UN VOLUNTEERS

Volunteer Management Application Modules

User Guide - Candidate

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Contents

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1. Volunteer Management Application Modules (VMAM)

The Volunteer Management Application Modules (VMAM) is a technological solution to automate and simplify recruitment processes of the Volunteer Management Cycle. UNV deploys UN Volunteers for 38 UN agencies (host agencies) in 129 countries. The aim is to automate its processes to ensure increased efficiency and speedy recruitment of volunteers for United Nations Volunteers (UNV) programme. It manages to increase the business volume of the number of UNV assignments and individuals deployed as UN Volunteers.

The Volunteer Management Cycle

- Aims to attract skilled and motivated volunteers to be part of the United Nations Volunteers programme
- Candidate's profile is assessed as per the recruitment objectives wherein the expectations are clearly set of what is required from the candidate
- Efficient resources are deployed for the assignment through clear communication and effective scrutiny and appropriate training is given to candidates.
- After assessing their performances, the suitable volunteers are rewarded at the end of assignment, leading to re-pooling of candidates once again

1.1 Scope & Purpose

The purpose of the document is provide the detail of the candidate registration process as well as various actions to be performed by the candidate/volunteer. This simplified yet comprehensive user guide offers step-by-step instructions of how a candidate responds to the communication received from UNV and perform actions from his/her own workbench.

2 Login Process

The candidate needs to register himself/herself on the VMAM site in order to login to the system. The VMAM web application is available via this link: https://vmam.unv.org. This first screen you will see is UN Volunteers Homepage as shown below -.
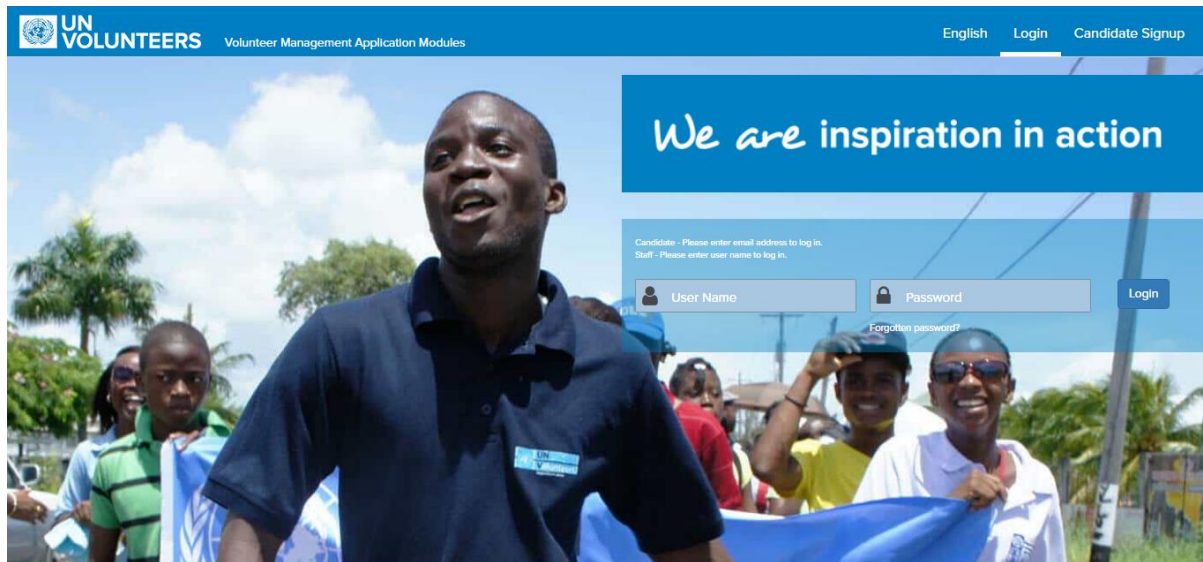
This is the login page. If he/she already has an account, then he/she can directly login using his username and password.
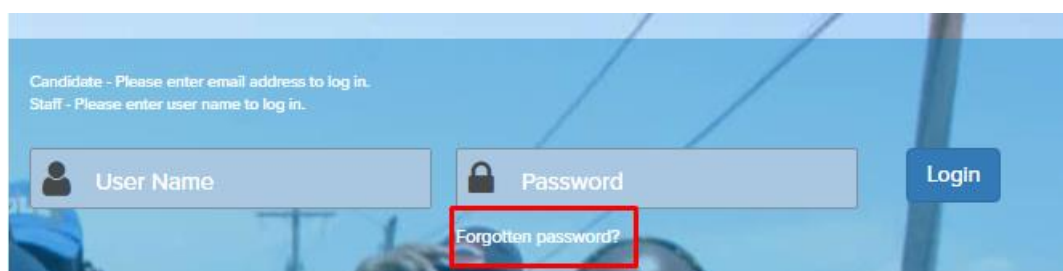
Username: Your registered email address.

Password: Your account password.

(Refer to Candidate Signup for the registration process).

Click "**Login"** button. On successful login, the system redirects you to the candidate workbench.

Forgotten Password?

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Click on '**Forgotten Password?'** if you don't remember your login credentials for the system. This link will help you to recover your password by sending a password-reset link to your registered email address.

If the email address entered is incorrect, then an error appears on the screen with a message displaying "**User Name not found in database"**.

For a candidate to login, he/she needs to register himself on the website. Otherwise, he needs to create an account and then complete their profile in order to log in.

3 Candidate Signup

If you are registering for the first time, then click on "Candidate Signup" present on the top right corner of the page.
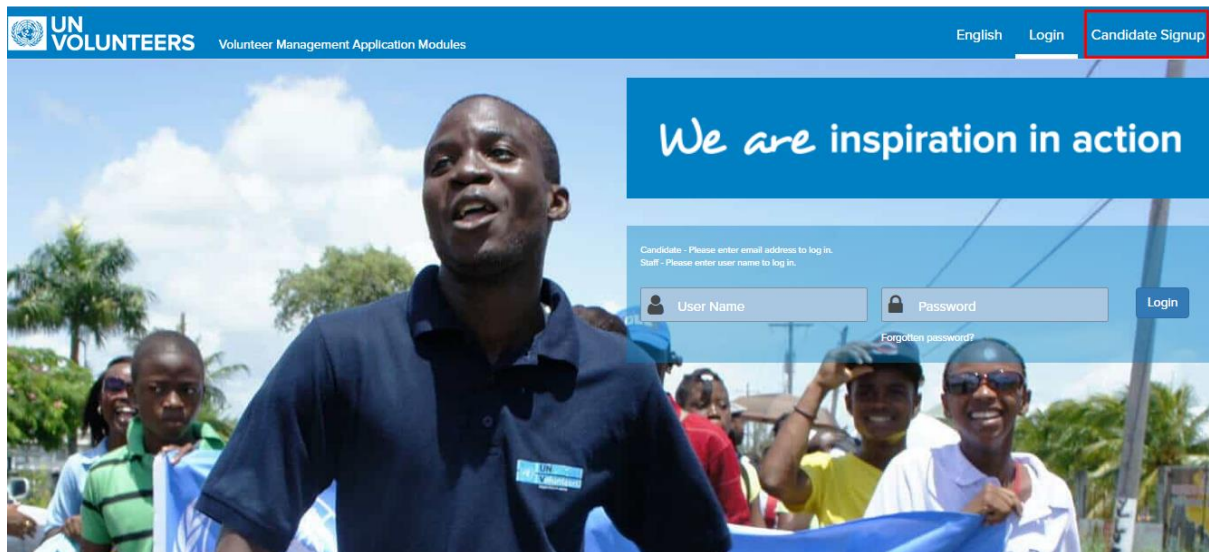

The below section discusses step-by-step procedure to get registered with United Nations Volunteers.

