Global Index Requestor and Administrator in Umoja

1 — Last update: 5 September 2023

United Nations - DOS

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1. What's New!

The topics listed below provide an overview of what's new in the Global Index Requestor and Administrator in Umoja iManual since its original publication. Content throughout this manual has been expanded, revised or is new.

12.02.2016	Initial Release
30.06.2018	Removed references to All Persons Database.
17.06.2019	Added escalation workflow of duplicate index numbers, cross-referencing complex cases to OICT/EAC-Americas.
	Added Frequently Asked Questions (FAQ)
	Contact Information
10.11.2021	Converted to iManual

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2. About this Manual

This is a living document. It reflects the required processes and recommended best practices to implement the current Global Index Number Administration using the tools available within the Secretariat. Its contents are subject to change, including in response to amendments to the Staff Regulations and Rules, revisions to the Global Index Number Administration, lessons learned from jurisprudence of the United Nations Dispute and Appeals Tribunals.

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2.1. Scope

This document provides Umoja operating procedures. From time to time changes in the system may occur which warrant revisions to this document. Should you have any questions, please contact your Local Process Experts.

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2.2. Useful Terms and Roles

With the implementation of Umoja, many common terms have been replaced with the SAP terminology used in Umoja.

Index/Personnel Number: Everyone is assigned an index/personnel number which is retained by the individual for life. Index/Personnel numbers from the following UN Organizations whose index/personnel numbers are administered by the UN Secretariat are valid: CTBTO, ICJ, ICSC, UNDCP, UNDP, UNHCR, UNICEF, UNRWA, and UNU. Index/Personnel numbers from organizations that are part of the UN Common System and UN-related Organization outside of the common system are also honored, if available: FAO, IAEA, ILO, IMF, UNFPA, UNIDO, WFP, WHO and World Bank.

Global Index Requestor Role: This role may be assigned only to staff members. Users mapped to this role will also be assigned the HR Display role and will be able to perform the following in Umoja:

- Search for and submit requests for new index/personnel numbers for staff and non-staff, and
- confirm index/personnel numbers.

Global Index Administrator Role: This role may be assigned only to designated staff members. Users mapped to this role will be assigned the HR Display role and will be able to perform the following in Umoja:

- Create and maintain index numbers for staff and non-staff.

> After the creation of an index/personnel number, the HR Partner processes a Personnel Action (PA) that creates a BP record.

OICT/EAC America Team:

- Correct Personal Master Data Records
- Resolve duplicate Index Number issues.

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3. Process

The process of requesting a new Global Index/Personnel Number in Umoja begins by conducting a thorough search of existing personnel records in the GID to ensure that:

- Individuals are not inadvertently assigned a second Index/Personnel Number;
- You do not assign an Index/Personnel Number already assigned to another individual.

Successful execution of the Global Index Request action requires;

- An exhaustive search of the GID,
- Evaluation of matching records found in the GID, and
- Accurate entry of mandatory subject details,
  - Last name
  - First name
  - Date of Birth
  - Nationality
  - Gender

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3.1. Searching the GID

To determine if the subject has an existing index/personnel number or if a new index/personnel number must be created, the Global Index Requestor:

- Uses the Umoja Global Index Request form to search the GID for records using the subject's search criteria.

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3.1.1. Standards for Searching GID

Search best practice requires the use of multiple search techniques to confirm all possible matches for the search subject are found. The preferred search technique is Name Search.

Name Search: One such technique is to use the first 2 to 3 letters of the first and last names rather than the complete names. Using partial names makes it possible to find records despite misspellings. Note that the first name and last name fields are mandatory for the search.

Index Number Search: If a matching record is found in the Global Index Database (GID), then use that index/personnel number.

For example, if we are looking for the name Laurisa RONCEVIC. In the first name field, we enter "Lau" and for the last name field, we enter "RON." The results generated may not find the matching record due to a misspelling of the name in the system.

Therefore, by using fewer letters such that first name field is "La" and last name field "RON," we may find the matching record we are looking for noting that the first name is misspelled in the database.

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We, also, need to look at the other identifying fields to be sure this is in fact the record we are looking for. You must check the date of birth (DOB), nationality and other fields to confirm the match is valid. You can correct the misspelled name in the request process.

Reverse Name Search: Another technique to account for misspellings is to switch the first and last names. If the person has multiple given and last names make sure you try the different combinations. It is possible the name is entered incorrectly when records are created.

For example, if we are looking for the name James JOHN. In the first name field, we enter "Jam" and for the last name field, we enter "JOH." The results generated may not find the matching record. So, we proceed in switching the first name to "Joh" and last name "JAM" again only using the first 2 to 3 letters of each name.

Date of Birth (DOB) Exceptions: When evaluating the search results to determine if any match the search subject, do not let odd dates of birth fool you. In the past, the DOB was not as critical a personal identifier as it is today. When incomplete DOB information was available, the following conventions were used to create personnel records.

If the DOB:
- had no day, for example: January 1975, the 15th of the month was used for the day. Therefore, the system would have a DOB of 15 January 1975.
- provided only the year, for example: 1965, the day and the month used was 1 January. Therefore, the system would have a DOB of 1 January 1965.
- provided only the day and month, for example: 25 March, the missing year entered would be 1900. Therefore, the system would have a DOB of 25 March 1900.
- If no DOB was provided at all, then the DOB used in the system would indicate 1 January 1900.

So, if all other identifying information matches the source document you are working with, but the DOB looks wrong due to what has been described above, you should try to obtain from the person or Requestor additional information, i.e. recollection of previous index/personnel numbers obtained from the Organization. If you have exhausted all resources, you may contact OICT/EAC-Americas team in New York for additional guidance.

The Global Index Administrator will verify the accuracy of this selection.

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3.1.2. DOB Exceptions

When evaluating the search results to determine if any match the search subject, don't let odd dates of birth fool you. In the past, the DOB was not as critical a personal identifier as it is today. So when incomplete DOB information was available, the following conventions were used when creating personnel records.

If the DOB:

- had no day, 15 was used for the day;
- provided only the year, 01/01 was used for the day and month;
- was missing the year, 1900 was used;
- was completely missing, 01.01.1900 was used.

So if all other identifying information matches the source document you are working with, but the DOB looks wrong in one of the ways shown above, then confirm the record. The Global Index Approvers will verify the accuracy of this selection.

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3.2. GID Requestor: Evaluating GID Search Results

To determine if the subject has an existing index/personnel number or if a new index/personnel number must be created, the Global Index Requestor:

- Evaluates the records returned by the search to determine if one or more are a match for the search subject.

