



# VISA REQUEST SERVICES USER GUIDE

VISA REQUEST SERVICES – USER GUIDE

United Nations Economic Commission for Africa , Addis Ababa, Ethiopia

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## 1. Introduction

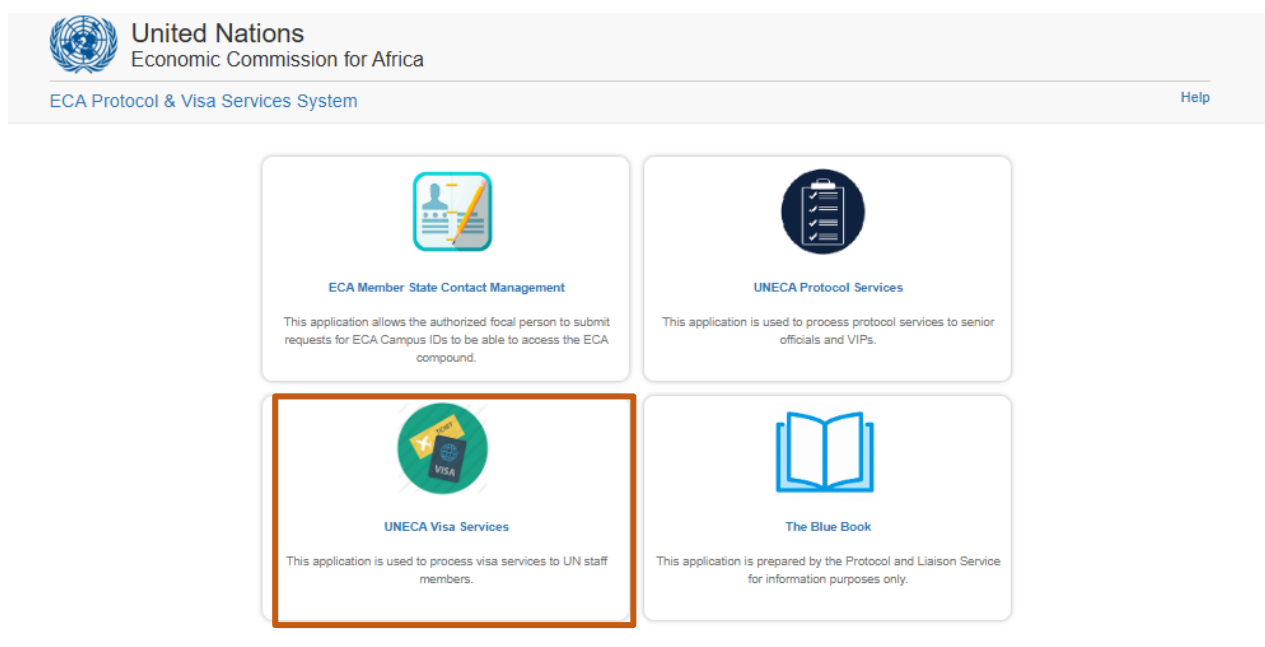
The Travel, Transport and Visa Services Unit (TTVSU) is one of the units that is under the Conference Management Services Section of the Division of Administration. The Unit provides support services to the commission's various programmes of work, such as air travel management, administering and managing local movement of service personnel and facilitates acquisition of entry visas for official mission outside Ethiopia.

The Visa unit is responsible in the management of all the commission's travel activities such as official travel of staff, dependents, meeting participants and all others on official travel status to ECA. It also conducts needs assessment for conferences, meetings/workshops and advises management on the requirements of each regarding travel arrangement.

Role	Description
Requestor	Is responsible for raising an official/personal visa request
Visa Officer	Is responsible for reviewing and confirming all required documents are available and then generate the supporting documents
Visa Request Manager	Is responsible for reassigning requests to other visa officers and/or also sending back requests to the pool
Visa Unit Approver	Is responsible for signing the printed out supporting documents.