Step 1: On clicking "Candidate Signup", the following screen appears displaying two sections. The two sections are:

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a) **Section 1** provides information about the professional demands of the United Nations Volunteer expected from a willing volunteer. Click "**Please consult the professional areas in demand before you apply**" to know more.
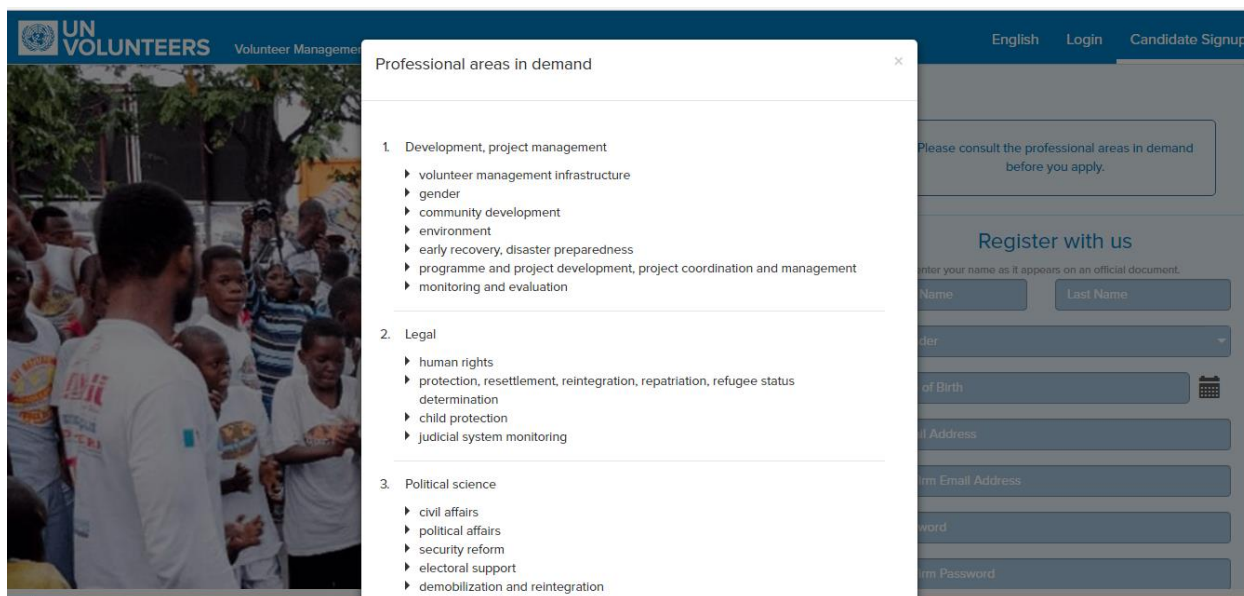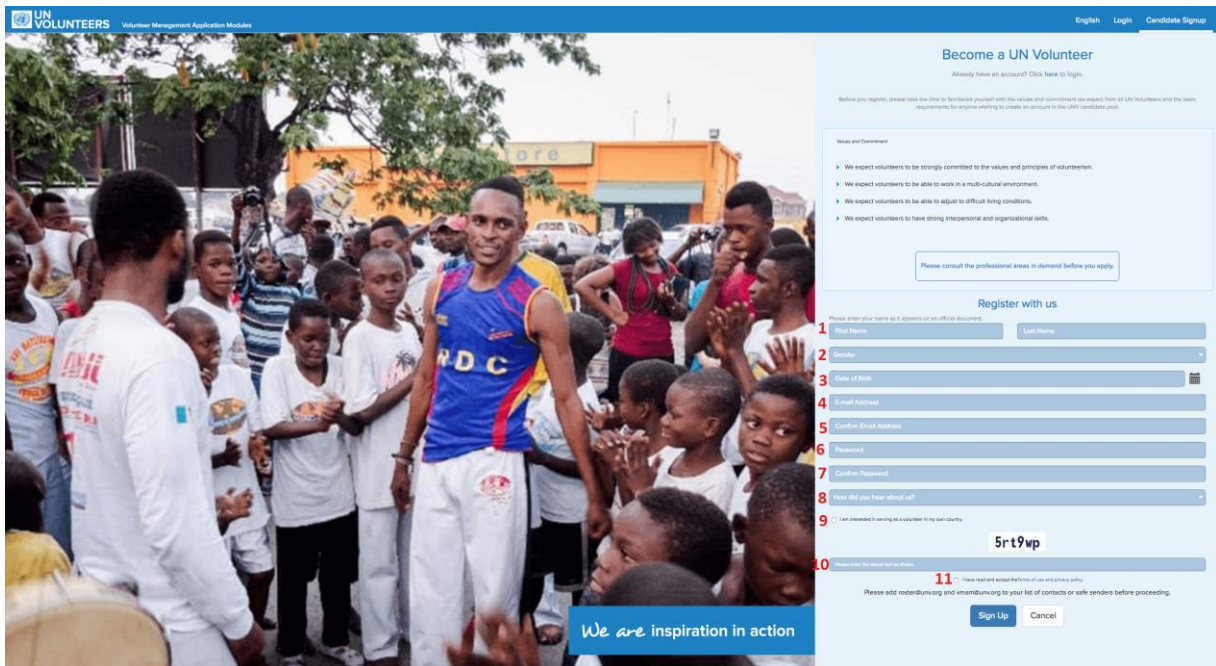

Click ✕ present at the top right corner to close the window.

b) Section 2 enables you to register as a candidate and create an account. The registration process is briefly described in the next sub-section **Register with Us**.

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3.1   Register with Us

Step 1.   Add all the applicable personal details as outlined below:

1. Enter your **First Name** and the **Last Name** as it appears on an official document.

2. Specify your **Gender**.

3. Select your **Date of Birth** from the calendar.

4. Enter an active **email address** that you would want to associate with your UNV account.

5. Re-enter the email address.

6. Enter a **Password** for your account based on the password policy. (Your password must be 8 to 32 characters long and include at least 3 of the following attributes: one lowercase character, one uppercase character, one special character and one digit).

7. Re-enter the password.

8. Choose the reason from the dropdown menu as to **how did you get to know aboutus?**

9. Select the checkbox **I am interested in serving as a volunteer in my own country** if you are willing to be a national UN Volunteer as well as internatinal UN Volunter.

10. Enter the text in the text box as it appears in the image (letters are case sensitive).

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11. Select the checkbox I have read and accept the Terms of use and privacy policy to agree to the terms and conditions.

Step 2. Click "**Sign Up**" button to proceed or click "**Cancel**" button to discard the changes you just made.

Note: Please add vmam-noreply@unv.org to your list of contacts or safe senders before proceeding to prevent it from being sent to SPAM folder.

Step 3. Email verification

Home › Candidate Signup

You have registered. Please click on verification link, sent to your email id.   ×
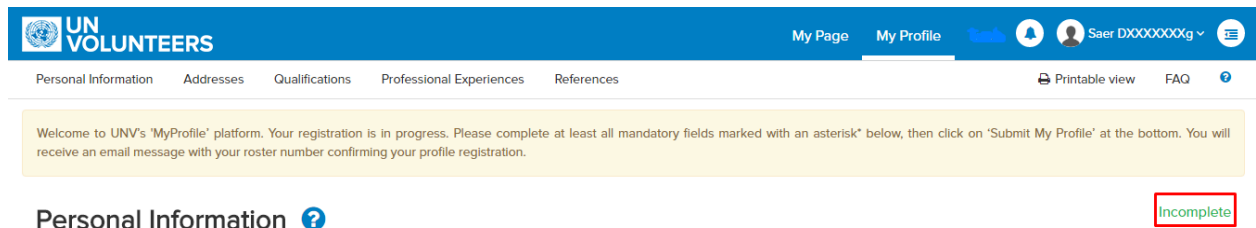
After the execution of the above steps, a verification email is sent to the user on the registered email address. The candidate needs to verify the email address by clicking on the "**Email Verification link**" mentioned in the body of the email.