- Evaluates the matching record(s) source (Umoja, IMIS, etc.) and person type (Staff Member, Meeting Participant, Contractor) to determine if a new index number must be created, the found index number must be confirmed, the found index number can be used, or if duplicate index numbers and/or inaccurate personal data must be corrected.
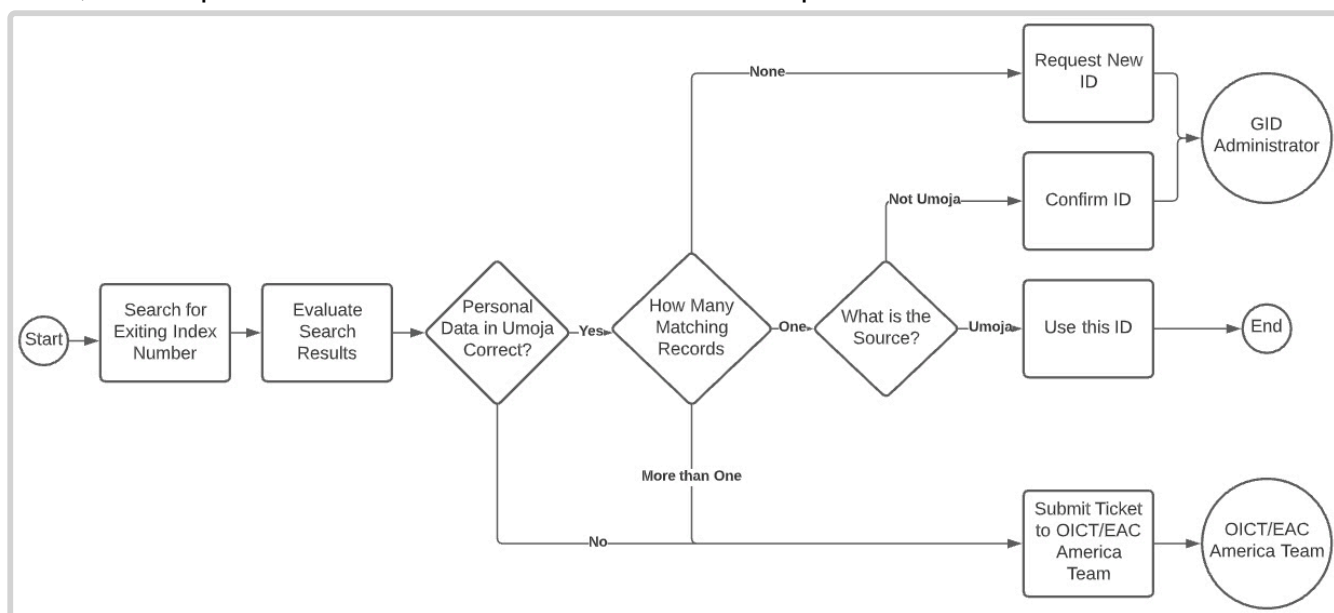
Request New Index/Personnel Number
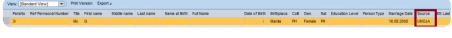
If, after conducting a thorough search for existing records, you are unable to find a record matching the person you are looking for, then you should request a new index/personnel number .

Confirm the use of an existing index/personnel number

If you find ONE record with a source that is not Umoja, then you should confirm the index/personnel number found.

If, you find MULTIPLE records matching the person you are looking for, then notify OICT/EAC-Americas team in New York before confirming the use of the index/personnel number.
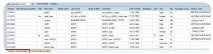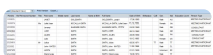
Use the Index/Personnel Number Found

If, you find ONE record matching the person you are looking for, and the source of the record is Umoja, then you can exit the Global Index Request form and use the index/personnel number found.

If, you find MULTIPLE records matching the person you are looking for, then notify OICT/EAC-Americas team in New York.

## Submit iNeed Ticket

See OICT/EAC: Escalation of Complex Cases

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3.3. GID Administrator: Evaluating Index Number Requests

To process a submitted Global Index Number Request Form, the GID Administrator evaluates:

- the records returned by a search to determine if the information submitted on the form is accurate.

- the records returned by a search to determine if one or more are a match for the search subject.

- the matching record(s) source (Umoja, IMIS, etc.) and person type (Staff Member, Meeting Participant, Contractor) to determine if a new index number must be created, the found index number can be confirmed, the found index number can be used, or if duplicate index numbers and/or inaccurate personal data must be corrected.
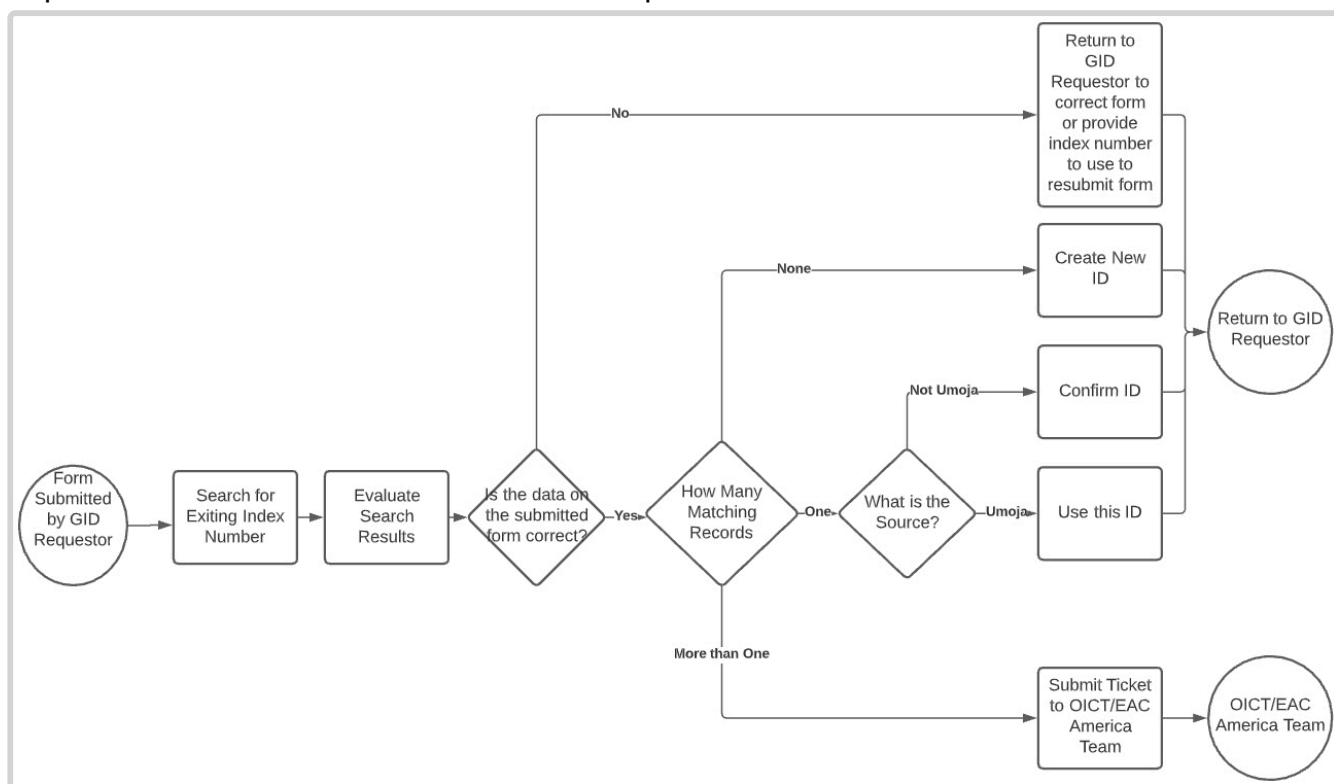
Return Form to GID Requestor for Correction

If, after conducting a thorough search for existing records, the GID Administrator determines that information on the form is inaccurate, then the form is returned to the GID Requestor for correction.

Create a New Index/Personnel Number

If, after conducting a thorough search for existing records, the GID Administrator validates that no existing Index Number exists for the subject, then a new index/personnel number is created and returned to the GID Requestor.

Confirm the use of an existing index/personnel number

If the GID Administrator validates the finding that ONE record with a source that is not Umoja exists, then its use is confirmed.

Inform the GID Requestor to use the Index/Personnel Number Found

If ONE record matching the subject is found, and the source of the record is Umoja,
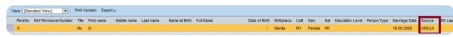
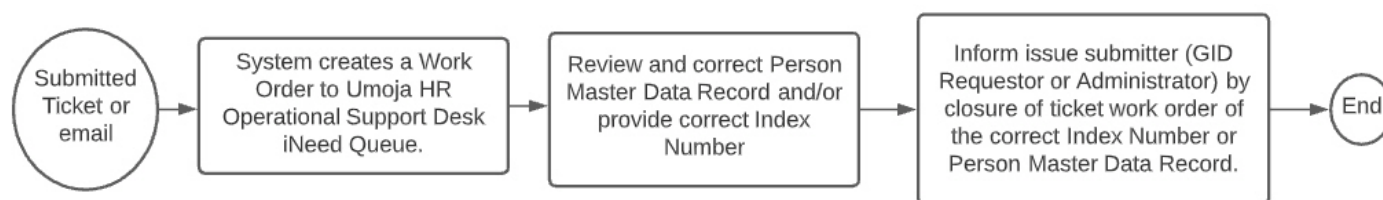 then the Global Index Request is informed that it can be used.

Submit iNeed Ticket

If MULTIPLE records matching the subject are found, then OICT/EAC-Americas team in New York is notified.

