



ECA CONTACT MANAGEMENT & ID REQUEST SYSTEM USER MANUAL

CONTACT MANAGEMENT & ID REQUEST SYSTEM

UNITED NATIONS ECONOMIC COMMISSION FOR AFRICA , Addis Ababa, Ethiopia



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Version

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Introduction

The new Contact Management & ID Request System is a web-based tool developed by ICTSS to keep track of contacts list as well as make ID related requests.

The Contact Management System enables users to easily store and find contact information, such as names, addresses and telephone numbers of users. It provides tracking of all information and communication activities linked to contacts.

The ID Request System enables users to make ID related requests through a web-based portal and is used to make new ID request and renewal request of their existing ID.

How to access

1. To access the Contact Management & ID Request System, open any browser (Firefox, Internet Explorer or Chrome) and type in "<http://protocol.uneca.org>" on the address bar. The page below will be displayed.

United Nations
Economic Commission for Africa

ECA Contact Management & ID Request System [Help](#)

ECA - CMS & ID Request

Management System

UNECA ID Request
lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat .

Member State Contact Management
We are very pleased and honored to count you as a member of the ECA Protocol-CRM, and to share with you the activities of our organization. In order to invite you to the events that might be relevant to your interests, we would like to ensure we hold the most up-to-date details for you.

Email

Password

[Forgot password?](#)

Remember me?

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If you have any questions contact ICTSS Helpdesk sdesk@uneca.org or 33123

2. Login using your UNECA domain username and password and click on the “**Log In**” button.
3. The page below will be displayed.



ECA - CMS & ID Request

Management System


UNECA ID Request

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Member State Contact Management

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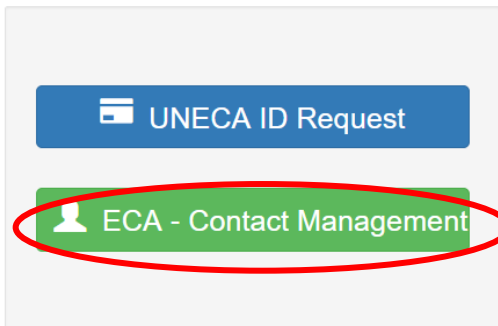
 [UNECA ID Request](#)

 [ECA - Contact Management](#)

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ECA-Contact Management

The ECA-Contact management allows users to create a list of new contacts or update existing contacts. To go to the contact management, select the ECA-Contact Management button.



When you select the ECA- Contact Management the main page you see below will be displayed.



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Active: Displays a list of contacts and their information of all users currently working/active.

Cancelled: Displays a list of contact information of all users who are no longer active in the organization.

All: Displays a list of all users both active and cancelled

Creating New Contact

1. To create a new contact detail for new user, click on “Create New Contact” button at the top of the page.

2. The create new contact page is displayed as you see below.



ISMALE ABDELLA

CONTACTS
Active
Cancelled
All

EMAIL MESSAGES

Create New Contact

Save

Title * --Select Title--

Family Name *

Given Name *

Gender Male Female

Marital Status --Select Marital Status--

Position

Full Title *

Organization/ Embassy * --Select Organization--

Nationality * --Select Nationality--

Appointment Date * 01/01/0001

ShortBio

Photo No file chosen

Date of Birth 1/1/0001

Country * --Select Country--

Email *

Tel. No. *

Mobile No. *

Fax

Supporting Documents

- Enter all the required fields. The fields with the “*” signs are mandatory.
 - When uploading a photo, you can see the requirements by clicking on “**Photo requirements**” or after selecting the photo you can click on “**Edit Photo**” to adjust the photo size.
 - Appointment Date: Date the contacts contract started.
 - Short Bio: An information regarding the user you are creating.
3. After entering all the required fields click on “Save” button. The contact you just created will be displayed in the “Active” list.