Once verification is done, a notification message for successful registration is displayed on the VMAM page and the user can proceed with the login. The user also receives a welcome email on the registered email address.

3.2 Complete/Submit your profile

Until the **My Profile** page contains all the necessary information, the registration process is said to be incomplete. 'My Profile' page enables a user to fill in more details about the education, employment and experience and displays the current status of your profile at the top right corner of the page.

Log into the account through the created username and password. "**My Profile**" page then appears with the status "Incomplete**"**.

| UN VOLUNTEERS | | | | My Page | My Profile | 🔔 | 👤 Saer DXXXXXXXg ⌄ | ≣ |
| Personal Information | Addresses | Qualifications | Professional Experiences | References | | | 🖨 Printable view | FAQ ❓ |

Welcome to UNV's 'MyProfile' platform. Your registration is in progress. Please complete at least all mandatory fields marked with an asterisk* below, then click on 'Submit My Profile' at the bottom. You will receive an email message with your roster number confirming your profile registration.

Personal Information ❓   Incomplete

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"**My profile**" page has 5 sections wherein the candidate needs to enter the information to complete the registration process and change the profile status to "Active".
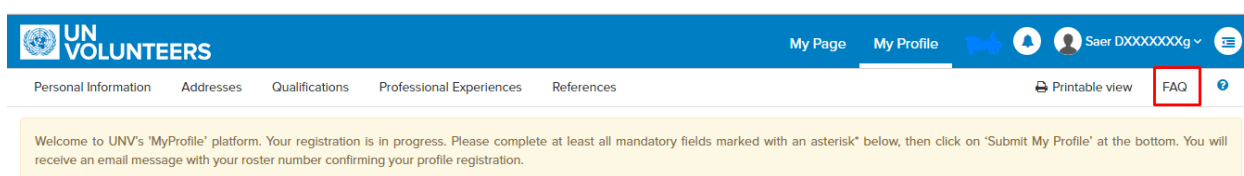

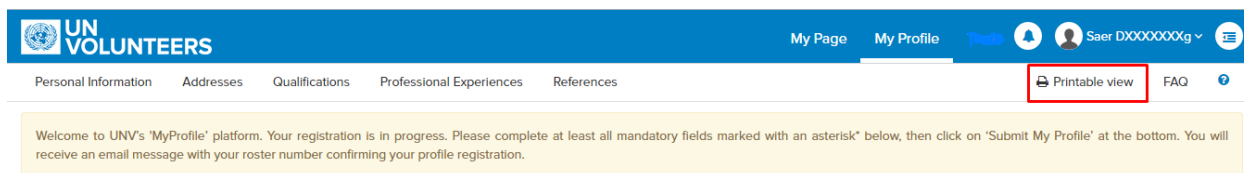The user can click on the individual sections to switch between different sections.
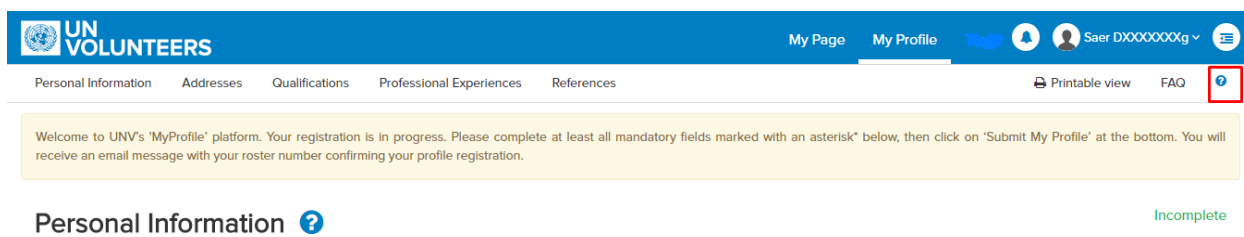
Click "**FAQ"** to go through a list of frequently asked questions.

At any point, if the candidate wants to print his profile page in a PDF format, then click on "**Printable View".** Another window opens up and from bottom, you can click on it to open it in another window and perform other actions such as Download PDF ,Print PDF etc. .

Clicking **Help** icon on the top right corner will help the applicant to learn more details about the page.

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To enter the profile details, the candidate will be required to fill all the mandatory information in the following five sections.

3.2.1 Section 1: Personal Information

The field marked with asterisc(*) sign are mandatory fields whereas fields without asterisc sign are optional but Candidate is recommended to fill all the fields to avoid any unconvenience.

Personal Information ❓	It provides information on the selected section.	Incomplete
❓ Title	Mr.	
❓ First Name(s)	Vikas	
❓ Last Name(s)	GXXXXXXXa	
❓ Registered Email	✉ skshybrid@gmail.com	
❓ Other Email Address	✉ Click here to edit	
❓ Gender	Male	
❓ Date of Birth	17-05-1989	
❓ Place of Birth	Click here to edit	
❓ Nationality at Birth •	Click here to edit	
❓ Current Nationality •	Click here to edit	
❓ Second Nationality (if different from current)	Click here to edit	
❓ Country of Legal Residency	Click here to edit	
❓ Marital Status •	Unknown	
❓ Correspondence Language •	English	
❓ Video chat ID	ⓢ Click here to edit	
❓ I am willing to serve in a non-family duty station •	Click here to edit	
❓ I am interested in serving as a volunteer in my own country.	Yes	
❓ Do you consider yourself a person with disabilities?	Click here to edit	
❓ Telephone Number • (Min 1)	+ Add phone number	
❓ Motivation Statement • (250 characters max.)	+ Add Motivation Statement In this section you can briefly describe why you wish to serve as a UN Volunteer.	

Step 1. The first few details such as Title, First Name, Last Name, Registered Email, Other Email Address, Gender and Date of Birth gets captured from the Signup page.

Note: Though the information is extracted from the Signup page, changes can be made here except the email address.

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Step 2. **Place of birth**: Click '**Click here to edit'**. Enter your place of birth in the space that will be shown.

After entering the place of birth, click on to save the details, otherwise click on .

Step 3. **Nationality at Birth**: Click '**Click here to edit'** and choose your Nationality at Birth. It is a mandatory field.

After entering the nationality at birth, click on to save the details, otherwise click on .

Step 4. **Current Nationality**: Click '**Click here to edit'** and choose your current nationality using a dropdown. It is a mandatory field.

After entering the current nationality, click on to save the details, otherwise click on .

Step 5. **Second Nationality** (if different from current): Click '**Click here to edit'** link and click to choose a different nationality.

After entering the second nationality, click on to save the details, otherwise click on .

Step 6. **Country of legal residency**: Choose the country from the dropdown menu.

Click to save the details, otherwise click .

Step 7. **Marital Status**: Choose the marital status from the drop down menu. It is a mandatory field.

After entering the status, click to save the details, otherwise click .

Step 8. **Correspondence Language**: It is a mandatory field. Choose the language for communication from the drop down menu. English is set as default language.

After entering the language, click to save the details, otherwise click .

