



**HOW TO :**

# **Log-in to Umoja Step-by-Step**

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- **LEARN TO LOG ON TO UMOJA SELF-SERVICE**
- **LEARN TO LOG ON TO UMOJA PRODUCTION SYSTEMS**

v6 | 27 October 16

# HOW TO LOG-IN TO UMOJA STEP-BY-STEP GUIDE



## SELF-SERVICE USER

PLEASE USE INTERNET EXPLORER 

### LOG IN TO UMOJA

- Using Internet Explorer, visit: <https://umoja.un.org>
- Select **Login to Umoja Employee Self-Service\***



**Login to Umoja Self-Service**

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Welcome to Umoja!

Umoja is a complete re-working of the way the United Nations Secretariat manages its administration, in both business processes and Information Technology solutions. A new central administrative system, Umoja replaces multiple and fragmented legacy systems such as IMS, Mercury and Sun.

Leave Balance

Learn more

Log in to Umoja Self-Service Log in to Umoja Production Systems

ESS/MSS Tutorials	Release Notes/Status	Support	Resources
Glossary	Unite Identity	Login Guide	Timeline

## PRODUCTION SYSTEMS-TRANSACTIONAL USER

### LOG IN TO UMOJA

- Using your browser, visit: <https://umoja.un.org>
- Select **Login to Umoja Production Systems\***



**Login to Umoja Production Systems**

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## LOG-IN HELP AND SUPPORT

1. **CONFIRM** your Unite Identity account is active
2. **CONSULT** the Unite Identity FAQs at the end of this guide to address common login issues
3. **CONTACT FOR TECHNICAL SUPPORT:**

### Unite Service Desk (Available 24/7):

- For fast response, go to [unite.un.org/ineedservice](https://unite.un.org/ineedservice)
- Log in to Unite (iNeed) Self Service using your Unite Identity credentials
- Select item in Umoja catalogue

### Mission support: Local Digital Solutions Centre (DSC):

- Your DSC will raise a help desk ticket via iNeed
- Email [umojasupport@un.org](mailto:umojasupport@un.org); or
- Call the Umoja Support Centre: 158-6888

\*you can bookmark these URLs in Internet Explorer to visit them quickly

# HOW TO LOG-IN TO UMOJA STEP-BY-STEP GUIDE



## EMPLOYEE / MANAGER SELF-SERVICE USER - UMOJA PORTAL @ [HTTPS://SELFSERVICE.UMOJA.UN.ORG](https://selfservice.umoja.un.org)

### 1) LOGIN PAGE:

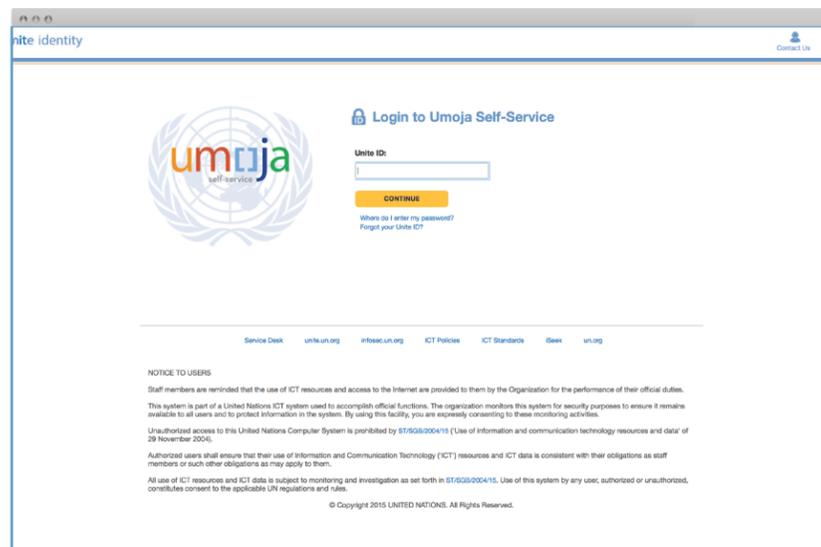
#### ENTER:

- Your Unite Identity User ID

#### NOTE:

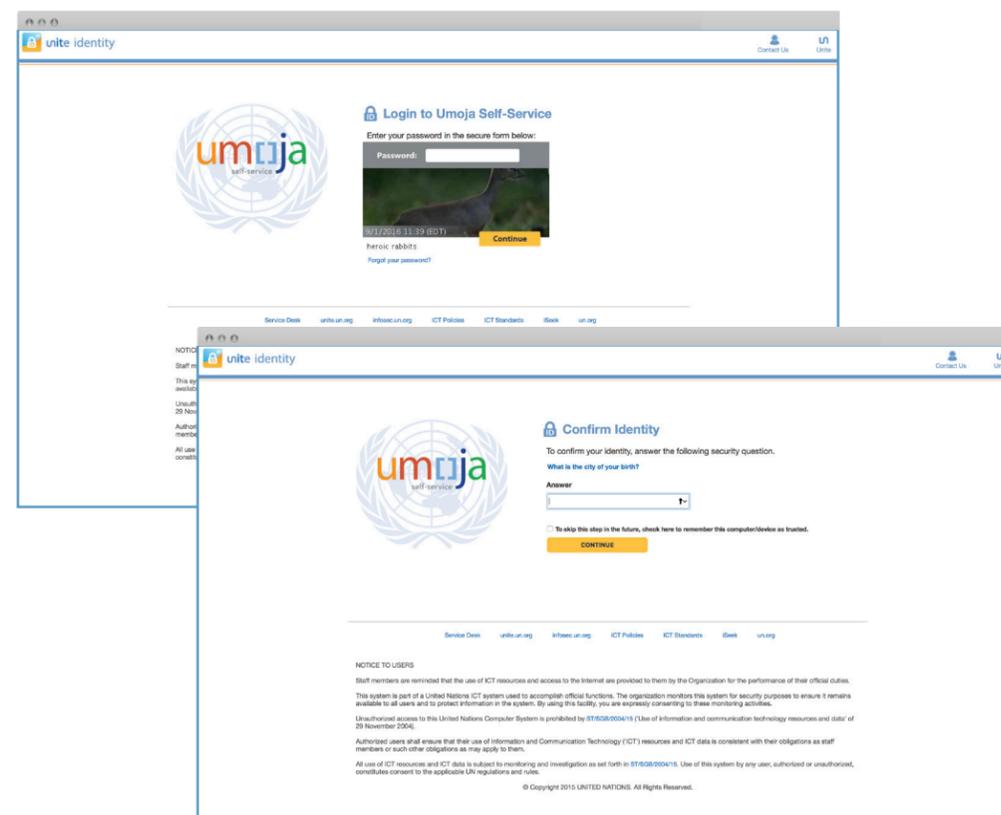
Remember your Unite ID challenge questions. One of these questions will be asked, every time you log on to the Umoja gateway.

More info at: <https://uniteID.un.org>



### 2) UMOJA SELF-SERVICE

- Enter your password
- Answer Unite ID challenge question



### 3) SAP PORTAL

- You are automatically logged onto the SAP Portal





### 1) LOGIN:

#### ENTER:

- Your Unite Identity User ID
- Your Unite Identity password

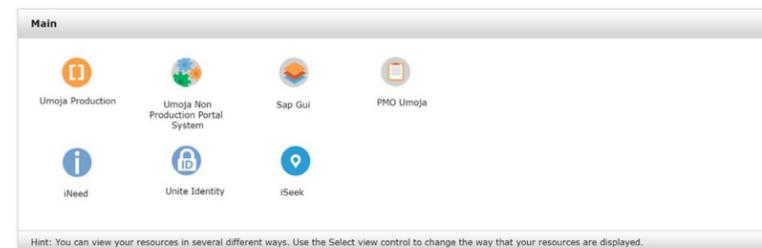
**CLICK “LOG ON”**

#### NOTE:

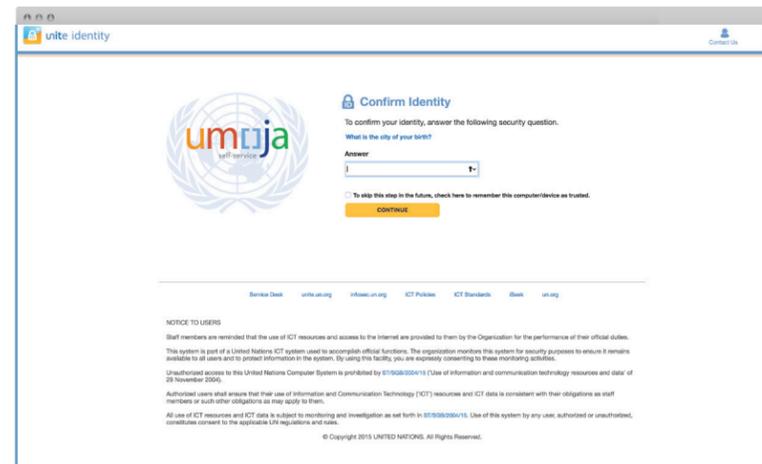
Remember your Unite ID challenge questions. One of these questions will be asked, every time you log on to the Umoja gateway. More info at: <https://unitelD.un.org>