Updating Contact

1. To update a contact details that has already been created, click on “Active” menu under the contacts section.

The screenshot shows the 'CONTACTS' section of the system. On the left sidebar, the 'Active' menu item is highlighted with a red box. The main area displays a table of contacts with columns for Full Name, Country, Address, and Status. The contact 'Madam Isayas Dereje' is highlighted with a red box. Below the table, it shows 'Showing 1 to 7 of 7 entries' and navigation buttons for 'Previous', '1', and 'Next'.

Full Name	Country	Address	Status
Madam Isayas Dereje	Argentina Chief Information Analyst	abuts2007@gmail.com +251911919191	✓
Sir Abule Fafa	Ethiopia Chief	test12344@test.com +2227885686	✓
Sir Legese Fasil	Estonia Senior Accountant	fasill@test.com +251911919191	✓
Sir Mohammed Ismale	Ethiopia Software	smith@un.org +251913097529	✓
Sir Abebe Kebede	Austria Security Analyst	abebeK@test.com +2511116754	✓
Sir Abebe Reda	Ethiopia General Service	tasjie@test.com +2511116754	✓
Madam Fikru Tigist	Ethiopia IT	fikru2@un.org 0911151867	✓

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2. Select the name of the person whose details you want to edit. The “Edit Contact” window will be displayed as you see below.

The 'Edit Contact' form contains the following fields:

- Title: Madam
- Family Name: Fikru
- Given Name: Tigist
- Gender: Male (selected), Female
- Marital Status: --Select Marital Status--
- Position: IT
- Full Title: Ms
- Organization/Embassy: UNECA
- Nationality: Ethiopian
- Appointment Date: 01/03/2001
- Photo: [Image of a beach]
- Date of Birth: 21/2/1989
- Country: Ethiopia
- Email: fikru2@un.org
- Tel. No.: 0911151867
- Mobile No.: 0911151867
- Fax: [Empty field]
- ShortBio: [Text area]
- Supporting Documents: [Add Attachment button]
- Buttons: Save, Cancel User, Close



3. You can make the updates on the attributes you want and click on “**Save**” when you are done. The contact list will be updated and saved.

Sending Email

1. If you need to send an email to one or more of the contacts that are listed in the “Active” section, you can use the “**Send Email**” button.
2. From the “Active” list mark on the check boxes of the names you want to send an email to.
3. After you make your selection click on the “Send Email” button located at the top of the page displayed.

The screenshot shows a contact management interface. At the top, there is a search bar with the word "Index" on the left and "Advanced Search" on the right. To the right of the search bar are two buttons: "Create New Contact" and "Send Email". The "Send Email" button is highlighted with a red box. Below the search bar is a table with the following columns: "Full Name", "Country", "Address", and "Status". The table contains three rows of contact information. The first two rows have their "Full Name" column cells checked with a red box. The "Send Email" button is also highlighted with a red box.

<input type="checkbox"/>	Full Name	Country	Address	Status
<input checked="" type="checkbox"/>	Madam Isayas Dereje	Argentina Chief Information Analyst	✉ abuts2007@gmail.com ☎ +251911919191	✓
<input checked="" type="checkbox"/>	Sir Abule Fafa	Ethiopia Chief	✉ test12344@test.com ☎ +2227885666	✓
<input type="checkbox"/>	Sir Legese Fasil	Estonia Senior Accountant	✉ fasill@test.com ☎ +251911919191	✓

4. The send email page is displayed as you see below.

The screenshot shows a "Send Mail" dialog box. It has a title bar that says "Send Mail". Below the title bar are three input fields: "Mail To *" with the value "abuts2007@gmail.com, fasill@test.com", "Mail CC", and "Subject *". Below these fields is a rich text editor with a menu bar containing "File", "Edit", "View", and "Format". The rich text editor has a toolbar with icons for undo, redo, bold, italic, bulleted list, numbered list, link, and unlink. Below the rich text editor is an attachment field with a paperclip icon, the text "Attachment", a "Choose Files" button, and the text "No file chosen". At the bottom right of the dialog box are two buttons: "Send Email" and "Close".