See OICT/EAC: Escalation of Complex Cases

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3.4. OICT/EAC: Escalation of Complex Cases

To streamline the process, an iNeed catalog item, "GID – Duplicate Index Number", exists in the Umoja catalogue. The GID Requestor or GID Administrators would need to submit an iNeed ticket through Unite Service Desk (USD) as Service Request in lieu of an email message to "HR Help Desk." The iNeed system will automatically create a work order that will be routed to Umoja HR Operational Support Desk queue.

For agencies that cannot raise an iNeed ticket, you may continue to send your queries/issues directly to hrhelpdesk@un.org.

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4. The Global Index Requestor Role

The Global Index Requestor is responsible for maintaining the integrity of the Global Index Number Database (GID), ensuring each index/personnel number is assigned to one and only one person, regardless of whether they are a staff member or a non-staff member, and that each person is only assigned one index/personnel number in Umoja.

Using the Umoja Global Index Request form, the Global Index Requestor searches the GID to determine if the subject of the search;

- Already exists in the GID and has an index/personnel number assigned, or
- Does not exist in the GID and must have an index/personnel number created.

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4.1. Procedures

Follow the steps in the procedures below to:

- [Request Index/Personnel Number – New](#)
- [Request Index/Personnel Number – Confirm](#)

You will not know if you must request a new or confirm an existing index/personnel number until you review the results of the GID search. Once you have determined if a new request or a confirmation is required, you can follow the post-search steps in the appropriate procedure.

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4.1.1. Standards for Entering Person Names

Determine Given Name(s) and Surname(s)

1. Review official identification document(s) provided to determine the Given Name(s) which are the first and middle names; and the Surname(s) which is the last name.

2. Types of official documents received that are accepted which must include the mandatory details are:

    a. Passport

    b. Driver's License

    c. Birth Certificate

    d. National Identification

> Official documents may require translation if submissions are in non-Latin alphabets, i.e. Chinese, Arabic, Russian, Greek, etc.

For Passports, use the machine-readable representation of the name.
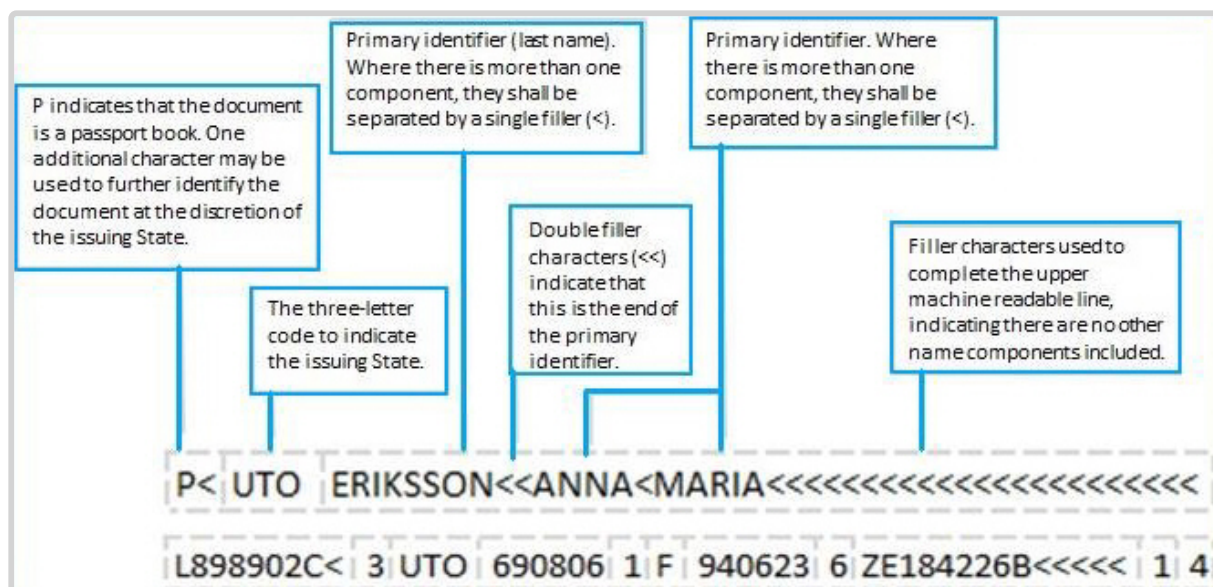
You will find the following use/substitution of special characters. The only exception to this rule is to include hyphens present in the information section of the passport but replaced by a space in the machine-readable portion.

3. Enter the Given Name(s) in the First Name field. You must separate each name with a single space, for example if there are multiple names in the Given Name field on the passport. It is important that you enter each name with initial capitalization only, i.e. Julian William. Note that if the given name(s) exceed the length of the First Name field (40-character length) continue with the given names in the Middle Name field.

   a. If the person does not have a first name in the official document, you must use a "*" (asterisk) in the First Name field.

4. If the official identification specifically has a middle name, enter the first name in the First Name field and the middle name in the Middle Name field.

5. Enter the Surname(s) in the Last Name field using all capitalization, i.e. SMITH.

6. If the official identification specifically has a maiden name, enter the name in the Maiden Name field.

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Index Number Request Form

Index Number:

* Title:

* First name: Julian William

Middle name:

* Last name: Smith

Maiden Name:

* Date of Birth:

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Special Characters

Character Encoding for Machine-Readable Passports, For:

1. Ä	use AE
2. Å	use AA
3. Æ	use AE
4. Ñ	use N
5. Ö	use OE
6. Ø	use OE
7. Ü	use UE
8. ß	use SS

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4.1.2. Request Index/Personnel Number – New

This procedure illustrates the steps to follow when you determine that a new index/personnel number must be requested.

Scenario   Applicant Julian Smith, Nationality: USA, Country of Birth: USA, DOB: 05.05.1985 has been selected to fill a vacancy in UNHQ, New York.

Procedure

1. Log in to the Umoja Portal.

2. Click tab *Global Index Requestor*.

3. In Employee Services, click *Global Index Requestor*.

4.   Click *Index Number Search and Request* .

5.   Enter search criteria, then click *Search*. Minimally, you must enter search criteria First
     Name and Last Name. [Scenario: First Name = "J"; Last Name = "Sm"]

     For instructions and tips on entering effective search criteria, see Standards for Entering

[Person Names](#) in this job aid.

6. Review the search results to determine if any of the presented records match the person you are looking for. In this scenario, none of the records match Julian Smith, so a new index/personnel number must be created. Click *Request New Index Number*.

    For instructions on how to evaluate the search results and determine if a new or confirmed index/personnel number is appropriate, see [GID Requestor: Evaluating GID Search Results](#) in this job aid.

PersNo	Ref Pernsonel Number	Title	First name	Middle name	Last name	Name at Birth	Full Name	Date of Birth	Birthplace	CoB	Gen.	Nat	Education Level	Person Type
1009831			JANET		GOLDSMITH		GOLDSMITH, JANET	17.06.1965			Male	AU		MEETING PARTICIPANT
10122076		Ms	Juliet Jean		MCCALLA-SMITH		MCCALLA-SMITH, Juliet Jean	01.12.1984			Female	PH		MEETING PARTICIPANT
10029561			Jeremy		McKENZIE SMITH		McKENZIE SMITH, Jeremy	04.02.1969			Male	GB		CONSULTANT
10092956			Juliet		SMITH		SMITH, Juliet	06.10.1962			Male	GB		MEETING PARTICIPANT
10124381			JULIEN		SMITH		SMITH, JULIEN	28.09.1980			Male	PH		CONSULTANT
10099424			Julia		SMITH		SMITH, Julia	19.12.1965			Female	US		CONSULTANT
10124404		Mr	Julius		SMITH		SMITH, Julius	08.05.1971		TT	Male	TT		MEETING PARTICIPANT
10126952			John MATEO		SMITH		SMITH, John MATEO	11.08.1966			Male	CL		MEETING PARTICIPANT
10097489			JUDITH		SMITH		SMITH, JUDITH	01.01.1900			Unknown	Z2		
1012.0326			Olarenwaju		SMITH		SMITH, Olarenwaju	19.06.1974			Male	TT		

7. Complete the entries for as many of the Request Form fields as possible using information from the official identification document(s). Be careful to enter the information exactly as it appears in these documents.