## 2. How to Access

**Step 1.** To access the **Visa Services** application, open any browser and type in "<https://protocol.uneca.org>" in the address bar. The main landing page of the application will be displayed as shown below



If you have any questions please contact ICTSS Service Desk: [eca-servicedesk@un.org](mailto:eca-servicedesk@un.org)  
| +251 11-5443-123 (33)

Figure 1 :ECA Protocol & Visa Services System page

- Step 2.** From the available sections, click **UNECA Visa Services** as indicated in the figure 1 above.
- Step 3.** You will be redirected to the **Visa Services** login page as indicated below. Please login using your credentials.

United Nations  
Economic Commission for Africa

Visa Services [Help](#)

## Visa Services

This application is used to process visa services to UN staff members.

**UNECA Visa Services**  
The Unit is vested with the responsibility of providing protocol services to senior officials and VIPs. In addition, the Visa unit is responsible in the management of all the commission's travel activities such as official travel of staff, dependents, meeting participants and all others on official travel status to ECA.

To login into **UNECA Visa Services System** please use your **Active Directory** credentials(user name and password) for authentication.

For more information contact **ICTSS Service Desk** or call **Extension 33123**.

User Name

Password

[Forgot password?](#)

☐ Remember me?

[Log in](#)

If you have any questions please contact ICTSS Service Desk: [eca-servicedesk@un.org](mailto:eca-servicedesk@un.org)  
| +251 11-5443-123 (33123) | +251 91-1223-034 | Monday - Friday 8.00 AM - 4.00 PM

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Figure 2: Login page to Visa Services

- Step 4.** You will be redirected to the Visa Services page as indicated in **Figure 3** below.

United Nations  
Economic Commission for Africa

Hello Quratlayne Abaineh! [Log off](#)

Portal | Visa Services [User Administration](#) | [TTS 1 Form](#) | [No visa with UNLP Country List](#) | [Help](#)

**QURATLAYNE ABAINEH**

[Inbox](#)

**MY REQUESTS**

- [Pending](#)
- [Completed](#)
- [All](#)

**REQUESTS**

- [Pending](#)
- [Completed](#)
- [All](#)

**MAINTENANCE**

- [Visa Req.](#)

[Reports](#)

**Inbox**  [Q](#)

[Create Visa Request](#)

Inbox is empty.

If you have any questions please contact ICTSS Service Desk: [eca-servicedesk@un.org](mailto:eca-servicedesk@un.org)  
| +251 11-5443-123 (33123) | +251 91-1223-034 | Monday - Friday 8.00 AM - 4.00 PM

Connected To: [uneca-p-sql-mi-1.208885a322a0.database.windows.net](#) [See Error Log](#)

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Figure 3: Logged in view of a user

### 3. Requestor/Staff

A requestor is a staff that has permission to initiate a visa request. He/she is responsible for creating the request and submitting it to the visa officer.

#### 3.1 How to create a Visa Request

- Step 1.** Once you have successfully logged in the application, you will see the screen displayed in **Figure 3** above.
- Step 2.** From **Figure 3** above, please click the **Create Visa Request** button. The **Create New Visa Request** window will be displayed as shown in **Figure 4** below.

Figure 4: Creating a Visa Request

- Step 3.** In the Staff Information section some of the fields are automatically filled in depending on the name you provide, if the request is for yourself leave it as is, but if the request is for another staff member click on the icon next to the name and search for the person. You will also need to click on the Organization drop down list to pick the organization a
- Step 4.** The second section is for visa information. You are required to choose your request type.
- Step 5.** Based on what you have selected you can follow the steps outlined below. Please refer to the sections on [How to create an Official Visa Request](#) or [How to create a Personal Visa Request](#)

## How to create an Official Visa Request


When an official request is created, the visa unit will process the staff member travel on behalf of the commission to attend meeting, seminars and so on.