5. The “Mail To” field will automatically be populated with the names you selected. You can type more addresses if you need to.
6. Then enter the relevant subject and content in the body section and click on “Send Email”. The email will be sent to the selected contacts

UNECA ID Request

This option allows you to make new ID request for new users that require an ID. This request is created by selected **focal persons** only. The focal person can create, view and discontinue id requests.

Creating ID Request

When an ID request is made there is a workflow that it must go through.



Focal Person

1. To make a new ID request, the focal person must first [login into](#) the system. Once logged in Click on “UNECA ID Request”.





ECA - CMS & ID Request

Management System

UNECA ID Request
Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat.

Member State Contact Management
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 **UNECA ID Request**

 **ECA - Contact Management**

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2. The ID Request system page used by the focal person will be displayed as you see below.

ECA Contact Management & ID Request System Help

YEBELTAL ABEBE

- Inbox**
- MY REQUESTS
 - New
 - Pending
 - All
- SETTINGS
 - Focal Persons
 - Organizations
 - Reports

Inbox

Create New Id Request

Inbox is empty.

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3. To make a new ID request click on the “Create New Id Request” located at the top of the page. the page. The create new id request page will be displayed as you see below.



Create New Id Request

Save **Save & Submit**

Title * --Select Title--

Photo * Choose File No file chosen

PhotoRequirements

First Name *

Last Name *

Middle Name

Gender Male Female

Date Of Birth

Position

Marital Status --Select Marital Status--

Nationality * --Select Nationality--

Country * --Select Country--

Organization * --Select Organization--

Email *

Type Of Request Embassy IGO NGO

PassportExpiryDate

Subcity --Select Subcity--

Tel. No.

Wereda

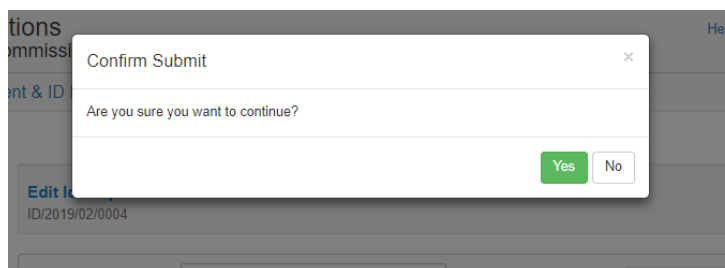
Mobile No.

House No.

Supporting Documents **Add Attachment**

4. Enter all the required information. All fields with the "*" are mandatory. Once you enter all the information's click on

- **Save:** If you intend to add more information's later. It will be in your inbox until you submit it.
- **Save and Submit:** If you have finished and you want to submit your request. Once you submit it will be sent to protocol approval section.
- **There are three types of request you can make depending on the organization where you are making the request from. (Embassy, IGO, NGO)**
- When you submit a confirmation, window will pop up. Click "Yes" and your request is sent to the "Protocol Chief" for approval.





Protocol Chief

1. To see list of new ID requests made, the protocol chief must first [login into](#) the system. Once logged in Click on “UNECA ID Request”.

ECA Contact Management & ID Request System User Administration | Help

ECA - CMS & ID Request

Management System

UNECA ID Request
lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat .

Member State Contact Management
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2. The ID Request system page used by the protocol chief will be displayed as you see below.

YEBELTAL ABEBE

Id Requests

Awaiting Approval

No Id Request Found.