    Refer to Standards for Entering Person Names presented in this job aid.

    a. In this scenario:

         i. Title = Mr.

         ii. First Name = Julian

         iii. Last Name = SMITH

         iv. Date of Birth = 05.05.1985

         v. Gender = Male

         vi. Nationality = US

         vii. Country of Birth = US

         viii. Pers. Area (Country) = US00

         ix. Pers. Subarea (Duty Station) = US00

         x. Person Type: OTHER (Select Person Type "Other", although required on the form, this field will no longer be used in this process.)

         xi. Effective Date: 01.11.2015 (This is system defaulted to the Umoja go-live date)

         xii. Requestor's Comment = "Travel Date: 10.04.2019" (To ensure efficient processing of requests, you must enter a note in the Requestors Comment field to specify the actual date of travel, onboarding, etc.)

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8. All new index/personnel number requests must be accompanied by supporting document(s) that substantiate the information entered in the online form. Valid forms of supporting document(s) are passport, birth certificate, and other official government issued document(s) such as a driver's license and national identification cards. Click ⬜.

9. Click ⬜ to expand the tray.

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10. Click *Add Attachment*.

11. Click *Browse*. Navigate to the location where you have saved a scanned copy of the official identification document.

12. Select the document. [Scenario: JulianSMITH.OfficalDocument.pdf]

13. Click *Open*.
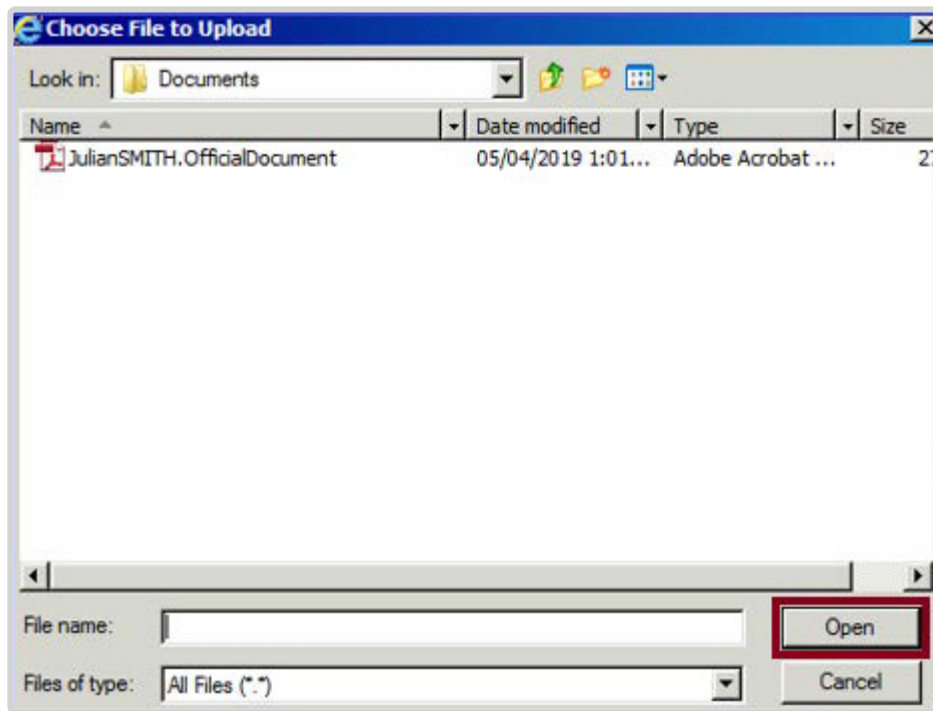
14. Click *Upload*. If you have additional documents to upload, click *Add Attachment* and repeat steps 11-13.

15. When you have completed attaching all documents and the hyperlink of the official document is attached (link is in blue text), click *Next*.
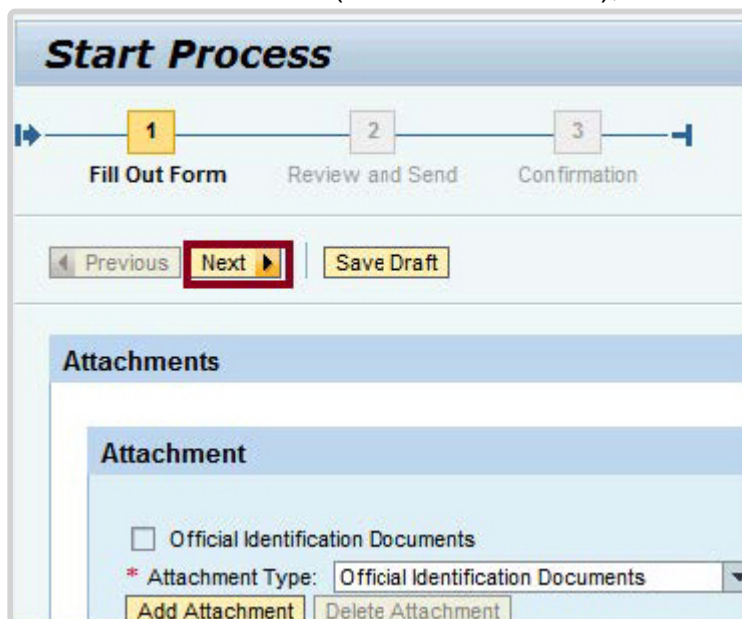
16. Review the information entered as a final verification. If any corrections are required,

click *Previous* to return to the previous step. If the information is correct, click *Send* to submit the request for approval.

17. You will receive a reference number as your confirmation. This will then be submitted to the GID Administrator for approval. Click the *Home* tab to return to your main page.

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4.1.3. Request Index/Personnel Number – Confirm

This procedure illustrates the steps to follow when you have determined that an existing index/personnel number must be confirmed for use.

> **Scenario**
>
> Applicant Jane Smith, Nationality: French, Country of Birth: France, DOB: 16.01.1978 has been selected as a Consultant in UNHQ, New York.

Procedure

1. Log in to the Umoja Portal. Follow the steps in Request Index/Personnel Number – New to conduct an effective search.

2. Evaluate the search results to determine if any records match the person you are looking for. In this scenario, a record Jane SMITH exists and matches the personal details found on the provided official identification document(s).

   - By looking at the Source field, the record for Jane Smith is from UNICEF (i.e. neither IMIS nor Umoja) and the Person Type is Consultant. Therefore, Jane Smith has a valid index/personnel number, but she is not yet entered in Umoja. The use of this index/personnel number must first be approved by the Global Index Number Administrator. Refer to GID Requestor: Evaluating GID Search Results in this job aid for further details.

   - Click ⬜ to select the record. By selecting the record, it will activate the Confirm Index Number button.

3. Click *Confirm Index Number*

4. The Index Number Request Form fields are populated with the values from the selected record. Review this information and complete any required missing values. Make sure that the information meets the Data format requirements and make any needed corrections, if applicable.
    In this scenario:

Title	Ms.
First Name	Jane
Last Name	SMITH
Date of Birth	16.01.1978
Gender	Female
Nationality	FR
Country of Birth	FR
Pers. Area (Country)	US00

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Pers. Subarea (Duty Station)	US00
Person Type	Consultant (Select Person Type "Consultant", although required on the form, this field will no longer be used in this process.)
Effective Date	01.11.2015 (This is system defaulted to the Umoja go-live date)
Requestor's Comment	"Travel Date: 10.04.2019" (To ensure efficient processing of requests, you must enter a note in the Requestors Comment field to specify the actual date of travel, onboarding, etc.)

5. Follow the steps found in this job aid in Request Index/Personnel Number – New on instructions on how to attach required supporting document(s) such as passport, birth certificate, etc. and to complete the request.

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4.2. Frequently Asked Questions (FAQ) for GID Requestor

What do I do if the HR Partner does not provide the required information for his/her request of the new index number?