**Step 1.** To create an official visa request from Figure 4 above select **Official Visa**.

**Step 2.** As indicated in **Figure 5** below required fields for official visa request will be displayed.


**Create New Visa Request** [Save] [Save and Submit]

**Staff Information**

Full Name \*   Index Number

Email  Extensions

Contract Type  Contract Expiry Date

Organization \*  On Behalf Of  

**Visa Information**

Request Type \*

Passport No \*  UN ID No \*

Purpose of Travel \*  Departure Date \*

Visa Request For \*  Remarks

**Country Visa Requirements**

Please find below the visa requirements for the selected country. After completing the forms and necessary requirements, please bring all forms and supporting documents along with the Original Laissez Passer or Passports to TTVSU.

**Documents** [Add Attachment](#)

Please attach the following documents:

- Copy of valid: Passport.(pdf)
- Copy of valid: UNLP. (if any)(pdf)
- Copy of UN ID.(pdf)
- Copy of valid contract(Only for consultant)(pdf)
- Copy of an approved medical evacuation document(Medical Evacuation)(pdf)

☐ I confirm that I attached all the required documents.

[Close]

Figure 5:Creating a New Official Visa Request

**Step 3.** In figure 5 above there are four different sections

- **Staff Information:** Displays the staff information.
- **Visa Information:** This section requires you to fill in the details for the visa request.
- **Country Visa Requirements:** Each country has different requirements for visa requests,

this section will display a list of requirements and forms to be filled based on your selection.

- **Documents:** Use this section to attach the required documents
- **Confirmation:** Make sure the checkbox is clicked to continue

**Step 3.1** When you select a specific country, as indicated the country requirements will be listed. For this scenario **Angola** is selected and in the Country Visa Requirements you can see the list of required documents for the selected country.

Figure 6: The list of required documents for a selected country

**Step 3.2** From the list of criteria's, if there is a **form or pdf** file that needs to be filled and submitted with the request, it will be displayed as a link, which you can click to download the form

**Step 3.3** Once you fill in the required information on the file, please upload the form and other required documents by clicking the **Add attachment**.

**Step 4.** Lastly to submit the visa request to the Visa Unit, click the button **Save and Submit** found at the top right corner of the screen indicated in figure 5 above.

**Step 5.** You will be prompted for confirmation, click **Yes** to continue.

**Step 6.** When your request has been submitted, it will be sent to the visa unit and the status will display as **Awaiting Assignment**

Reference No	Full Name	Request Type	Visa Purpose	Status
VISA/2025/02/0001	Quratlayne Abaine PIKMD/ICTSS quratlayne.abaine@un.org (34804)	Official Visa Angola	Official Mission Feb 28, 2025	Awaiting Assignment Feb 13, 2025

Figure 7: Awaiting Approval - Status of a submitted official visa request

**Step 7.** In the case where there are missing information's or missing documents the request will be sent back to the staff. When returned the staff will receive a notification and the status will show us **Awaiting Staff Revision**.

Reference No	Full Name	Request Type	Visa Purpose	Status
VISA/2025/02/0001	Quratlayne Abaine PIKMD/ICTSS quratlayne.abaine@un.org (34804)	Official Visa Angola	Official Mission Feb 28, 2025	Awaiting Staff Revision Feb 13, 2025

Figure 8: Awaiting Staff Revision - Status of a returned official visa request

**Step 8.** When the visa request has been approved and the supporting document/letter is signed and ready, the staff will receive an email notification to physical go and pick up the letter.

## How to create a Personal Visa Request

When a personal visa request is requested, the visa unit provide a support letter to the staff member after the staff member submitted required documents and forms.

**Step 1.** To create a personal visa from figure 4 above select **Personal Visa**.

**Step 2.** As indicated in **Figure 9** below required fields for personal visa request will be displayed.

The screenshot shows the 'Create New Visa Request' form with the following sections:

- Staff Information:** Includes fields for Full Name (Quratlaine Abaineh), Index Number (938853), Email (quratlayne.abaineh@un.org), Extensions (34804), Contract Type, Contract Expiry Date, Organization (UNECA), and On Behalf Of.
- Visa Information:** Includes Request Type (Personal Visa), Travel Document (--Select Travel Doc Type--), Reason (--Select Travel Doc Type--), Passport No, UN ID No, Purpose of Travel (--Select Travel Purpose Type--), Departure Date, Additional Travel Date, and Remarks.
- Dependent Information:** A table with columns for Full Name, Nationality, Relation, and Passport Number, with an '+ Add' button.
- Stopover Information:** A table with columns for Country, Visa Type, Duration From, and To, with an '+ Add' button.
- Documents:** Includes an 'Add Attachment' button and a list of required documents: Copy of valid: Passport (.pdf), Copy of valid: UNLP (if any)(.pdf), Copy of UN ID (.pdf), Copy of valid contract(Only for consultant)(.pdf), and Copy of an approved medical evacuation document(Medical Evacuation) (.pdf).
- Confirmation:** A checkbox labeled 'I confirm that I attached all the required documents.'
- Buttons:** 'Save' and 'Save and Submit' buttons are at the top right, and a 'Close' button is at the bottom right.

Figure 9: Creating a New Personal Visa Request

**Step 3.** In Figure 9 above there are five different sections

- **Staff Information:** Displays the staff information.
- **Visa Information:** This section requires you to fill in the details for the visa request.
- **Dependent Information:** This section requires you to add your dependents.
- **Stopover Information:** This section requires you to type in details of stopover if there is any during your travel.
- **Documents:** Use this section to attach the required documents
- **Confirmation:** Ensure that the confirmation is ticked to continue



- Step 4.** Lastly to submit the personal visa request to the Visa Unit, click the button **Save and Submit** found at the top right corner of the screen indicated in figure 9 above.
- Step 5.** You will be prompted for confirmation, click **Yes** to continue.
- Step 6.** When your request has been submitted, it will be sent to the visa unit and the status will display **Awaiting Assignment**

Reference No	Full Name	Request Type	Visa Purpose	Status
VISA/2025/02/0002	Quratlayne Abaineh PIKMDICTSS quratlayne.abaineh@un.org (34804)	Personal Visa	Vacation Feb 28, 2025	Awaiting Assignment Feb 13, 2025

Figure 10: Awaiting Assignment - Status of a submitted personal visa request

- Step 7.** In the case where there are missing information's or missing documents the request will be sent back to the staff. When returned the staff will receive a notification and the status will show us **Awaiting Staff Revision**

Visa Request 10					
Reference No	Full Name	Organization	Request Type	Travel Purpose	Status
VISA/2025/02/0001	Quratlayne Abaineh PIKMDICTSS quratlayne.abaineh@un.org (34804)	TR	Personal Visa	Feb 28, 2025	Awaiting Staff Revision Feb 13, 2025

Figure 11: Awaiting Staff Revision - Status of a returned personal visa request

- Step 8.** When the visa request has been approved and the supporting document/letter is signed and ready, the staff will receive an email notification to physical go and pick up the letter.

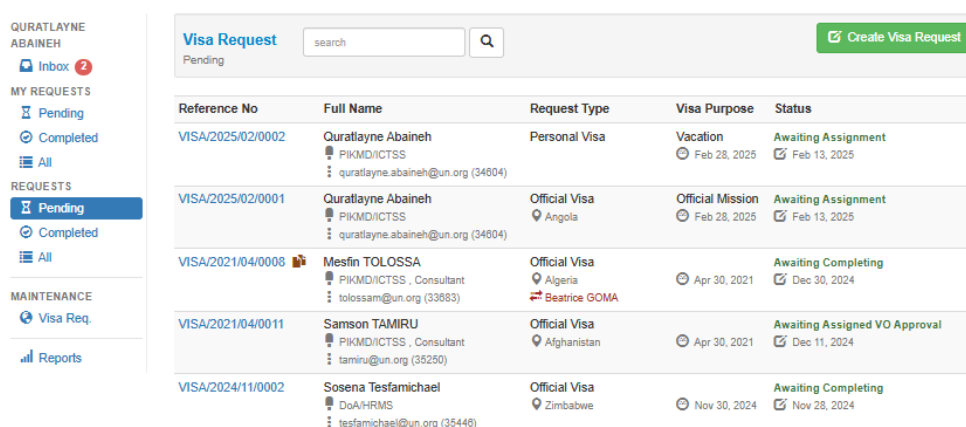
## 4. Visa Unit

### 4.1 Visa Unit Officer

The visa unit officer is responsible for reviewing the information submitted by the staff and providing with the support letter.