PROTOCOL REQUESTS

- Inbox
- Awaiting Approval**
- Sent for security
- Declined
- All
- Reports

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3. In the “Protocol Requests” section
 - **Awaiting Approval:** Displays a list of ID requests that have been made and waiting for approval
 - **Sent for security:** Displays a list of ID requests that have been sent to the security chief.
 - **Declined:** Displays a list of ID requests that have been declined.
 - **All:** Displays all ID requests that have been made so far.
 - **Reports:** This allows you to create reports of the ID requests issued /declined



4. Click on “Awaiting Approval” to see list of pending Id request.

YEBELTAL ABEBE

[Inbox](#)

PROTOCOL REQUESTS

- Awaiting Approval**
- [Sent for security](#)
- [Declined](#)
- [All](#)
- [Reports](#)

Id Requests

Awaiting Approval

Reference No	Full Name	Organization	Address	Request Type	Requested By	Status ↓↑
ID/2019/02/0004	Jane Doe Cape Verde - Ethiopian	UNECA	jane@yy.com	New Embassy	Ismale ABDELLA Feb 21, 2019	Awaiting Protocol Approval Feb 24, 2019

Showing items 1 through 1 of 1. **1**

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5. Click on the reference number of the request you want to review and then approve or decline.

Edit Id Request - Awaiting Protocol Approval

ID/2019/02/0004

Title * Madam

First Name * Jane

Last Name * Doe

Middle Name

Gender Male Female

Position

Nationality * Ethiopian

Organization * UNECA

Type Of Request Embassy IGO NGO

Photo *

Date Of Birth

Marital Status --Select Marital Status--

Country * Cape Verde

Email * jane@yy.com

PassportExpiryDate

Subcity --Select Subcity--

Wereda

House No.

Tel. No.

Mobile No.

Supporting Documents

[Untitled1.pdf \(1.2 MB\)](#)

6. After reviewing the ID request, you can select from the three options available at the top of the page.

- **Send to security:** By going over the information filled, you can send it to security for approval. You will find the list of requests that have been sent to security by clicking on the “Sent Security”



YEBELTAL ABEBE
Inbox
PROTOCOL REQUESTS
Awaiting Approval
Sent for security
Declined
All
Reports

Id Requests search [Q]
Sent for security

Reference No	Full Name	Organization	Address	Request Type	Requested By	Status ↓
ID/2019/02/0004	Jane Doe Cape Verde - Ethiopian	UNECA	jane@yy.com	New Embassy	Ismale ABDELLA Feb 21, 2019	Awaiting Security Approval Feb 24, 2019

Showing items 1 through 1 of 1. 1

© UNECA/ICTSS 2019

- **Send Back:** If an information that is required is missing or the request needs to be re-entered you can send it back to the protocol chief which in turn can send back to the focal person.
- **Decline:** If there is a specific reason the ID request cannot be made, you can select the decline option.

7. When the ID request has been approved it will sent to the “Security Chief” for approval.

Security Chief

1. To see the list of ID requests waiting for approval, the security chief must first [login into](#) the system. Once logged in Click on “UNECA ID Request”.

ECA Contact Management & ID Request System User Administration | Help

ECA - CMS & ID Request

Management System

UNECA ID Request

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Member State Contact Management

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UNECA ID Request

ECA - Contact Management

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2. The ID Request system page used by the security chief will be displayed as you see below.



ECA Contact Management & ID Request System

YEBELTAL ABEBE

Inbox

SECURITY REQUESTS

Awaiting Approval

Awaiting Issuance

All

Reports

Inbox search

Inbox is empty.

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3. In the “Security Requests” section

- **Awaiting Approval:** Displays a list of ID requests that are waiting for approval from the security chief.
- **Awaiting Issuance:** Displays a list of ID requests that have been sent to the security officer and waiting to be issued.
- **All:** Displays all ID requests that have been made so far.
- **Reports:** This allows you to create reports of the ID requests issued /declined

4. Click on “Awaiting Approval” to see list of requests awaiting approval from the security section.

YEBELTAL ABEBE

Inbox

SECURITY REQUESTS

Awaiting Approval

Awaiting Issuance

All

Reports

Id Requests

Security Awaiting Approval

search

Reference No	Full Name	Organization	Address	Request Type	Requested By	Status ↓↑
ID/2019/02/0004	Jane Doe	UNECA	jane@yy.com	New Embassy	Ismale ABDELLA Feb 21, 2019	Awaiting Security Approval Feb 24, 2019