### 2) UMOJA GATEWAY



- Double click on Umoja Production
- Answer Unite ID challenge question



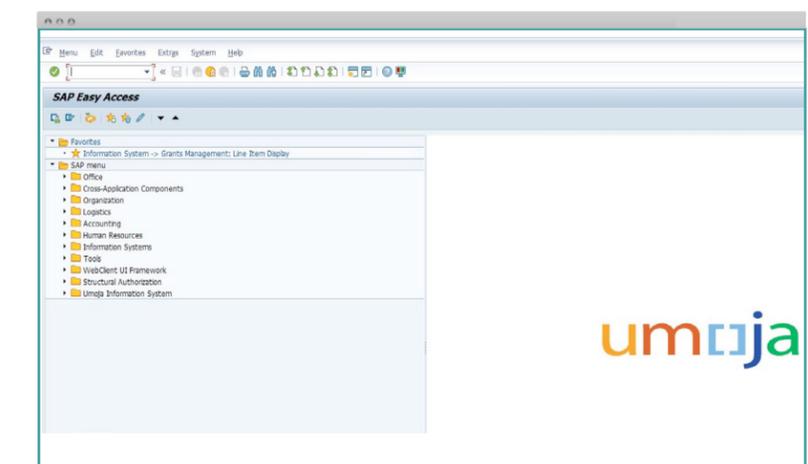
### 3) SELECT YOUR CORE SYSTEM

**ECC (P1E) , PORTAL (ESS/MSS/SRM), BI**

After answering this question, you will then be presented with the new SAP Logon landing page:



- Select the core system you want
- Double click on the icon
- You are automatically logged onto the core system





## UNITE ID - FREQUENTLY ASKED QUESTIONS

### 1) I HAVE FORGOTTEN MY USER ID FOR UNITE IDENTITY. WHAT DO I DO?

To retrieve your User ID, please do the following:

1. Go to <https://uniteid.un.org>
2. Click on the link "Forgot your Unite ID?" on the page
3. Enter your email address (the one you used during the registration process)
4. You will receive an email with your User ID

### 2) I HAVE FORGOTTEN MY PASSWORD FOR UNITE IDENTITY. WHAT DO I DO?

To reset your password, please do the following:

1. Go to [uniteid.un.org](https://uniteid.un.org)
2. Type in your User ID and click "Continue"
3. Click on the link "Forgot your password?" on the page
4. Answer your three security questions
5. If you answer all the questions correctly, Unite Identity identifies you as a valid user and displays a "reset password" page
6. You can enter your new password in the "Reset Password" page and click "Submit"

### 3) I HAVE FORGOTTEN THE ANSWERS TO THE SECURITY QUESTIONS FOR UNITE IDENTITY. WHAT DO I DO?

If you have forgotten the answer to your security questions, your account needs to be reset. Please fill out the Unite ID form at <https://eidmsidf.un.org/Contactus> to submit your request. For Field Mission support, contact your Local Digital Solutions Centre (DSC). For more information visit: <https://umoja.un.org/content/dfs>

### 4) I RECEIVED AN EMAIL THAT MY PASSWORD WILL EXPIRE. WHY DO I NEED TO CHANGE MY PASSWORD?

Unite Identity complies with UN access control procedures (SEC.02.PROC), and passwords must be changed every 6 months. You will receive an email from "Unitelidentity-no-reply@un.org", when your password is set to expire. Go to <https://unitelid.un.org> to reset your password. Never send your credentials by email to anyone.

### 5) HOW IS THE USER ID GENERATED IN UNITE IDENTITY?

The User ID is system generated using the following logic:

- <First letter of your first name> + <first 7 letters of your last name> + <a number to make it unique>
- The maximum length of the User ID is 12 characters in line with Umoja requirements



## ENCOUNTERING AN ISSUE USING UMOJA - UMOJA HELP AND SUPPORT STEPS

### SECRETARIAT STEPS

#### 1. REVIEW

- [Training Material and Tutorials](#)
- [Job Aids](#)
- [Frequently Asked Questions](#)
- [Questions in the Forum](#)

#### 2. CONSULT

- Local ESS/MSS Focal Points
- Local Process Experts (LPE's)
- Local Support Arrangements can be found on [iSeek](#).

#### 3. CONTACT

- Unite Service Desk (Available 24/7)
- Raise a service desk ticket via Unite (iNeed) Self Service: <https://ineedservice.un.org> (available in the UN network only). Please fully document the errors received, including screenshots, and open an incident with the Service Desk;
- If you can't submit a ticket or can't access Unite Self Service, go to Unite Service Desk webpage at <https://unite.un.org/servicedesk> to:
  - a Fill out the appropriate help form;
  - b Find appropriate contact information

### FIELD SUPPORT STEPS

#### 1. REVIEW

Refer to articles, documents and resources such as Job Aids, Training Materials, and Factsheets found in the Umoja Field Support website for assistance

#### 2. CONSULT

Contact your Local ESS / MSS Focal Points listed in the Umoja Field Support website.

#### 3. CONTACT

If the issue is still unresolved, raise a ticket with your Local Digital Solutions Centre. If needed, please contact the DFS Umoja Global Support Centre located at the UNGSC via email at [umojasupport@un.org](mailto:umojasupport@un.org) or by phone at intermission extensions 158-5550 and 158-6550, or commercially at +39 0831 05 6550.