Step 9. **Video Chat**: Click '**Click here to edit'** and enter you skype address through which UNV can contact you.

After entering the details, click to save the details, otherwise click .

Step 10. **I am willing to serve in a non-family duty station**: Choose 'Yes' or 'No' from the drop down menu.

After entering the details, click to save the details, otherwise click .

Step 11. **I am interested in serving as a volunteer in my own country**: Choose 'Yes' or 'No' from the drop down menu.

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I am interested in serving as a volunteer in my own country.
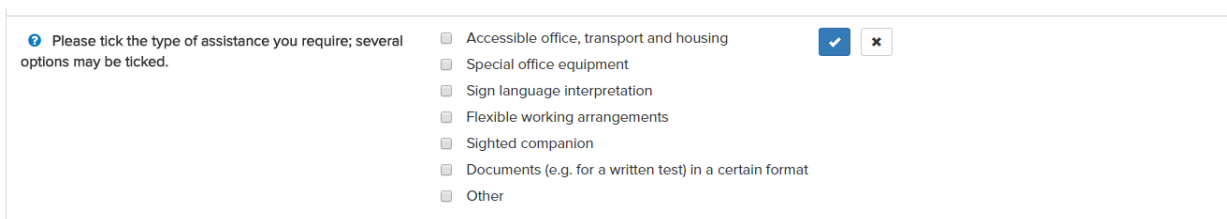
After entering the details, click ✔ to save the details, otherwise click ✖ .

Step 12. Do you consider yourself a person with disabilities: Choose 'Yes' or 'No' from the dropdown menu.
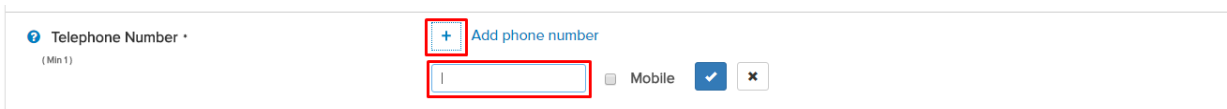
Do you consider yourself a person with disabilities?
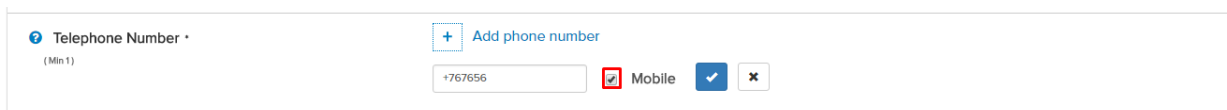
If yes is selected, then another dropdown appears for details on limitations/assistanceneeded

Please tick the type of assistance you require; several options may be ticked.
- Accessible office, transport and housing
- Special office equipment
- Sign language interpretation
- Flexible working arrangements
- Sighted companion
- Documents (e.g. for a written test) in a certain format
- Other

Step 13. Telephone Number: It is a mandatory field. Click on + adjacent to 'Add phone number'.

Telephone Number *
(Min 1)
+ Add phone number
[   ] ☐ Mobile ✔ ✖
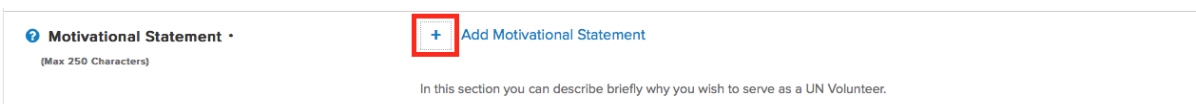
Enter '**+**' sign and country code followed by phone number and also use the check mark option, if the contact number entered is a mobile as indicated below:

Telephone Number *
(Min 1)
+ Add phone number
+767656 ☑ Mobile ✔ ✖
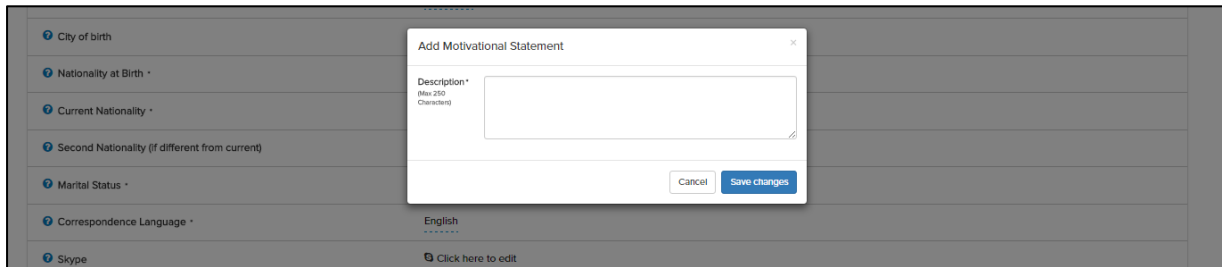
Click ✔ to add another phone number else ✖ to discard.

Note: Telephone number should be entered along with the country code.

Step 14. Motivation Statement: It is also a mandatory field. Add a motivational statement describing briefly why you wish to serve as a UN Volunteer.

Motivational Statement *
(Max 250 Characters)
+ Add Motivational Statement
In this section you can describe briefly why you wish to serve as a UN Volunteer.
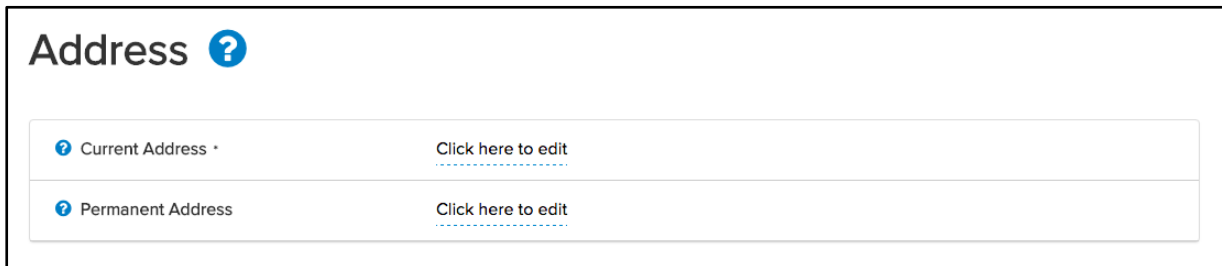
A pop up screen appears where the details should be mentioned in a maximum of 250 characters.
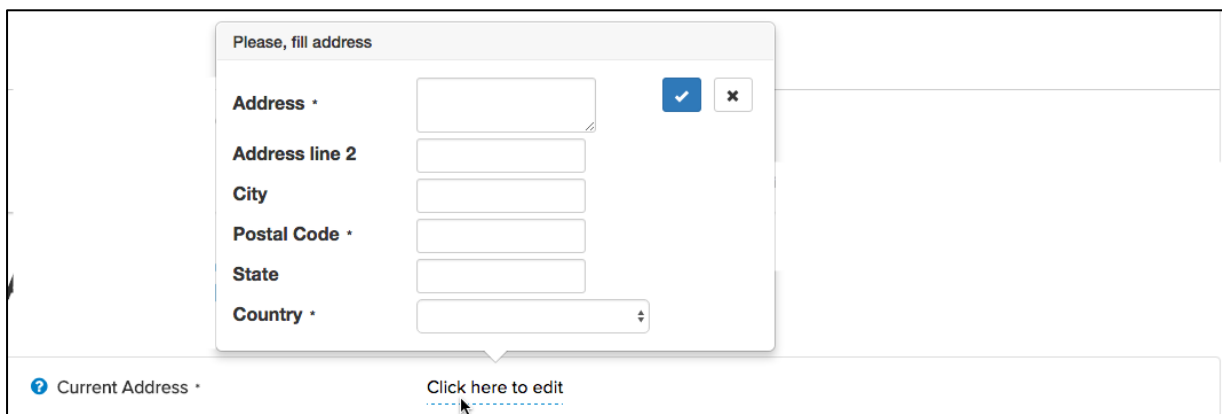
Click "**Save Changes**" to confirm the addition of details to the profile page. Click "**Cancel**" to discard the changes and return to "**My profile**" page.