5. To approve an ID request, click on the reference number of the request you want to review.



Edit Id Request - Awaiting Security Approval

ID/2019/02/0004

Send Back

Approve

Title *	Madam	Photo *	
First Name *	Jane	Date Of Birth	
Last Name *	Doe	Marital Status	--Select Marital Status--
Middle Name		Country *	Cape Verde
Gender	<input type="radio"/> Male <input checked="" type="radio"/> Female	Email *	jane@yy.com
Position		PassportExpiryDate	
Nationality *	Ethiopian		
Organization *	UNECA		
Type Of Request	<input checked="" type="radio"/> Embassy <input type="radio"/> IGO <input type="radio"/> NGO		
Subcity	--Select Subcity--	Tel. No.	
Wereda		Mobile No.	
House No.			

Supporting Documents

[Untitled.pdf \(4.3 MB\)](#)

- After reviewing the ID request, you can select from the two options available at the top of the page.
 - Send Back:** Select this option if there is a problem with the request made for approval.
 - Approve:** Select this option if the ID request that was made has all the required information and you approve.
- Once it is approved it will be in the "Awaiting Issuance" section. And the request is sent to the "Security Officer" for the final step.

YEBELTAL ABEBE

[Inbox](#)

SECURITY REQUESTS

[Awaiting Approval](#)

[Awaiting Issuance](#)

[All](#)

[Reports](#)

Id Requests

Awaiting Issuance

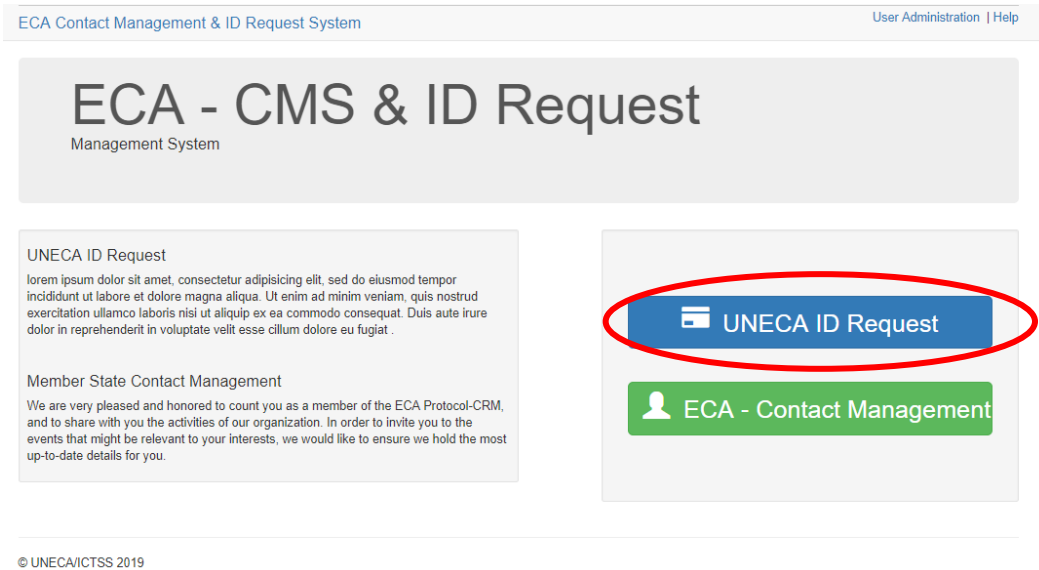
Reference No	Full Name	Organization	Address	Request Type	Requested By	Status ↓
ID/2019/02/0004	Jane Doe	UNECA	jane@yy.com	New Embassy	Ismale ABDELLA Feb 21, 2019	Awaiting Issuance Feb 24, 2019

