



USER QUICK GUIDE

- I. How to Access the Main Umoja Page
- II. How to Access Umoja Production Systems
- III. How to Use Umoja / SAP
- IV. How to Request Technical Support
- V. Umoja User Checklist



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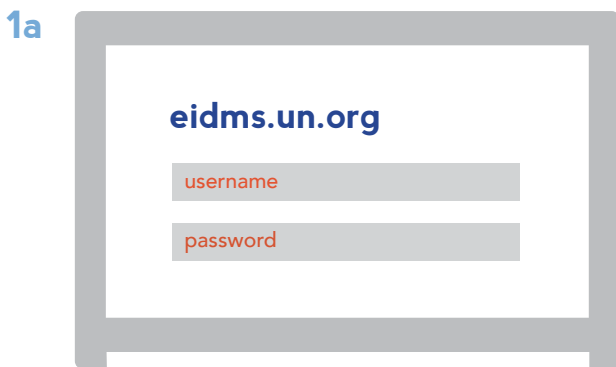
Here is the full list of steps needed to access Umoja.

Due to the highly secure nature of the Umoja solution please note you will require two separate login credentials:

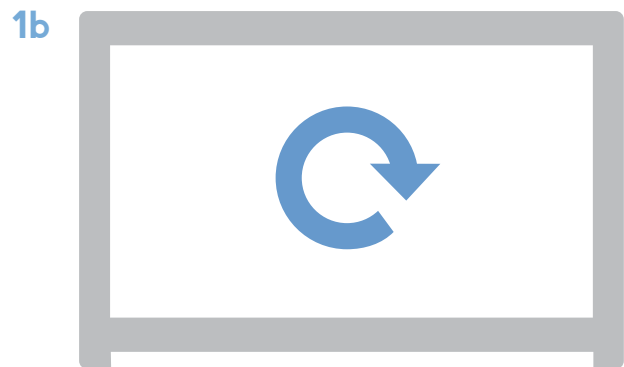
- 1. EIDMS login credentials
- 2. Umoja Production Systems login credentials

Please note for all Umoja related activities you should use Internet Explorer

1 LOG IN TO THE MAIN UMOJA PAGE



Activate your UN Global Account using (EIDMS) at <http://eidms.un.org>.



Restart your workstation to allow necessary software for Umoja (Citrix Receiver) to be installed on your computer.



Visit <https://login.umoja.un.org> and login to the main Umoja Access portal using your EIDMS credentials.

*If you are prompted to install Citrix Receiver at this stage, please do so.



You should now be able to successfully access the main Umoja page.



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Only those mapped to a role in Umoja will have access to the Umoja Production Systems

2 LOG IN TO THE UMOJA PRODUCTION SYSTEMS



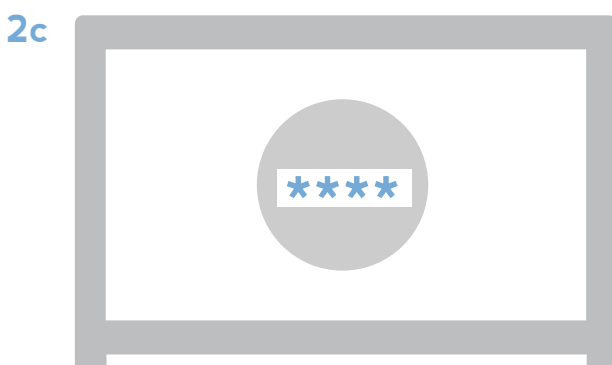
Visit <https://login.umoja.un.org> and login to the main Umoja page using your EIDMS credentials.



