



Frequently Asked Questions – by UNHCR users on [UN Partner Portal](#)

Login and user management

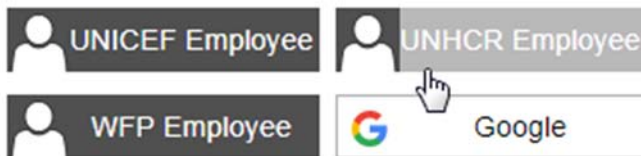
Q1: Which Internet browser should I use for the best user experience?

A1: The Portal is optimized to Google Chrome.

Q2: How can I log into the Portal?

A2: By clicking on  and then on “UNHCR Employee” button:

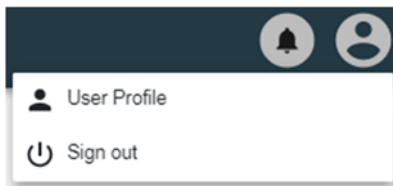
Sign in with your social account



Then, simply add your usual system credentials (same for Outlook, MSRP, etc. as per the active directory)

Q3: How can I check what my role is on the Portal?

A3: By clicking on the user icon:  and on ‘User Profile’ in the upper-right corner.



Q4: How can we request new users or modify existing user roles on the UN Partner Portal?

A4: For access to the UN Partner Portal, each Head of UNHCR office is required to nominate:

Project Agreement Manager (PAM user)

“Project Agreement Manager” shall mean the UNHCR officer assigned by the Head Office to prepare and present information to the MFT IPM Review Committee related to partner selection and retention for undertaking project implementation and prepare project partnership agreements for the signature by the Head of Office.



MFT IP Committee User (MFT user)

A representative user of “Multifunctional Implementing Partnership Management Review Committee” The multifunctional team established by the Head of the Office to review and make recommendations and document the process related to the partner selection and retention for project implementation as well as the termination of Project Agreements.

Reader - granted to all UNHCR users

Reader accounts have restricted access to search and read contents of partner profiles and documents.

The requests for new user access and for changes in current settings can be sent to IPMS’s functional mailbox: epartner@unhcr.org.

When and how to use the Portal

Q5: is it mandatory to use the Portal?

A5: The Portal is a tool facilitating some partnership processes and work. In line with the UN Reform and the Grand Bargain commitments, the Portal should be used for announcing “Calls for Expressions of Interest” and receiving “Concept Notes” from partners as per Admin Instructions issued internally. Also, management of retention of partnerships for 2nd, 3rd and 4th years, requested to be maintained through the Portal, this way making the partnership retention process transparent.

Q6: We intend to sign a small scale agreement or sign an agreement in an L2/L3 emergency – we don’t need to ask the partner to register, correct?

A6: In order to sign the agreement in these cases (that is, in case of Small Scale agreement and L2/L3 emergency) and to start project activities, registration on the Portal is not a pre-requisite – the request for implementer code creation can be sent without that to IPMS (epartner@unhcr.org). However, going forward, the partner is kindly requested to register on the Portal at earliest convenience; we need to eventually link all created implementers in MSRP to Partner Portal profiles, in order to maintain a complete database about our partnerships.

Q7: Are there detailed user guides for UNHCR staff?

A7: Yes, in the Agency facing Resource Library [here](#).

Q8: Are there detailed user guides for Partners?

A8: Yes, in the Partner facing Resource Library [here](#).



Q9: What is the Agency facing/Partner facing Resource Library?

A9: Since UN users and Partners have different views (UN agency users can see all partner profiles whereas partners can see only their own profile) and because the content to share for the two audiences are different, therefore we maintain two parallel Resource Libraries. One for UN agency users, one for Partners. If you log into the Portal as UN user, you will see the agency facing one, whereas if you log out, you can have access to the public site and the partner facing one.

Partner registration and verification of partners, implementer code creation

Q10: Does the partner need to fill and send the declaration form?