Showing items 1 through 1 of 1. 1

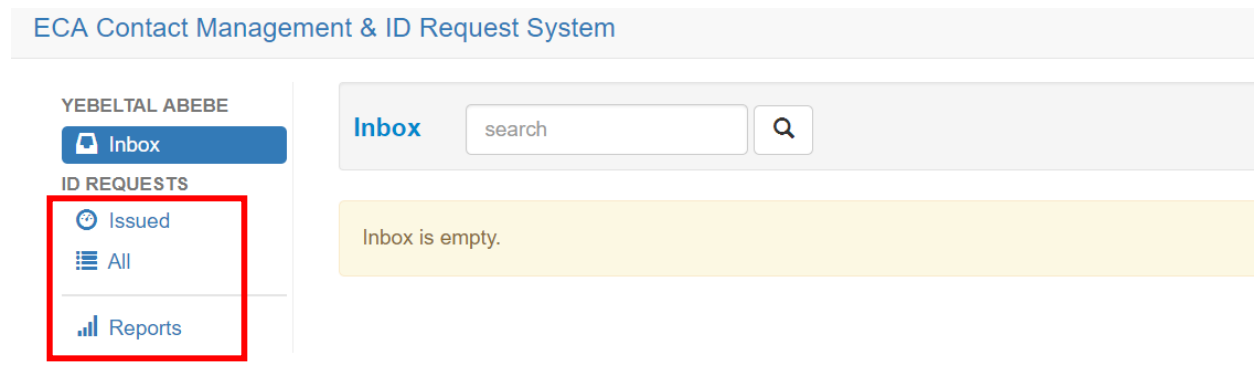


Security Officer

1. To see a list of ID requests waiting to be issued, the “Security Officer” must first [login into](#) the system. Once logged in Click on “UNECA ID Request”.



2. The ID Request system page used by the Security Officer will be displayed as you see below.



3. In the “ID Requests” section
 - **Issued:** Displays a list of ID requests that have been issued so far.
 - **All:** Displays all ID requests that are waiting to be issued.
 - **Reports:** This allows you to create reports of the ID requests issued /declined



4. Click on the “All” button to see a list of ID requests waiting to be issued.

YEBELTAL ABEBE
Inbox
ID REQUESTS
Issued
All
Reports

Id Requests search

All

Reference No	Full Name	Organization	Address	Request Type	Requested By	Status ↓
ID/2019/02/0004	Jane Doe Cape Verde - Ethiopian	UNECA	jane@yy.com	New Embassy	Ismale ABDELLA Feb 21, 2019	Awaiting Issuance Feb 24, 2019

Showing items 1 through 1 of 1.

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5. Click on the reference number of the request you are going to issue.

Edit Id Request - Awaiting Issuance

ID/2019/02/0004

Title *	Madam	Photo *	
First Name *	Jane	Date Of Birth	<input type="text"/>
Last Name *	Doe	Marital Status	--Select Marital Status--
Middle Name	<input type="text"/>	Country *	Cape Verde
Gender	<input type="radio"/> Male <input checked="" type="radio"/> Female	Email *	jane@yy.com
Position	<input type="text"/>	PassportExpiryDate	<input type="text"/>
Nationality *	Ethiopian		
Organization *	UNECA		
Type Of Request	<input checked="" type="radio"/> Embassy <input type="radio"/> IGO <input type="radio"/> NGO		
Id Expiry Date *	<input type="text"/>		
Subcity	--Select Subcity--	Tel. No.	<input type="text"/>
Wereda	<input type="text"/>	Mobile No.	<input type="text"/>
House No.	<input type="text"/>		

Supporting Documents

6. Before issuing you must enter the expiry date of the ID. Then click on “Issue” button located at the top of the page.

7. The ID request is no approved and an ID has been issued.