O Jun 30, 2020 9:18 AM	

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**.

My Active Pass s Active Pass	earch	٩			
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	Renewal	♦ Damaged ★ Lost



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 belwo the vehicle information and your information will be automatically populated.

Create Lost Reque	est		Save	and Submit	Create Damaged F	Request		Save Save	and Submit
Owner Information				_	Owner Information				
Full Name Organization Contract Type	Tigist FIKRU	Nationality Disivion/Section Contract Expiry Date	ICTSS 16 Jan 2021		Full Name Organization Contract Type	Tigist FIKRU 💄 UNECA	Nationality Disivion/Section Contract Expiry Date	ICTSS 15 Jan 2021	
Telephone No	0911151867	Mobile Number	0911151867		Telephone No	0911151867	Mobile Number	0911151867	
Email	fikru2@un.org	Location	UNCC (Conference Center)		Email	fkru2@un.org	Location	UNCC (Conference Center)	
Vehicle Information					Vehicle Information				
New Vehicle	🔿 Yes 🖲 No	Ownership	Owner O Spouse O None		New Vehicle	Yes No	Ownership	Owner O Spouse O None	
Plate No	A83736	Model			Plate No	A83736	1 Model		
Engine No	345687	Make	2000		Engine No	345687	Make	2000	
Insurance Information					Is Vehicle Insured *	○ Yes ○ No			
Insurance Type *	Comprehensive Third Party				Insurance Information				
Remarks					Insurance Type *	Comprehensive Third Party			
	10				Remarks				
Documents	dP Add Attachment	Please attach the followi Insurance certifica	ng docments: te.(pdf)				lê.		
		Copy of valid ld iss Recent passport s	ued by the UNECA.(pdf) ize photo with white background.(Jpeg).		Documents	🖉 Add Alla	chment Please attach the folio Insurance certif Copy of valid id Recent passpo	wing docments: icate.(pdf) Issued by the UNECA.(pdf) 1 size photo with white background.(Jpeg)	j)
				Close					Close

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 confirmtation, 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.

United Na Economic Co	ations ommission for Africa				Hello Tigist FIKRUI Log off
Integrated Security Syst	tem / Car Pass				User Administration Help
TIGIST FIKRU Inbox (2) MY REQUESTS New Pending	Inbox search CarPass (2)	٩			Create Request R New Reneval
II All	Reference No	Full Name	Organization	Request Type	Status V
MY PERMITS	ISS/CAR/2020/06/0005	Mesfin TOLOSSA 0911740453	UNOPS ECA	New 🛃 454234	Awaiting Issuance
∑ Pending ≣ All	ISS/CAR/2020/03/0001	Mesfin TOLOSSA	UNOPS ECA	New ≰ 2-45256	Awaiting Issuance
PASS REQUESTS Awaiting Issuance Scheduled	Showing items 1 through 2 of	2. 1			
Retive Passes					

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.

	est		Sat	ve Save and Subm
Request From	Tigist FIKRU	Requesting Officer	Tigist FIKRU	
Organization	UNECA	Disivion/Section	ICTSS	
Request Details *				
List Of Non-Staff Me	embers			Add Non Sta
Full Name	Organization	Unit	ID Expiry Date	Add Non-Sta

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.

si	Select Person				×
ar	Qurat	٩			
L	Name		Unit	Expiry Date	
ıt	Quratlaune ABAINEH			Jan 15, 2021	
Ŀ					
R				Ok	se gist
0	ganization UNECA			Disivion/Section	ICTS

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.

Request 110m	Tigist FIKRU	1	Requesting Officer	Tigist FIKRU	
Organization	UNECA		Disivion/Section	ICTSS	
Request Details *	Requesting for car pass perr	mit for staff liste	ad below		(
List Of Non-Staff Me	mbers				Add Non-
Full Name	Organization	Unit	ID Ex	piry Date	
Tigist FIKRU	UNECA	ICTS	5 1/15/2	021 12:00:00 AM	
Anteneh Mulugeta	UNECA	PIKM	D/ICTSS 12/31/	2020 12:00:00 AM	
	LINORS	ECA	1/15/2	021 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 sumbititing, 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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Economi	omic Commission for Africa				
tegrated Security	System / Car Pass				User Administration He
TIGIST FIKRU	My Permit Request	search	۹		
C New	Reference No	Requested From	Organization	No People	Status 1
X Pending All MY PERMITS New X Pending E All All As recursts	ISS/PMT/2020/06/0002	Tigist FIKRU	UNECA ♠ ictss	3	Awaiting Approval

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.

Alta a	Reference No	Requested From	Organization	No People	Status 1
laing	ISS/PMT/2020/06/0006	Tigist FIKRU Tigist FIKRU	UNECA	1	Sent Back
NTS V					
ding					

Figure 19 Permit request sent back to the requesting officer