A10: If the Partner registers on UN Partner Portal, one step in the registration process is signing off the declaration form which is offered as an online form. Therefore, partners registered on Partner Portal are signed off against the partner declaration. In case the partnership is selected outside the Portal and the Partner is not present on the Portal then, please collect a signed declaration form.

Q11: I checked one partner and the partner is not verified yet. Why? How long does verification take?

A11: Partner verification is an internal process to the UN. Partner does not aware of and cannot see their verification status. And, lack of verification does not stop prospective partners from applying for partnership opportunities. However, partners cannot be selected for partnership without having verified on the Portal. The verification can be conducted by any of the participating agencies and normally are triggered by a request from the UN Field Operation who deals with the partner receiving a concept note from the partner. Therefore, the registration from the partner's side itself does not trigger the process necessarily. In case you come across a partner with whom a potential partnership is considered, please alert IPMS on epartner@unhcr.org and the verification will be conducted ASAP.

Q12: Why the partner on the Portal is not yet assigned with a partner code/implementer code?

A12: Similarly to partner verification, the partner code generation is triggered by the operation or HQ division in case the partner is selected for UNHCR-funded partnership project. Implementer codes therefore are not generated for each and every prospective partners who happen to register on the Portal. It might be the case that some of them won't partner with UNHCR at all.

Q13: How and when is the implementer code created?

A13: In case of selection for UNHCR-funded partnership, please send a request to IPMS for implementer code creation to epartner@unhcr.org with some proof of the selection (e-mail correspondence, selection committee meeting minutes, or other relevant document) for the records.




Call for expression of Interest (CfEI) management

Q14: I am creating a CfEI and no name appears as project focal point/the name I enter is not accepted by the system. Why?

A14: PAM user creates and posts the CfEI on the portal. As project focal point, only MFT users can be selected. The system allows to select from the list of MFT users in the given country. Please type in the first few characters for the name and the name will appear for selection. In case you don't know who the set MFT users are, please contact epartner@unhcr.org and IPMS colleagues will check this for you.

Q15: the partner says that they cannot submit their concept note due to an error. How can we help?

A15: the pre-requisite for concept note submission is a fully filled profile in the country where the Call was issued which is free from indicated missing data by the  icon. However, if the partner still cannot submit the concept note, UN Partner Portal Helpdesk has to be contacted by the partner:



Q16: I am a PAM user, do I need to do the shortlisting?

A16: PAM user has the task to pre-filter eligible submissions, this is the shortlisting function. This basically means filtering out submissions from for-profit actors, private individuals or submissions sent from different countries – all which clearly cannot be considered by the committee. After this step, the PAM user should add the reviewer(s).

Q17: I am a PAM user, how many reviewers I need to add for a CfEI?

A17: Here, two strategies can be followed:

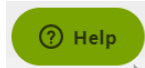
- a) Only one reviewer is added who represents the committee and the actual review is done offline by the Selection Committee, distributing the submissions in e-mails, or in hard copies. And, the decision is made during the meeting and the decision is entered by the reviewer to the system.
- b) All MFT users are added as reviewer if it is realistic to have them all online and they can add their review online during or after the Selection Committee meeting.

How to report issues and incidents

Q18: I have a technical issue on the Portal. Can I report my technical issue to GSD?



A18: UN Partner Portal has its own Helpdesk which can be accessed using the following icon in the bottom-right corner:



Please report your issues, inquiries there. GSD cannot deal with the issues regarding the Portal as UN Partner Portal is an inter-agency platform whereas, GSD is the Helpdesk dedicated to UNHCR systems.

Q19: I still don't feel that my issue is solved. Is there a way to contact someone at UNHCR?

A19: Yes, you have the option to reach out to IPMS as well. IPMS has some HQ admin roles on the Portal therefore in some cases we are contacted through the UN Partner Portal Helpdesk when issues are escalated to level 2 assistance but you can reach out directly if you feel so or if you need an urgent response to e-partner@unhcr.org or berenyi@unhcr.org.

**IPMS/DFAM
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