All pre-requisite information is required. Failure to submit all relevant information, you must return to the Requestor (HR Partner, Recruiter) to request for the missing information.

Are supporting document(s) required for submission of a new index/personnel number or to confirm an index/personnel number?

Yes. All new index/personnel number requests must be accompanied by supporting document(s) that substantiate the information entered in the online form. Valid forms of supporting document(s) are passport, birth certificate, and other official government issued document(s) such as a driver's license and national identification cards. Failure to provide this document will result in the GID Administrator to reject your submission.

After a thorough search, the person has a duplicate index/personnel number in GID. What should I do?

You must submit an iNeed ticket through Unite Service Desk (USD) as Service Request in lieu of an email message to "HR Help Desk." The iNeed system will automatically create a work order that will be routed to Umoja HR Operational Support Desk queue. For agencies that cannot raise an iNeed ticket, you may continue to send your queries/issues directly to HR Helpdesk.

The GID Requestor has provided an index/personnel number provided by the person is from a UN Common System or from an UN-related Organization outside the common system, such as FAO, IAEA, ILO, IMF, UNFPA, WFP, WHO and World Bank. The index/personnel number is not in our system. Can this index/personnel number be used?

If the index/personnel number provided is not yet available in our system, as a courtesy this index/personnel number is honored, given

that you have verified the information from the agency, i.e. personnel actions. You should open an iNeed ticket to OICT/EAC-Americas team in New York to have the index/personnel number available in GID so that the index/personnel number can be confirmed in the portal. For agencies that cannot raise an iNeed ticket, you may continue to send your queries/issues directly to the HR Helpdesk.

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5. The Global Index Administrator Role

In addition to the role of Global Index Requestor, the Global Index Administrator is responsible for creating and maintaining the index/personnel number for staff and non-staff.

Please follow the same processes documented under Global Index Requestor Role in this job aid to ensure compliance with the requirements.

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5.1. Procedures

These procedures illustrate the steps required after you have determined that a new index/personnel number must be approved.

Please follow the appropriate procedure to:

- Approve New Index/Personnel Number Request
- Reject – Existing Umoja Record Found
- Reject – Existing Non-Umoja Record Found and Index/Personnel Number NOT Provided on Form
- Approve – Existing Non-Umoja Record Found and Index/Personnel Number Provided on Form

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5.1.1. Approve New Index/Personnel Number Request

GID Requestor submitted a request for Mohamed MOHAMED ABD, Nationality: Tanzanian, DOB: 03.03.1957 for duty station Kigali as a Meeting Participant.

Procedure

1. Log on to the Umoja Portal.

2. Click *Work Center*.


3. In the Approver Work Center, click *PA Pending Items*.

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4. Select the person for which you will be approving/confirming the index/personnel number.
[Scenario: Process Reference = 000000385969, Process Name = GID, Subject = GID: Mohamed MOHAMED ABD – Pending for Approval-000000385969].

Click *Review and Approve*.
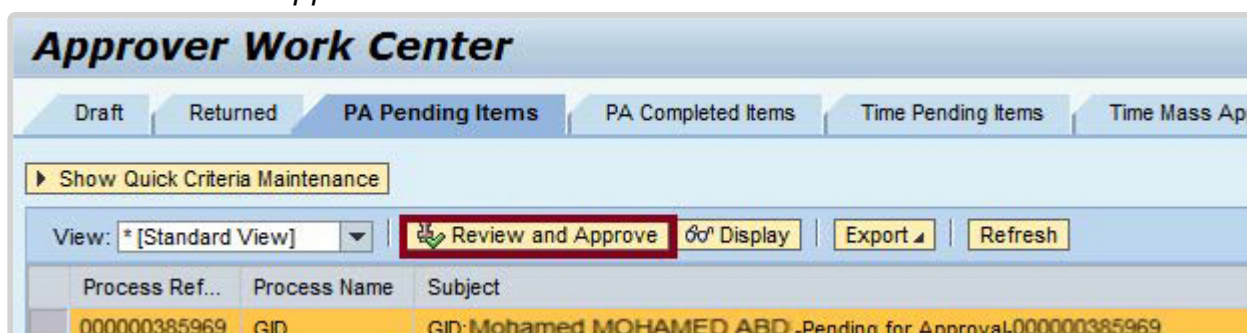
5. Review and evaluate the submission in the GID – Pending Approval page.

   a. All submissions must be accompanied by supporting documentation that substantiate the information entered in the online form. Valid forms of supporting documentation are passport, birth certificate, marriage license, and other official government issued documents such as driver's license and national identification records. Click *Official Identification Documents* to review.

   b. **Submissions lacking attached supporting documentation must be rejected**. You must enter relevant remarks in the comments text box before returning the request to the Requestor. After entering comments, click *Save Draft* to save the draft and then *Back to Author* to return the submission to the GID Requestor.

6. If, after conducting a thorough search for existing records and no index/personnel number comes up for the person you are searching for, then proceed to create a new index number. [Scenario: No records match Mohamed MOHAMED ABD]

   Enter the relevant remarks, if applicable. Click *Check and Send*.

7. Review the information entered as a final verification. An index/personnel number will be created for the person.

8. Click *Send*.

Search Global Index

Index Number Request Form

Index Number:	10107028
Title:	Mr
First name:	Mohamed
Middle name:	
Last name:	MOHAMED ABD
Maiden Name:	
Date of Birth:	03.03.1957
Birthplace:	Wete
Gender:	Male
Nationality:	TZ Tanzanian
Country of Birth:	TZ Tanzania
Pers. Area (Country):	RW00 Rwanda
Pers. Subarea(Duty Station):	RW00 Kigali
Person. Type:	MEETING PARTICIPAN
Effective Date:	01.11.2015

Requester's Comment

Inception Meeting for Development of a Regional Sustainable Renewal
Deployment Framework and Guidelines.

Please enter comments if send back the request to the Requestor.

Index Number created.

◄ Previous Step   Send ►

9. The system will trigger a notification to the GID Requestor and GID Administrator on the new index/personnel number. The process is complete.

GID - Pending for Approval

1	2	3
Fill Out Form	Check and Send	Completed
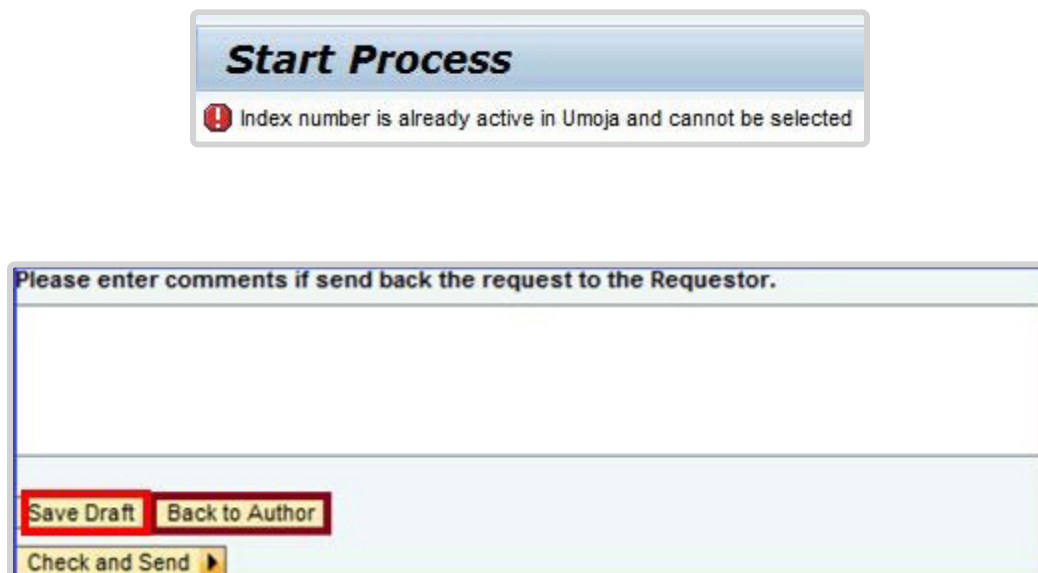
✔ Data was sent

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5.1.2. Reject – Existing Umoja Record Found

If, after the GID Administrator conducts a thorough search for existing records and the Source of the index/personnel number is Umoja, then you cannot proceed. You will get a hard stop error message:

- The GID Administrator
    - enters relevant remarks in the comments text box informing the GID Requestor of the existing index/personnel number for the person; and informing the substantive office to proceed with the transaction in Umoja;
    - clicks *Save Draft* to save remarks.
    - clicks *Back to Author* to return the request to the GID Requestor.
- The GID Requestor cancels the request.