**Step 1.** Log in to the visa request system.

**Step 2.** As indicated in **Figure 12** below, the list of submitted visa requests will be displayed.



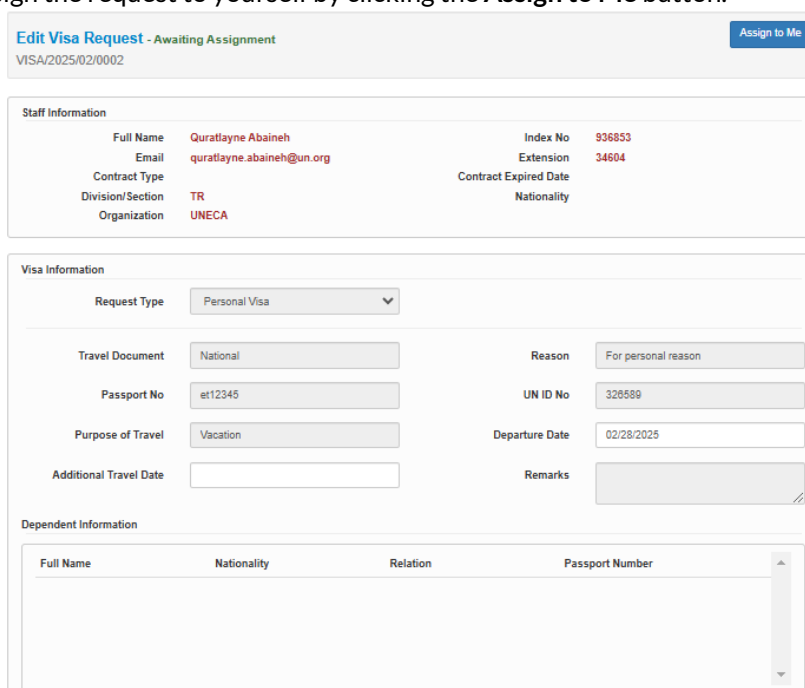
The screenshot shows a web interface for 'QURATLAYNE ABANEH'. On the left is a sidebar with navigation links: 'Inbox', 'MY REQUESTS' (with sub-links for 'Pending', 'Completed', and 'All'), 'REQUESTS' (with sub-links for 'Pending', 'Completed', and 'All'), 'MAINTENANCE' (with a link for 'Visa Req.'), and 'Reports'. The main area is titled 'Visa Request' and shows a 'Pending' status. Below this is a table of requests.

Reference No	Full Name	Request Type	Visa Purpose	Status
VISA/2025/02/0002	Quratlaine Abaine PIKMD/ICTSS quratlayne.abaine@un.org (34604)	Personal Visa	Vacation Feb 28, 2025	Awaiting Assignment Feb 13, 2025
VISA/2025/02/0001	Quratlaine Abaine PIKMD/ICTSS quratlayne.abaine@un.org (34604)	Official Visa Angola	Official Mission Feb 28, 2025	Awaiting Assignment Feb 13, 2025
VISA/2021/04/0008	Mesfin TOLOSSA PIKMD/ICTSS, Consultant tolossam@un.org (33683)	Official Visa Algeria Beatrice GOMA	Apr 30, 2021	Awaiting Completing Dec 30, 2024
VISA/2021/04/0011	Samson TAMIRU PIKMD/ICTSS, Consultant tamiru@un.org (35250)	Official Visa Afghanistan	Apr 30, 2021	Awaiting Assigned VO Approval Dec 11, 2024
VISA/2024/11/0002	Sosena Tesfamichael DoA/HRMS tesfamichael@un.org (35446)	Official Visa Zimbabwe	Nov 30, 2024	Awaiting Completing Nov 28, 2024

Figure 12: List of submitted visa requests

**Step 3.** Click on the **Pending** link under the **Requests** section to access Visa requests that are awaiting the action of a Visa Office. To open one of the requests, please click the reference number of the request. Please note that requests that are new/or that have not been assigned to a particular officer will have a **Awaiting Assignment** status

**Step 4.** You will be redirected to the **Edit Visa Request** screen. As the visa officer you will have to assign the request to yourself by clicking the **Assign to Me** button.



