



HOW TO :

Log-in to Umoja Step-by-Step

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

v7 | 28 November 16



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

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

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

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.

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

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/inneedservice
- 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; 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:

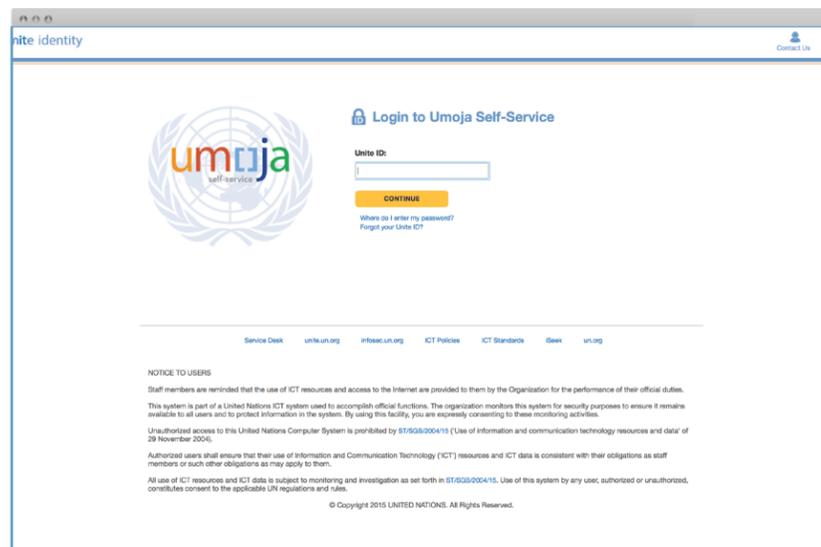
ENTER:

- Your Unite Identity User ID

NOTE:

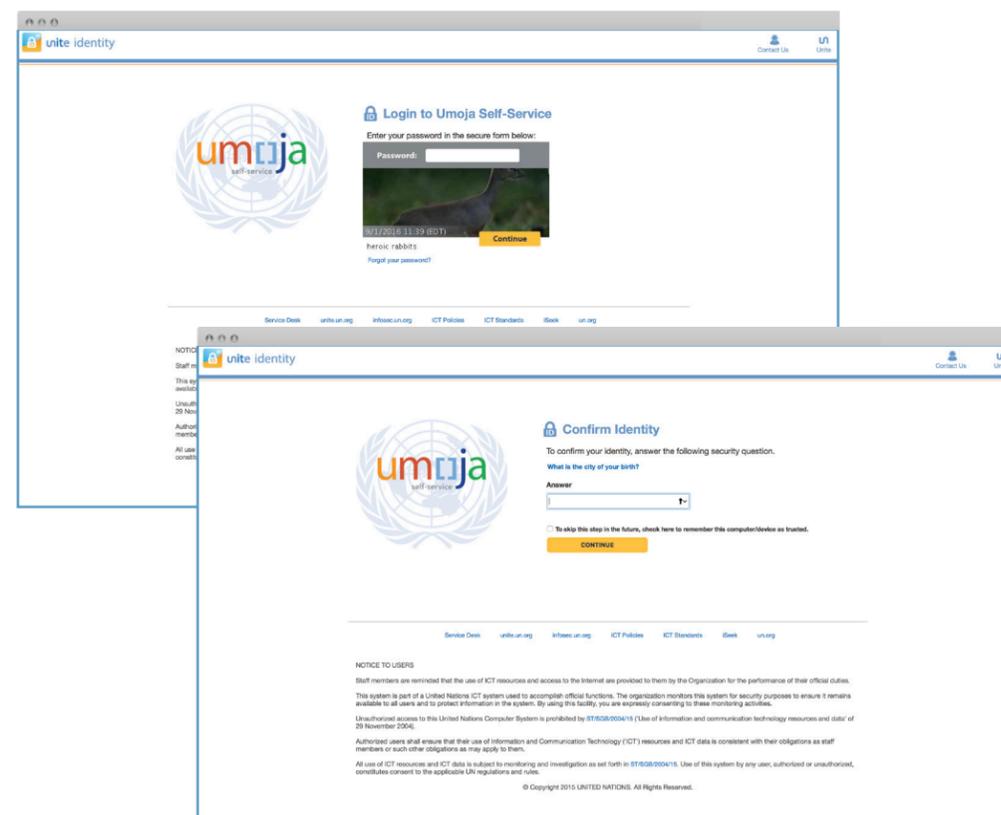
Remember your Unite ID challenge questions. One of these questions will be asked, every time you log on to the Umoja gateway.