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5.1.3. Reject – Existing Non-Umoja Record Found and Index/Personnel Number NOT Provided on Form

If, after the GID Administrator conducts a thorough search for existing records and the Source of the index/personnel number is not Umoja and the GID Requestor did not indicate the index/personnel number on the form, then

- The GID Administrator
    - enters the relevant remarks in the comments text box informing the GID Requestor of the existing index/personnel number for the person.
    - clicks *Save Draft* to save remarks.
    - clicks *Back to Author* to return the request to the GID Requestor.
- The GID Requestor
    - withdraws the original submission; and
    - resubmits a new request confirming the existing index/personnel number on the form.

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5.1.4. Approve – Existing Non-Umoja Record Found and Index/Personnel Number Provided on Form

If, after the GID Administrator conducts a thorough search for existing records and the Source of the index/personnel number is not Umoja and the GID Requestor indicated the index/personnel number on the form, then

Please enter comments if send back the request to the Requestor.

Save Draft   Back to Author

Check and Send ▶

- The GID Administrator
  - ◦ enters relevant remarks in the comments text box informing the GID Requestor that the index/personnel number is good to use.
  - ◦ clicks *Save Draft* to save remarks.
  - ◦ clicks *Check and Send* to confirm submission.
  - ◦ reviews the information entered on the form for final verification.
- Clicks *Send* which sends a notification to the GID Requestor that the process is complete.

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5.2. Frequently Asked Questions (FAQ) for GID Administrator

What do I do if the GID Requestor does not provide the required information on the form?

All pre-requisite information is required. Failure to submit all relevant information, you must return the form to the GID Requestor to complete missing information.

Are supporting document(s) required for submission of a new or to confirm an index/personnel number?

Yes. All new index/personnel number requests must be accompanied by supporting document(s) that substantiate the information entered in the online form. Valid forms of supporting document(s) are passport, birth certificate and other official government issued document(s) such as a driver's license and national identification cards. Failure to provide this document should result in a rejection of the GID form submission.

After a thorough search, the person has a duplicate index/ personnel number in GID. What should I do?

As GID Administrator, you have the following options:

1. You should submit an iNeed ticket through Unite Service Desk (USD) as Service Request in lieu of an email message to "HR Help Desk." The iNeed system will automatically create a work order that will be routed to Umoja HR Operational Support Desk queue.

2. Return the form to the GID Requestor advising of the duplicate index/personnel numbers. Enter in the remarks field: "Index# XXXXX & XXXXXXXX exists for this person. You are required to raise an iNeed ticket if you are a UN Secretariat staff or for agencies, send an email to the HR Helpdesk (hrhelpdesk@un.org) to request a cross reference."

GID Requestor is insisting that the person name in GID is not correctly reflected based on the country interpretation of a national ID. What do I do?

Inform the GID Requestor that a Passport is not a National ID and its transcription are made following an international rule code which does not consider the interpretation of Names existing in each country. The United Nations has an obligation to follow the rules as specified in [Standards for Entering Person Names](#) in this job aid to assure a unique interpretation and transcription of the personal data in Umoja. If the passport holder is claiming different naming convention, the person would need to have their passport amended.

GID Requestor has provided an index/personnel number that are eight (8) digit long and begins with 88XXXXXX. Can this index/personnel number be used?

The eight (8) digit long index/personnel number that begin with 88XXXXXX are fast track index numbers. They are intended for one time use only for travel purposes. These index/personnel number do not go through the regular request via in the GID portal. GID Administrators do not support these index/personnel numbers. Therefore, you should advise the GID Requestor to create a new index/personnel number in the portal for your approval which can be used repetitively for the individual.

GID Requestor has provided an index/personnel number that are seven (7) digit long and begins with 88XXXXX. Can this index/personnel number be used?

The seven (7) digit long index/personnel number that begin with 88XXXXX from an agency, such as World Food Program (WFP) provide these types of index/personnel numbers. If the index/personnel number provided is not yet available in our system, as a courtesy this index/personnel number is honored. You should open an iNeed ticket to OICT/EAC-Americas team in New York to have the index/personnel number available in GID.

GID Requestor has provided an index/personnel number provided by the person is from a UN Common System or from an UN-related Organization outside the common

system, such as FAO,

IAEA, ILO, IMF, UNFPA, WFP, WHO and World Bank. The index/ personnel number is not in our system. Can this index/personnel number be used? If the index/personnel number provided is not yet available in our system, as a courtesy this index/personnel number is honored, given that you have verified the information from the agency, i.e. personnel actions. You should open an iNeed ticket to OICT/EAC-Americas team in New York to have the index/personnel number available in GID so that the index/personnel number can be confirmed in the portal.

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6. GID Top 10 Mistakes

Top 10 Reasons for Returning GID Requests:

- Requested Index already exists
- Failure to Report Finding Duplicate Records
- Problems with Supporting Documentation
- Names Entered Incorrectly in Request Form
- Special Characters
- Name Spelling
- Date of Birth Format
- Birthplace
- Country Code
- Gender

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Requested Index already exists

Index number requests will be rejected if the individual already exists in the GID. These rejections most often occur because insufficient searching was done prior to submitting the request.

How Searches Fail

Over Specification of First and/or Last Name.

Target: François Maurice Adrien Marie MITTERRAND (DoB 26.10.1916)

Entering the entire First and Last Names may cause the search to fail.

Search Global Index

Index Number Search

Enter Selection Criteria and Click Search

Global Selection

Index Number:	
First name: *	francois maurice
Middle name:	
Last name: *	mitterrand ✕
Date of Birth:	
Gender:	
Nationality:	

Clear   Search

This search returns no matches.

Pers No	First Name	Middle Name	Last Name	Date of Birth Δ	Gen.	Nat	Source

Instead, try entering just the first few letters of the First and Last Names.

The search is successful.

Pers No	First Name	Middle Name	Last Name	Date of Birth Δ	Gen.	Nat	Source
123456	Frank		MITTENWALD	01.01.1900	Male	DE	IMIS NEW YORK
987654	Francois	Maurice Adrien Marie	MITTERRAND	26.10.1916	Male	FR	IMIS UNOG
1015023	Francois	Paul Alphonse	MITTERRAND	20.07.1975	Male	BE	UNMISS
10012345	Frank		SMITH	01.07.1990	Male	US	UMOJA

GID Record has First and Last Names Reversed

Target: Martina NAVRATILOVA.

If the search using the first few letters of the First and Last Names is not successful, try reversing the entries. Enter the first few letters of the First Name in the Last Name field, and the same for the Last Name. Even though the GID record entry is inaccurate, it is important to be thorough when conduction your searches.

Search Global Index

Index Number Search

Enter Selection Criteria and Click Search

Global Selection

Index Number:	
First name: *	mart
Middle name:	
Last name: *	navr
Date of Birth:	
Gender:	
Nationality:	

Clear Search

The first search attempt returns no results.

Pers No	First Name	Middle Name	Last Name	Date of Birth Δ	Gen.	Nat	Source

Try the search again with the First and Last Names reversed.

Search Global Index

Index Number Search

Enter Selection Criteria and Click Search

Global Selection

Index Number:	
First name: *	navr
Middle name:	
Last name: *	mart
Date of Birth:	
Gender:	
Nationality:	

Clear Search

This search option returns the individual being sought.

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Pers No	First Name	Middle Name	Last Name	Date of Birth Δ	Gen.	Nat	Source
24680	NAVRATILOVA		MARTINA	18.10.1956	Female	US	IMIS NEW YORK

Variable Substitutions for Special Characters

Names that use special characters, e.g., u, o, etc., are sometimes transcribed differently. Multiple searches using different alternatives for the special characters, or even avoiding the special characters all together is a best practice.