3.2.2   Section 2: Address

 icon provides information on the selected section.

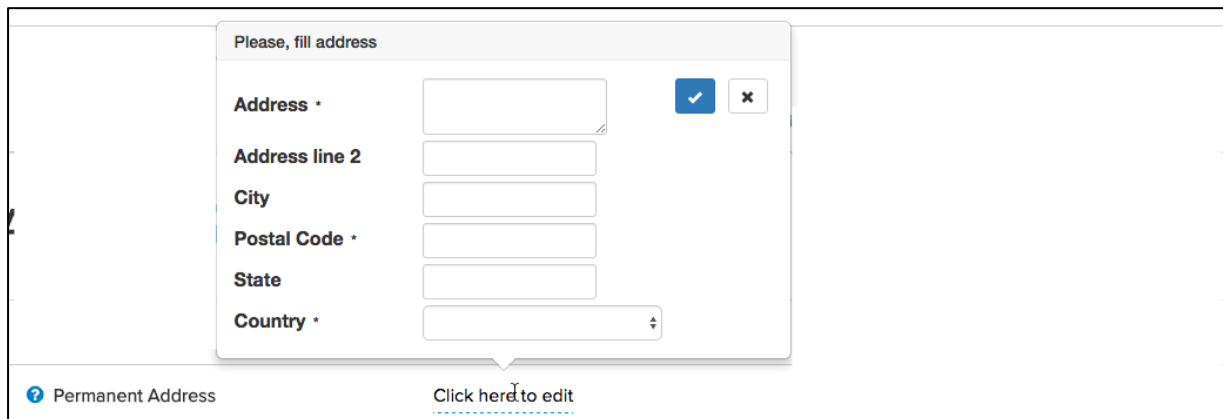**Step 15. Current Address**: It is a mandatory field. The user is required to enter the details of his/her current address.

i.   **Address**: Enter address line 1. It is mandatory to fill.

ii.   **Address line 2**: Enter address line 2. It is an optional field.

iii.   **City**: Enter the details of your city. It is also an optional field.

iv. **Postal Code**: Enter the postal code of the area for address mentioned. It is a mandatory field.

v. **State**: Enter state of current address. It is an optional field.

vi. **Country**: Select the country for the address using a dropdown as it is a mandatory field.

To submit details click [✓] button otherwise click [✗] .

Step 16. Permanent Address: Enter your permanent address of communication. It is a non-mandatory field.

i. **Address**: Enter permanent address line 1.

ii. **Address**: Enter address line 2.

iii. **City**: Enter city

iv. **Postal Code**: Enter postal code

v. **State**: Enter state

vi. **Country**: Choose the country from the dropdown menu

To submit details click [✓] button otherwise click [✗] .

3.2.3   Section 3: Qualification and Skills

[?] icon provides information on the selected section.

Step 17. Academic Qualification- It is mandatory to add atleast one qualification. Click

[+]

present next to 'Add academic qualification'.

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❓ **Academic Qualification** ·   ＋ Add academic qualification

Important: UNV only recognizes degrees and diplomas from educational institutions that have been recognized or otherwise approved by competent authorities. Degrees requiring little or no actual course work, degrees awarded for payment of fees only, and degrees granting substantial credits for 'lifetime achievements' or 'life/work experience' will normally not be recognized. Incomplete degrees are not acceptable, regardless of whether they are associated with a recognized higher educational institution.

The below pop up form appears.

Note - All the fields are mandatory to fill under 'Add Qualification'.

a. **Distance Education**: Choose from the drop down if the academic qualification was acquired by pursuing distance education (Yes/ No)

b. **Degree Level**: Using the drop down menu, choose the degree level from the choices available

c. **Diploma/Degree obtained**: Enter the Diploma/Degree pursued in the space provided.

d. **Date from**: Select the start date of your diploma/degree by choosing the month and year.

e. **Date to**: Select the end date of your diploma/degree by choosing the month and year.

f. **Main field of study**: Enter your main field of study.

g. **University/Institution**: Choose the University name from the dropdown menu. If the University/Institute name is unavailable in the dropdown, the system will give you an option to add the name of your University/Institute as shown below:
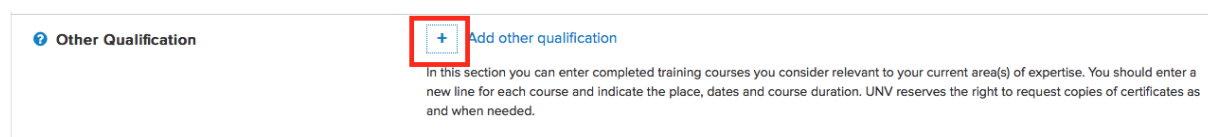
Click on it to add the name of the University/Institute in the dropdown.

h. **Upload document**: Upload the document supporting your education qualification by clicking on "**Choose File**". Candidate can upload a document of maximum size 2 MB and document extension can be pdf, zip, doc, docx, xls, xlsx, txt, ppt, pptx, jpg, jpeg, png, gif, bmp, msg.
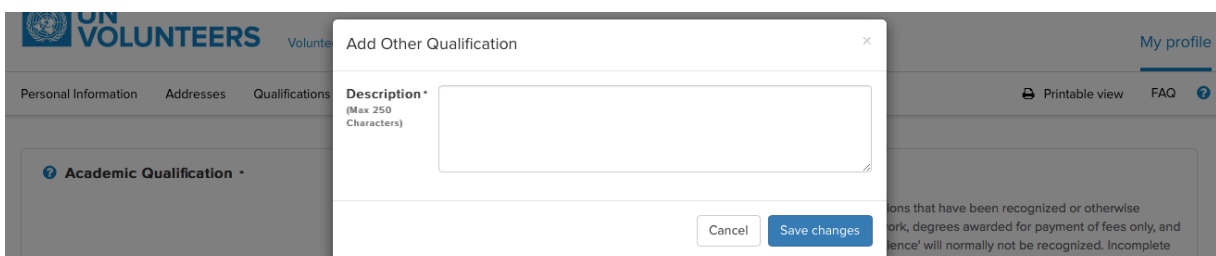
Click "**Save Changes**" to make the changes permanent, otherwise, click "**Cancel**".

Step 18. Add Other Qualification.