If you are a mapped user, you will receive an email from **Do_Not_Reply_Umoja_Login@un.org** with the Subject Line

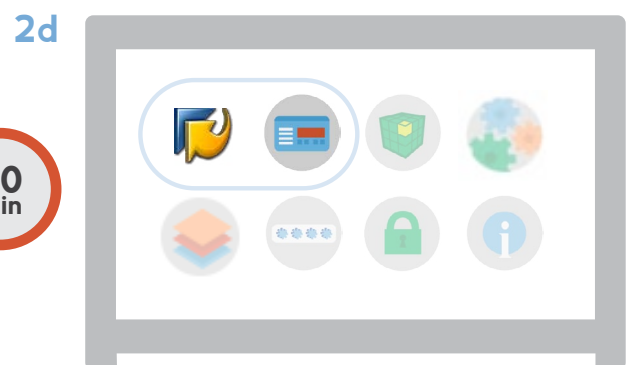
"[Umoja Update] Your User ID and Initial Password"

which contains your new Umoja Production Systems credentials (User ID and temporary password), which are different from your EIDMS credentials.



From the main Umoja page, first click on "Umoja Identity Management" icon to change your Umoja Production Systems temporary password.

Please allow 30 minutes for your changed password to take effect.



Most users will only need to use the first two icons (ECC or SRM) on a daily basis.

You can now login to Umoja Production Systems by clicking on the appropriate icons using your new Umoja Production Systems credentials.

*Please note this is different from your EIDMS credentials.



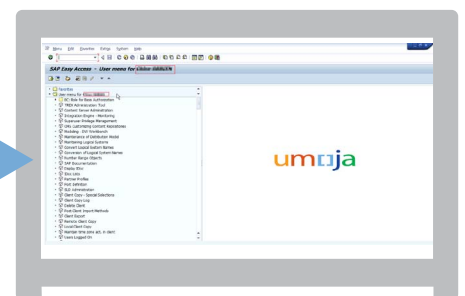
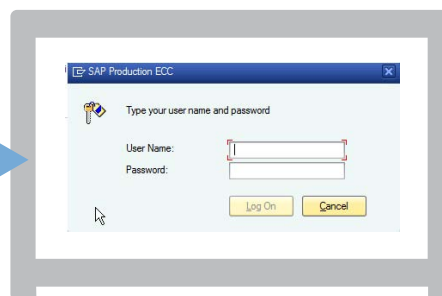
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Only those mapped to a role in Umoja will have access to Umoja Production Systems



Reminder - Please allow 30 minutes for your changed password to take effect before logging in to Umoja Production Systems

3 UMOJA ECC PRODUCTION SYSTEM



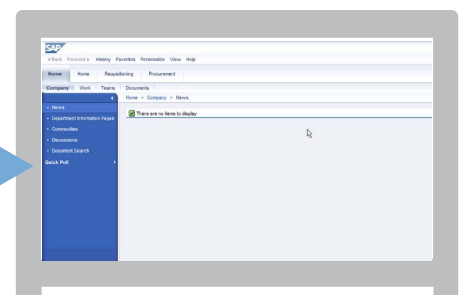
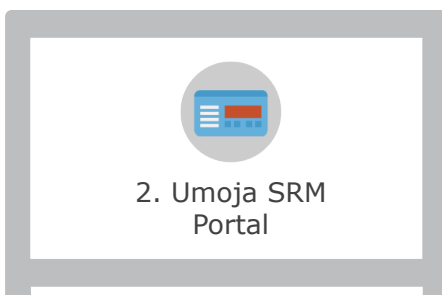
Click on the "1. Umoja ECC Production System" icon.

Use your Umoja Production Systems credentials to login.

You will see this screen and can begin working in ECC.



4 UMOJA SRM PORTAL



Click on the "2. Umoja SRM Portal" icon.

Use your Umoja Production Systems credentials to login.

You will see this screen and can begin working in SRM.



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Umoja Training

The Umoja Training curriculum is the most important resource for Umoja users to learn how to use the new solution.