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

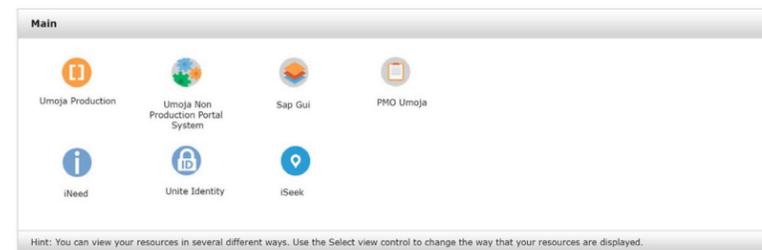
CLICK “LOG ON”

NOTE:

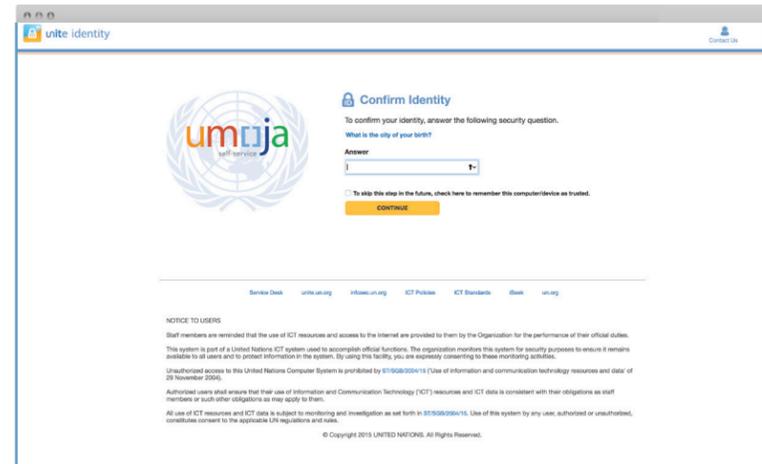
Remember your Unite ID challenge questions. One of these questions will be asked, every time you log on to the Umoja gateway. More info at: <https://uniteID.un.org>



2) UMOJA GATEWAY



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



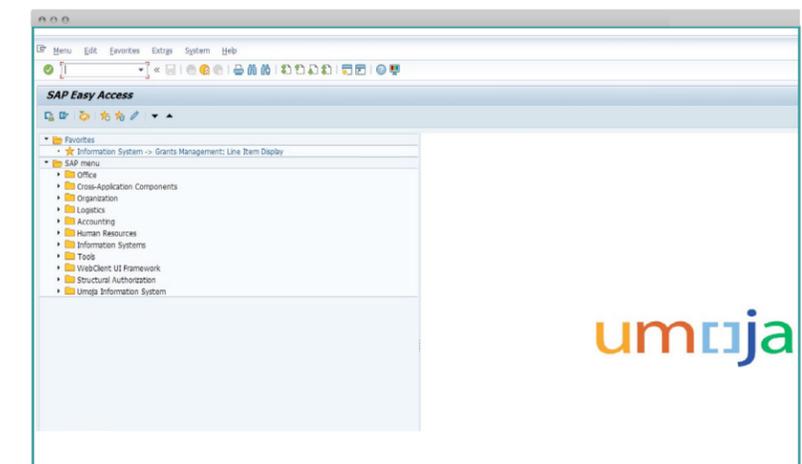
3) SELECT YOUR CORE SYSTEM

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 PASSWORD FOR UNITE IDENTITY. WHAT DO I DO?

To reset your password, please do the following:

1. Go to <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. Choose the "On screen" option and 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"

If you use Lotus Notes and have reset your password at least once before, you also have the option to reset your password without answering security questions by taking the following steps:

1. Go to <https://uniteid.un.org>
2. Click on the link "Forgot your password?" on the page
3. Type in your User ID and choose the "By email" option
4. Click the reCaptcha checkbox and answer the questions in the picture
5. Click "Continue"
6. An email will be sent to the user's registered email account with a password link
7. Click the password link and enter the new password, confirm the new password and click "Submit"

2) 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

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 the form at <https://eidmsidf.un.org/Contactus> to contact the Unite Service Desk for technical support. For Field Mission support, contact your Local Digital Solutions Centre (DSC). For more information visit: <https://umoja.un.org/content/dfs>

TO LEARN MORE ABOUT UNITE IDENTITY:

- [Unite Identity FAQs](#) (open in isseek)
- [Unite Identity Quick Guide](#) (download from Connections)
- [Unite Identity Introduction Video](#)



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 or by phone at intermission extensions 158-5550 and 158-6550, or commercially at +39 0831 05 6550.