Click present next to "**Add other qualification**".
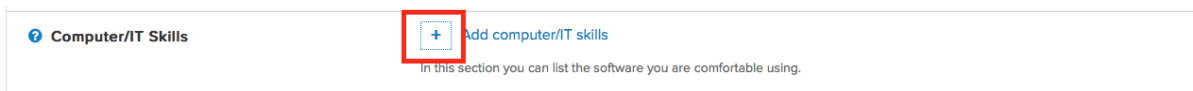
The below pop up form appears.
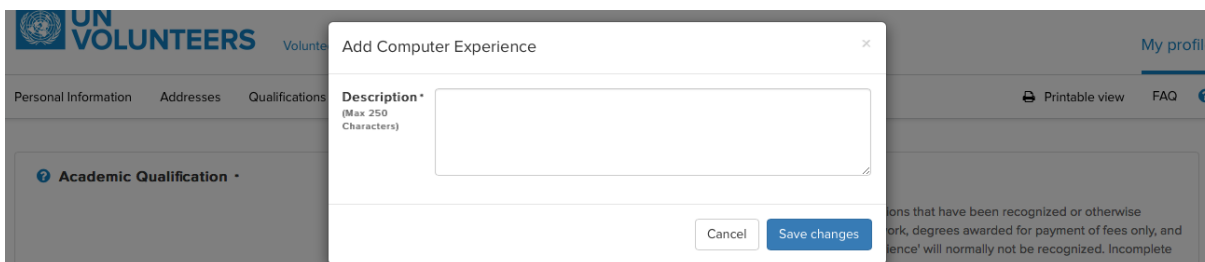
Add the completed training courses that you consider relevant to your current field of experience. Specify the courses indicating the place, dates and course duration and any

other useful information. Click "**Save Changes"** to submit or "**Cancel**" to abondon the changes.

Step 19. Computer/IT Skills- Click present next to "Add computer/IT skills".
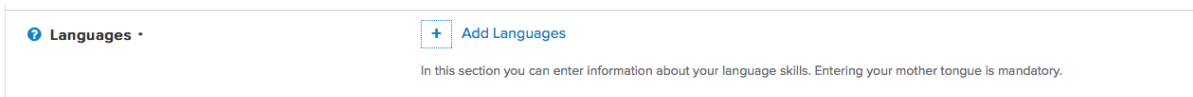
The below pop up form appears.
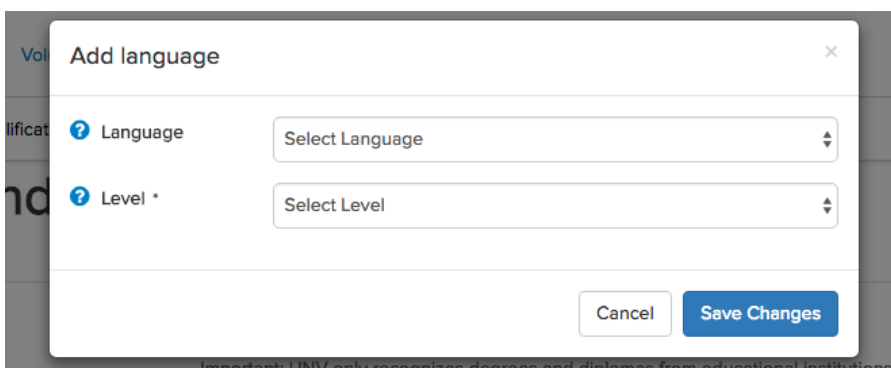
Add your experience in the field of computers in a maximum of 250 characters. Click "**Save Changes**" after making relevant changes.

Step 20. Languages- Click present next to "**Add Languages"** link.

The below pop up form appears.

Choose the language using the drop down menu and then choose the level of proficiency of the selected one. The proficiency is selected with the help of **Level** dropdown menu. The chosen language then appears as shown below:
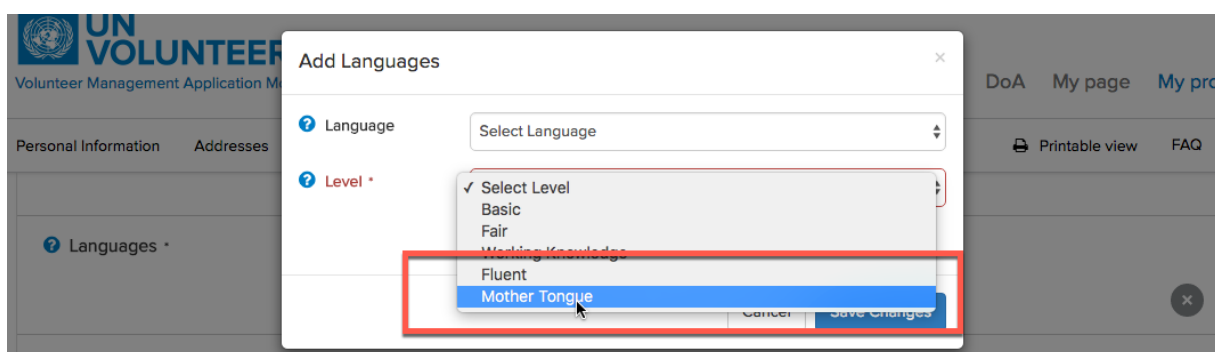
In order to delete the chosen language, click present next to the language.

Note - It is mandatory to enter a mother tongue language.

Click **"Save Changes"** after making changes, otherwise click **"Cancel"**.

Step 21. Driving License – It is mandatory to update this field.

If you possess a driving license, then choose '**Yes'** from the dropdown menu for driving license.

Click button to confirm otherwise click to discard.

3.2.4   Section 4: Professional Experiences

Step 22. Professional Experiences - It is a mandatory field. Click present next to

the "**Add professional experience"** button to enter details.

? **Professional Experiences** ·   **+** Add professional experience

In this section you can include any work experience, whether it was full-time or part time; short term or long term; internship or co-operative education experience. Please also enter here any full-time volunteer experience You should enter a new line for each different post/function you occupied and describe your main tasks, responsibilities and achievements in a clear and concise manner making full use of the space available to you.

The below pop up form appears.

Add professional experience   ×

? From *   Please select month ▲▼   Please select year ▲▼

? To *   Please select month ▲▼   Please select year ▲▼

☐ Until Now

? Area(s) of Expertise *   Area(s) of Expertise ⌄
Minimum: 1
Maximum: 3

? Type of Employment *   Please select an option. ▲▼

? Volunteer Experience   No ▲▼

? Type of Organization *   Please select an organization type. ▲▼

? Position Held *

? Employer / Organization *

? Description of Major Activities
(250 characters min.)
*

1000 characters remaining

? Reason for Leaving *

? City *
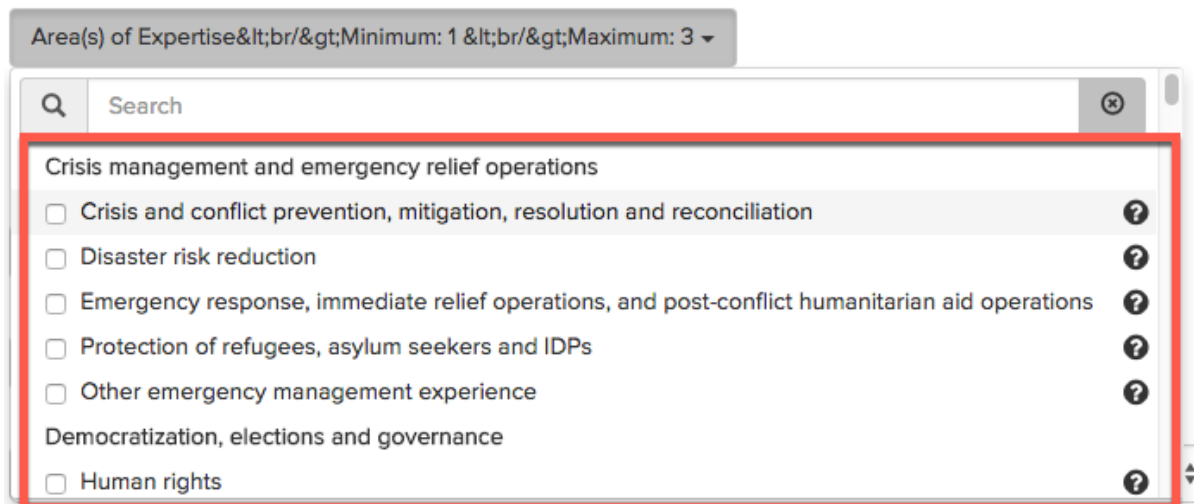
? Country *   Please select a country. ▲▼

Save Changes   Cancel

Note - All the fields are mandatory to fill under 'Add professional experience' tab.