The screenshot shows the 'Edit Visa Request - Awaiting Assignment' screen for request VISA/2025/02/0002. It includes an 'Assign to Me' button. The form is divided into three sections: Staff Information, Visa Information, and Dependent Information.

**Staff Information**

Full Name	Quratlaine Abaine	Index No	936853
Email	quratlayne.abaine@un.org	Extension	34604
Contract Type		Contract Expired Date	
Division/Section	TR	Nationality	
Organization	UNECA		

**Visa Information**

Request Type	Personal Visa	Reason	For personal reason
Travel Document	National	UN ID No	326589
Passport No	et12345	Departure Date	02/28/2025
Purpose of Travel	Vacation	Remarks	
Additional Travel Date			

**Dependent Information**

Full Name	Nationality	Relation	Passport Number

Figure 13: Assigning a request to one of the visa officers

**Step 5.** When a request is assigned to you the status of the request you assigned will change from **Awaiting Approval** to **Awaiting Assigned VO Approval** and you will be redirected to the page below

**Edit Visa Request - Awaiting Assigned VO Approval**  
VISA/2025/02/0002

**Staff Information**

Full Name	Quratlayne Abaineh	Index No	936853
Email	quratlayne.abaineh@un.org	Extension	34604
Contract Type		Contract Expired Date	
Division/Section	TR	Nationality	
Organization	UNECA	Assigned Visa Officer	Quratlayne Abaineh

**Visa Information**

Request Type: Personal Visa

Travel Document: National

Passport No: et12345

Purpose of Travel: Vacation

Additional Travel Date:

Reason: For personal reason

UN ID No: 328589

Departure Date: 02/28/2025

Remarks:

**Dependent Information**

Full Name	Nationality	Relation	Passport Number

**Stopover Information**

Country	Visa Type	Duration From	To

Figure 14: Visa officer reviewing and working on a visa request

**Step 7.** In Figure 14 above there are five different actions the visa officer can take

- **Send Back:** Choose this option to send back the request to the staff to make updates and required edits to the visa request.
- **Approve:** Choose this action to approve the staff's request and generate a note verbal, if all information provided and all required documents are submitted by the staff.
- **Reassign Visa Officer:** Choose this action if you prefer other visa officers to continue working on the request.
- **Send to Pool:** Choose this action to send back the request to the request pool so that other visa officers can work on it.

Visa Request

Pending

Create Visa Request

Reference No	Full Name	Request Type	Visa Purpose	Status
VISA/2025/02/0002	Quratlayne Abaineh PIKMD/ICTSS quratlayne.abaineh@un.org (34604)	Personal Visa	Vacation Feb 28, 2025	Awaiting Completing Feb 13, 2025

Edit Visa Request - Awaiting Completing

VISA/2025/02/0002

Complete

Preview Note Verbale

Staff Information

Full Name

Quratlayne Abaine

Index No

936853

Email

quratlayne.abaine@un.org

Extension

34604

Contract Type

TR

Contract Expired Date

Division/Section

UNECA

Nationality

Organization

UNECA

Assigned Visa Officer

Quratlayne Abaine

Visa Information

Request Type

Personal Visa

NV Reference No.

NV/2025/02/0002

Travel Document

National

Reason

For personal reason

Passport No

et12345

UN ID No

328589

Purpose of Travel

Vacation

Departure Date

02/28/2025

Additional Travel Date

Remarks

Dependent Information

Full Name

Nationality

Relation

Passport Number

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