Target: Angela Müller (Angela MUELLER), DoB 10.10.1950

One possible substitution for u is ue, but this is not always the case.

Search Global Index

Index Number Search

Enter Selection Criteria and Click Search

Global Selection

Index Number: [ ]
First name: * [ange]
Middle name: [ ]
Last name: * [muel ✕]
Date of Birth: [ ]
Gender: [▼]
Nationality: [ ]

[Clear] [Search]

Pers No	First Name	Middle Name	Last Name	Date of Birth Δ	Gen.	Nat	Source
1014144	Angel Eduardo		SAMUEL LOPEZ	02.07.1958	Female	CO	IMIS ECLAC
1015155	Angelina		MUELLER	20.07.1969	Female	AT	UMOJA

You can try searching with a simple substitution, e.g., u for u, or simply enter a part of the name that doesn't have special characters in it.

Search Global Index

Index Number Search

Enter Selection Criteria and Click Search

Global Selection

Index Number:	
First name: *	ange
Middle name:	
Last name: *	ller
Date of Birth:	
Gender:	
Nationality:	

Clear | Search

Pers No	First Name	Middle Name	Last Name	Date of Birth ∆	Gen.	Nat	Source
911	Angel		MOELLER	01.01.1900	Male	US	IMIS NEW YORK
666666	Angela		MULLER	10.10.1950	Female	DE	IMIS UNOV
1015155	Angelina		MUELLER	20.07.1969	Female	AT	UMOJA
10098765	Angel		OLLER LOPEZ	05.05.1980	Male	ES	UMOJA

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Failure to Report Finding Duplicate Records

If a search returns multiple records for an individual, you must create and iNeed Self Service ticket to escalate the issue to the HR Helpdesk. There are many ways in which duplicate records can be created, including;

- identical entries by two or more entities,
- incorrect or placeholder date for DOB,
- varriable placement of, or missing middle name(s),

Identical entries created by different entities

Target: Napoleon BONAPARTE (DoB 15.08.1769).

These records are both accurate, but represent the same person entered by two different entities.

Pers No	First Name	Middle Name	Last Name	Date of Birth Δ	Gen.	Nat	Source
111111	Napoleon		BONAPARTE	15.08.1769	Male	FR	IMIS NEW YORK
222222	Napoleon		BONAPARTE	15.08.1769	Male	FR	IMIS UNOG
333333	Napoleone		BONAMICO	11.11.1950	Male	IT	IMIS ECLAC
10012345	Napo		BONAIRE	29.12.1978	Male	ES	UMOJA

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Multiple Values for DOB

Target: John Winston LENNON (DoB 09.10.1940).

These search results show the use of a placeholder date for DOB, and a transcription error, interchange of month and day, for DOB.

Pers No	First Name	Middle Name	Last Name	Date of Birth ▲	Gen.	Nat	Source
505050	John	Winston	LENNON	01.01.1900	Male	GB	IMIS NEW YORK
606060	John W.		LENNON	10.09.1940	Male	GB	IMIS UNOG
707070	John Winston		LENNON	09.10.1940	Male	GB	UNDP
808080	John		LENNIE	17.11.1982	Male	CA	UMOJA

Variable Placement of Middle Name(s)

Target: Maria Anna Cecilia Sofia KALOGEROPOULOS, (DoB 02.12.1923)

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Search Global Index

Index Number Search

Enter Selection Criteria and Click Search

Global Selection

Index Number:	
First name: *	mari
Middle name:	
Last name: *	kalo
Date of Birth:	
Gender:	
Nationality:	

Clear Search

These search results show how the Middle Name(s) can be entered differently, or omitted.

Pers No	First Name	Middle Name	Last Name	Date of Birth Δ	Gen.	Nat	Source
51020	Maria Anna	Cecilia Sofia	KALOGEROPOULOS	02.12.1923	Female	GR	IMIS NEW YORK
303643	Maria		KALOGEROPOULOS	02.12.1923	Female	US	IMIS UNOG
444444	Mariana		ASEKALONGE	05.10.1973	Female	CD	MONUSCO
10055555	Mario		CHIKALOV	20.05.1988	Male	RU	UMOJA

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Problems with Supporting Documentation

Index Number requests will be rejected if required supporting documentation is;

- missing or
- not valid (LP, unofficial doc, unreadable doc, document that does not specify nationality, etc)
- Illegible

Before submitting an Index Number request that:

- Supporting document is attached
- Supporting document is among the following:
    - National passport
    - National ID
    - Birth Certificate (translation is needed if provided in non-latin alphabet)
- Supporting document is fully readable
- Supporting document contains at least all the mandatory fields
- The information in the GID request fully matches the supp doc

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Names Entered Incorrectly in Request Form

Name(s) entered into the Index Number Request form must exactly match the spelling and placement as seen in the supporting documentations, usually a passport. Mistakes typically are due to:

- misplacement of Middle Name(s)
- inversion of the First and Last Names
- misplacement of full name when not segmented in supporting documentation
- under or over specification of names

Misplacement of Middle Name(s).

Remember, First and Last Names are separated by <<, and multi-part names are separated by <

Middle Name Should be included with First Name

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CORRECT!!

Middle Name Should be Entered in Middle Name Field

WRONG!!

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CORRECT!!

First/Last Names are inverted

WRONG!!

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CORRECT!!

Misplacement of Full Name when not Segmented in Supporting Documentation

In some instances, First and Last Names are not indicated on the supporting documentation. In these cases, enter * for the First Name, and all provided names in Last Name.

WRONG!!

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Supporting Documentation Places First and Last Names in One Field.

Remember, you should be using the information for names as it is entered in the information section at the bottom of the page. If separated here by <<, even though placed in one field in the printed part of the document, you can correctly place the First and Last Names in the request form.

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CORRECT!!

Under or Over Specification of Names

Include all Names

WRONG!!

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Index Number Request Form

Index Number:	
* Title:	Mrs
* First name:	MIREILLE BRIGITTE
Middle name:	
* Last name:	BAYIHA EPSE KOUASSI
Maiden Name:	
* Date of Birth:	03.05.1952
Birthplace:	DOUALA
E-mail:	
* Gender:	Female
* Nationality:	CM Cameroonian
Country of Birth:	
* Pers. Area (Country):	EH00 Western Sahara
* Pers. Subarea(Duty Station):	EH01 *X*Al-Aaiun
* Person. Type:	MEETING PARTICIPANT
* Effective Date:	01.11.2015

CORRECT!!

PASSPORT
PASSEPORT

CAMEROUN

Type / Type: **P**
Code / Code: **CMR**
Passport No / No. du Passeport: **123456789**

Surname / Nom: **BAYIHA EPSE KOUASSI**
Given Names / Prénoms: **MIREILLE BRIGITTE**
Nationality/ Nationalité: **CAMEROON**
Date of birth / Date de naissance: **03/05/1952**
Place of birth / Lieu naissance: **DOUALA**
Date of issue / Date de délivrance: **29/08/2014**
Date of expiration / Date d'expiration: **29/08/2024**
Sex / Sexe: **F**
Authority/ Autorité: **MIN. OF FOREIGN AFFAIRS**

P<CM BAYIHA<EPSE<KOUASSI <MIREILLE<BRIGITTE<<<
1234567890CMR520503F2308291234567890<123456

Do Not translate Names Not in the Coded Section

Index Number Request Form

Index Number:	
* Title:	Mr
* First name:	PAVEL
Middle name:	ANDREEVICH
* Last name:	CHEKOV
Maiden Name:	
* Date of Birth:	18.07.1967
Birthplace:	AMOK
E-mail:	
* Gender:	Male
* Nationality:	RU Russian
Country of Birth:	
* Pers. Area (Country):	SS00 South Sudan
* Pers. Subarea(Duty Station):	SS01 Torit
* Person. Type:	CONSULTANT
* Effective Date:	01.11.2015

WRONG!!