- **From**: Click on the field and enter the start date of your previous employment using the calendar.

- **To**: Click on the field and enter the end date of your previous employment using the calendar.

- **Until Now**: If you are still employed with the same employer, then check mark this option.

- **Area of Expertise (Minimum 1 & Maximum 3)**: Choose your area of expertise showcasing your skills by selecting the checkboxes

Selection of one area of expertise is mandatory using checkbox. The user can select maximum 3 areas. To save the selection, click anywhere outside the pop up window.

- **Employment Type**: Using drop down, choose the type of employment in the organisation - Part-time or Regular.

- **Volunteer Experience**: Choose Yes/No from the dropdown menu to specify if the previous employment was a volunteer experience.

- **Type of Organization**: Select the type of organization from the drop down list.

- **Position Held**: Enter your position in the previous organization.

- **Employer/Organization**: Enter the name of your previous employer.

- **Description of Major activities**: Describe your participation in major activities in reference to your current experience.

- **Reason for leaving**: Enter the reason for leaving the organization if not employed anymore.

- **City**: Enter the location of your previous employer.

- **Country of Assignment**: Using drop down menu, select country of your assignment.

Click "**Save Changes**" button to make changes permanent otherwise click "**Cancel**".

3.2.5   Section 5: References
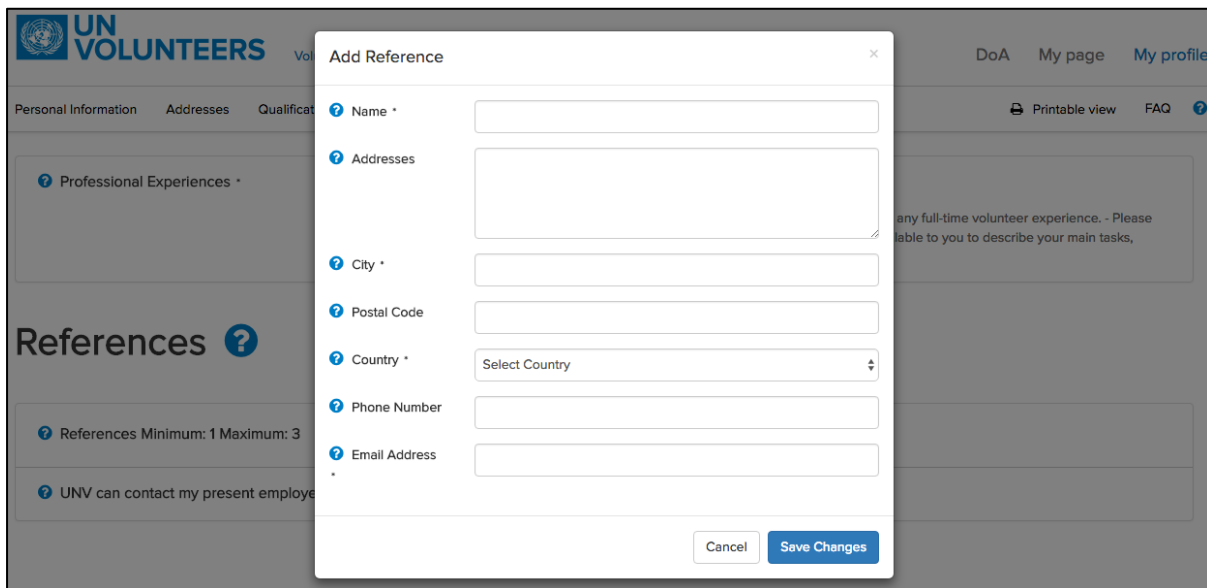
This section will require the applicant to give reference details.

Step 23. References: Click [+] present next to "**Add Reference**".

❷ References Minimum: 1 Maximum: 3	[+] Add Reference

The below pop up appears:

Enter the following details:

- **Name**: Enter reference's name. It is a mandatory field.

- **Addresses**: Enter reference's address. It is an optional field.

- **City**: Enter their city of residence. It is a mandatory field.

- **Postal Code**: Enter the address postal code. It is an optional field.

- **Country**: Choose reference's country from the dropdown menu. It is a mandatory
  field.

- **Phone Number**: Enter reference's contact number. It is an optional field.

- **Email Address**: Enter the reference's email address. It is an optional field.
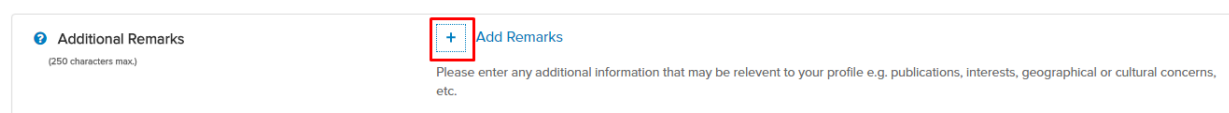
Click "**Save Changes**" button to make changes permanent or otherwise click "**Cancel**"
button.

T. +49 (0) 228-815 2000   **A.** Platz der Vereinten Nationen 1, 53113 Bonn, Germany

F. +49 (0) 228-815 2001   **W.** www.unv.org

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The United Nations Volunteers (UNV) programme is administered by the United Nations Development Programme (UNDP).

Step 24. UNV can contact my present employer: It is a mandatory field. Choose "**Yes**"

from the drop down menu if the present employer can be contacted for the

background check otherwise click "**No**".
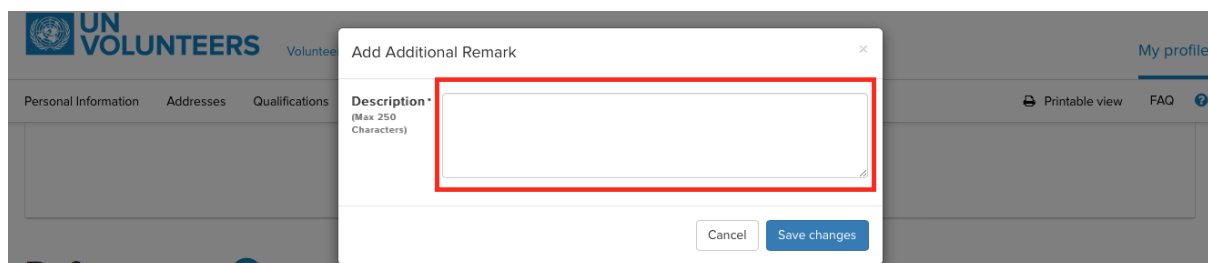
Click ![confirm button] button to confirm otherwise click ![discard button] to discard.

Step 25. Additional Remarks: It is an optional field. Click ![+] present next to "Additional

Remarks".
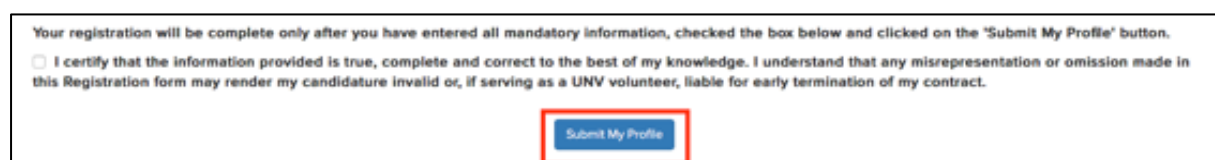
Enter any additional information that you want UNV should know about your area of

expertise and help you in your selection.