Please make sure you:

- a.
 - Login to your inspira account at <http://inspira.un.org> to see your personalized curriculum.
 - Complete all required computer based and instructor-led training.
 - Print out your certificates.
- b. Review the Umoja training material, including full courses, simulations and job aids which are available on our website at <https://umoja.un.org/display/public/Umoja+Training>.

2



UNIFIL & UNSCOL only

Talk to your Umoja Local Process Experts (LPEs)

Consult with your Umoja Local Process Experts (LPEs) or Site Coordinators, who are staff members in your Department, Office or Mission who are familiar with Umoja functions through intensive testing and training and can assist you in using the solution.

More details here http://bit.ly/umoja_iseek.

3



Umoja Technical Guide

The comprehensive Umoja Technical Guide is located on iSeek at http://bit.ly/umoja_iseek_tech_guide.

The guide details many functions of Umoja including printing, exporting, attaching documents and uploading files from your computer as well as Troubleshooting, and other topics.

4



“Umoja Talk” Communities of Practice

Visit the “Umoja Talk” Communities of Practice (SharePoint) to discuss Umoja with other users and experts at <https://cop.dfs.un.org/umoja> (you will need to register using your UN Webmail credentials).

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REMINDER!

1

UNIFIL & UNSCOL only
Talk to your Umoja Local
Process Experts (LPEs)

Talk to your Umoja Local Process Expert (LPE) or Site Coordinators.

2

Umoja Training

Review all Umoja Training materials available on our website.

3

Technical Guide

Review the Technical Guide.

4

“Umoja Talk”
Communities of Practice

Visit the “Umoja Talk” Communities of Practice to see if your question has already been answered.

HELP DESK

If you are still unable to find an answer or resolution to your issue, please open a service ticket with your local Help Desk as follows, depending on your location. Be as specific as possible detailing your technical issue with Umoja:

UNIFIL Staff



Open an **iNeed** ticket from the main Umoja page.



unifil-servicedesk@un.org



(162) 7555

UNSCOL Staff



unscol-servicedesk@un.org



(150) 8075

UN Headquarters /
DFS staff



dfs-callcentre@un.org



(917) 367-3194

UN Headquarters /
non-DFS staff



helpdeskoict@un.org



(212) 963-3333

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MAKE SURE YOU COMPLETE ALL THE ITEMS ON THE FOLLOWING CHECKLIST TO HELP PREPARE FOR UMOJA!

- Make sure you are using Internet Explorer for all Umoja activity.
- Activate your UN Global Account (EIDMS) at <http://eidms.un.org>.
- Restart your workstation to allow Umoja (Citrix Receiver) to install.
- Visit <https://login.umoja.un.org> to login to the Umoja Access portal (using your EIDMS credentials).
- Ensure you can successfully access the main Umoja page with icons.
- If you are a mapped user, check for an Umoja Activation email from the "Do_Not_Reply_Umoja_Login@un.org" email address which contains your Umoja Production Systems User ID and temporary password.
- From the main Umoja page, click on "Umoja Identity Management" icon to change your Umoja Production Systems password.
- Allow 30 minutes for your changed password to take effect before logging in to Umoja Production Systems.
- Login to "Umoja ECC Production" or "Umoja SRM Portal" by clicking on the appropriate icons using your new Umoja Production Systems credentials (not your EIDMS credentials).
- Important! Ensure you have completed all of your Umoja Training at <http://inspira.un.org>.
- Review all Umoja Training materials, simulations and how-to-guides on the Umoja website at <https://umoja.un.org/display/public/Umoja+Training>.
- Review the comprehensive Umoja support materials including the full Technical Guide at http://bit.ly/umoja_iseek_tech_guide.
- Consult with the Umoja Local Process Experts, Site Coordinators and Umoja Mentors.
- Visit the "Umoja Talk" Communities of Practice at <https://cop.dfs.un.org/umoja>.
- In case of technical issues, contact your local Help Desk.
- Continue to check your email following go-live to ensure you receive important communications regarding Umoja.