PASSPORT
PASSEPORT

РОССИЙСКАЯ ФЕДЕРАЦИЯ

Type / Type: **P**
Code / Code: **RUS**
Passport No / No. du Passeport: **123456789**

Surname / Nom: **ЧЕКОВ - CHEKOV**
Given Names / Prénoms: **ПАВЕЛ АНДРЕЕВИЧ - PAVEL**
Nationality/ Nationalité: **RUSSIAN**
Date of birth / Date de naissance: **18/07/1967**
Place of birth / Lieu naissance: **AMOK**
Date of issue / Date de délivrance: **29/08/2014**
Date of expiration / Date d'expiration: **29/08/2024**
Sex / Sexe: **M**
Authority/ Autorité: **MIN. OF FOREIGN AFFAIRS**

P<RUSCHEKOV<< PAVEL <<<<<<<<<<<<<<<<<<<<<<<<
1234567890RUS670718M2308291234567890<123456

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Index Number Request Form

Field	Value
Index Number:	
* Title:	Mr
* First name:	PAVEL
Middle name:	
* Last name:	CHEKOV
Maiden Name:	
* Date of Birth:	18.07.1967
Birthplace:	AMOK
E-mail:	
* Gender:	Male
* Nationality:	RU — Russian
Country of Birth:	
* Pers. Area (Country):	SS00 — South Sudan
* Pers. Subarea(Duty Station):	SS01 — Torit
* Person. Type:	CONSULTANT
* Effective Date:	01.11.2015

CORRECT!!

PASSPORT
PASSEPORT

РОССИЙСКАЯ ФЕДЕРАЦИЯ

Type / Type: **P**
Code / Code: **RUS**
Passport No / No. du Passeport: **123456789**

Surname / Nom
ЧЕКОВ - CHEKOV

Given Names / Prénoms
ПАВЕЛ АНДРЕЕВИЧ - PAVEL

Nationality/ Nationalité
RUSSIAN

Date of birth / Date de naissance
18/07/1967

Place of birth / Lieu naissance
AMOK

Date of issue / Date de délivrance
29/08/2014

Date of expiration / Date d'expiration
29/08/2024

Sex / Sexe
M

Authority/ Autorité
MIN. OF FOREIGN AFFAIRS

P<RUSCHEKOV<< PAVEL <<<<<<<<<<<<<<<<<<<<<<<<
1234567890RUS670718M2308291234567890<123456

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Special Characters

Special characters (only – and ' are valid)

Remember to enter the names exactly as presented in the coded section. This will show the proper transcription for special characters.

Enter anmes only as presented in coded section

Make sure you have not included a space as a first character

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for a name.

Index Number Request Form

Index Number:	
* Title:	Ms
* First name:	Alessia
Middle name:	
* Last name:	GUASTELLA
Maiden Name:	
* Date of Birth:	17.04.1975
Birthplace:	Roma
E-mail:	
* Gender:	Female
* Nationality:	IT Italian
Country of Birth:	IT Italy
* Pers. Area (Country):	CO00 Colombia
* Pers. Subarea(Duty Station):	CO00 Bogota
* Person. Type:	UN VOLUNTEER
* Effective Date:	01.11.2015

WRONG!!

PASSPORT / PASSEPORT

REPUBBLICA ITALIANA

Type / Type	Code / Code	Passport No / No. du Passeport
P	ITA	YB02315874

Surname / Nom
GUASTELLA
Given Names / Prénoms
ALESSIA
Nationality/ Nationalité
ITALIANA
Date of birth / Date de naissance
17 APR/APR 1975
Place of birth / Lieu naissance
ROMA (RM)
Date of issue / Date de délivrance
01 SET/SEP 2016
Date of expiration / Date d'expiration
01 SET/SEP 2026

Sex / Sexe
F
Authority/ Autorité
MINISTRO AFFARI ESTERI E COOPERAZIONE INTERNAZIONALE

P<ITAGUASTELLA<<ALESSIA<<<<<<<<<<<<<<<<<<<<<<<<<
YB02315874ITA750417F2308291234567890<<<<<<00

Index Number Request Form

Index Number:	
* Title:	Ms
* First name:	Alessia
Middle name:	
* Last name:	GUASTELLA
Maiden Name:	
* Date of Birth:	17.04.1975
Birthplace:	Roma
E-mail:	
* Gender:	Female
* Nationality:	IT Italian
Country of Birth:	IT Italy
* Pers. Area (Country):	CO00 Colombia
* Pers. Subarea(Duty Station):	CO00 Bogota
* Person. Type:	UN VOLUNTEER
* Effective Date:	01.11.2015

CORRECT!!

PASSPORT / PASSEPORT

REPUBBLICA ITALIANA

Type / Type	Code / Code	Passport No / No. du Passeport
P	ITA	YB02315874

Surname / Nom
GUASTELLA
Given Names / Prénoms
ALESSIA
Nationality/ Nationalité
ITALIANA
Date of birth / Date de naissance
17 APR/APR 1975
Place of birth / Lieu naissance
ROMA (RM)
Date of issue / Date de délivrance
01 SET/SEP 2016
Date of expiration / Date d'expiration
01 SET/SEP 2026

Sex / Sexe
F
Authority/ Autorité
MINISTRO AFFARI ESTERI E COOPERAZIONE INTERNAZIONALE

P<ITAGUASTELLA<<ALESSIA<<<<<<<<<<<<<<<<<<<<<<<<<
YB02315874ITA750417F2308291234567890<<<<<<00

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Name Spelling

Be very careful to spell the names exactly as shown on the supporting documentation.

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Date of Birth Format

Be sure to enter dates as Day Month Year. You may need to check to see what date format the supporting documentation uses.

WRONG!!

CORRECT!!

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Birthplace

Birthplace contains country

The Place of Birth and Country of Birth must be entered separately in the request form, regardless of how presented on the supporting documentation.

Country of birth replicated from Nationality, which may be wrong

Be sure to use the Country of Birth shown on the supporting documentation. Do not assume

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the Nationality and Place of Birth are the same.

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Country Code

Some Country Codes look very similar. Be sure you have selected the correct code.

Examples: CD/CG, NE/NG, CH/SZ, TG/TO, SD/SS, TL/TP

CD – Democratic Republic of Congo

CG – Republic of Congo (Congo-Brazzaville)

NE – Niger

NG – Nigeria

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CH – Swizerland (Helvetic Confederation, Coenfederatio Helvetica in latin)
SZ – Eswatini (formerly Swaziland)

TG – Togo
TO – Tonga

SD – Republic of Sudan
SS – Republic of South Sudan

TL – Timor-Leste
TP – East Timor (country no longer exists)

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Gender

Be sure you have entered the Gender correctly as shown on the supporting documentation.

If Female, select Ms for Title Male, select Mr for Title

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7. Contact Information

Entity	Contacts
Global Index Database Update	HR Help Desk New York
ECA	Anteneh MULUGETA
	Senait LAIKE
	Mesfin TOLOSSA
	Frehiwot YABOWORK YIFRU
ESCAP	Direct all index/personnel number queries to ESCAP-index-number
	Chanyanuch CHAMNAN-UA
	Nattawat CHANJARASPONG
	Parinya TIRIN
ICTFY	Roseanna PITTMAN
ISA (International Sea Bed Authority)	Marcelle LEFEBVRE
	Zorana MALTAR
UNDP	Direct all index/personnel number queries to PFU Enquiry
	Nor Faridah BUSU
	Man Yit YAP
	Ajay LAKHANPAL
UNHCR	Direct all index/personnel number queries to DHRM PAPS
	Pawel BLASZCZYK
	Gabriel BONDAD
	Balaji RAMAMOORTHY
	Kumar YETURU

UNICEF	Masaharu Jesse KAKUMOTO
	Gabriella LOVAS
	Julia NAGY
UNIDO	Dulce PRASCHINGER
UNON	Selina ASHIKUBE
	John MWANGI
	Lucy NJOROGE
	James OMWENGA
UNOV	Andrea SUCHEL
WFP (World Food Programme)	Ornella BALDUCCI

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