Click "**Save Changes**" button to make changes permanent or otherwise click "**Cancel**"

button.

Step 26. Submit the self-acknowledgement by selecting the checkbox option.

Step 27. Click "Submit My Profile" button to finally submit the application for review.

![navigate to top button] present on the bottom right of the page enables the user to navigate to the top of

the page with a single click.

Submit My Profile

The system will flag all the fields that have been marked as mandatory but were not filled at the time of the submission. In the case of successful submission, the user receives a message on the page for successful registration. The candidate will also be able to see a **My Page** and the user status will now be marked as "**Active**".

4   Organize Your Workbench

4.1   My Page

'My Page' refers to the candidate workspace where you can view all the assignments (for which you have been longlisted), respond to the communications received from UNV, complete actions on those assignments, view recruitments as advertisements, or check the notifications for the actions performed.
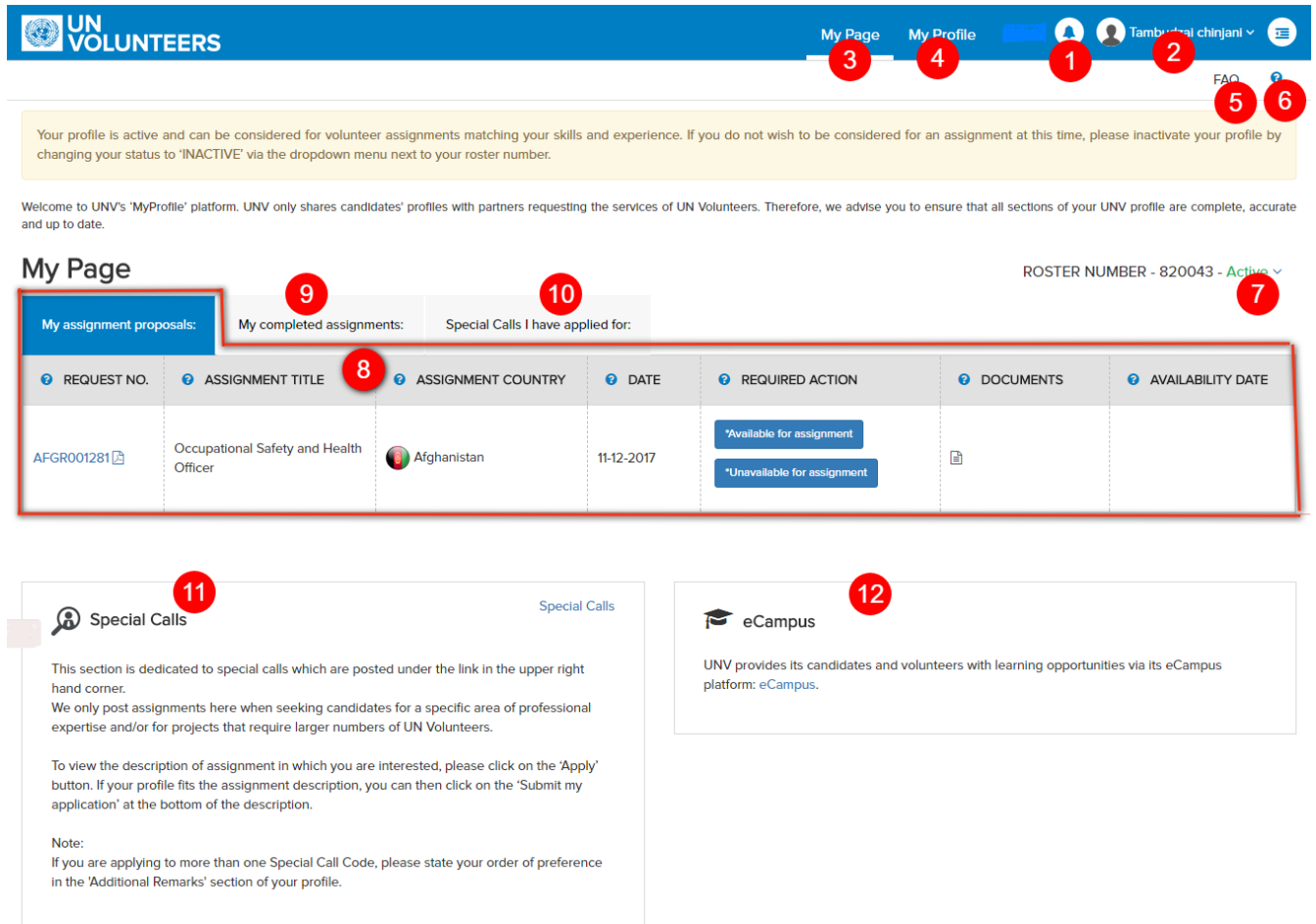
Below is an entire list of tasks that a candidate performs during his/her entire lifecycle from the workbench.

WORKFLOW STEP	TASK NAME
A	Delete Profile
B	Candidate can make oneself unavailable
B	Inactive
B	Do Not Contact
E	Available for assignment
E	Unavailable for assignment
F	Unavailable for assignment
F	Accept Offer
F	Reject Offer
F	Personal Documents uploaded
G	Upload Pre Departure Training Certificate
G	Upload Vendor Form
G	Advanced security certificate
I	Interested in another assignment

Once the candidate reaches the **Arrival of Volunteer** step(G) of the high level workflow, the candidate becomes a volunteer.
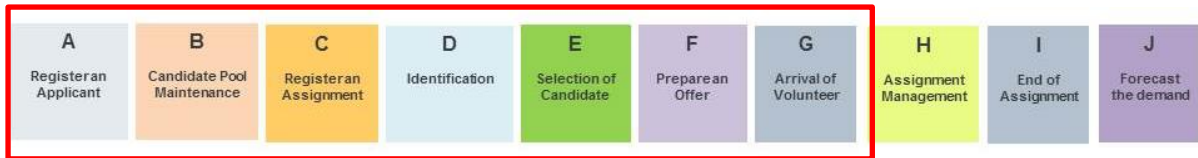
The candidate's My Page has been discussed as below:

1. 🔔 - Shows all the notifications sent to candidate

2. Logged in user- Displays the name of the candidate. Name, Email id and Preferred Language will appear on the click of down arrow, present on the right side of the candidate's name.

3. My Page- refers to the candidate's workbench.

4. My Profile- Shows the candidate profile submitted to UNV.

5. FAQ- Opens another window showing the list of frequently asked questions.

6. **Help**- Gives more details of the candidate workbench.

7. Candidate Status- Candidate can change his/her status by clicking the arrow right next to the status.

Candidate's status at any given point of time can be one of the following as listed. Candidate can change the status of the profile depending upon the state in which the profile is. Not always the candidate can change the profile status.

STATUS	DESCRIPTION
Candidate under consideration	Candidate's profile being considered for an assignment
In Pool	If Candidate state is active, then staff member will see 'In pool' for the candidate.
Active	Candidate's profile submitted and active
Deleted	Account has been deleted
Do not Contact	Candidate will not be contacted
Registration in Progress	Profile not yet completed and submitted
Candidate Serving	Candidate serving for an assignment

Candidate's 'My Page' is categorized in 5 sections:

- My Assignments
- My completed assignments
- Advertisements I have applied for
- Special Calls
- eCampus.

8. My Assignments – This section lists all the assignments for which the candidate has been longlisted.

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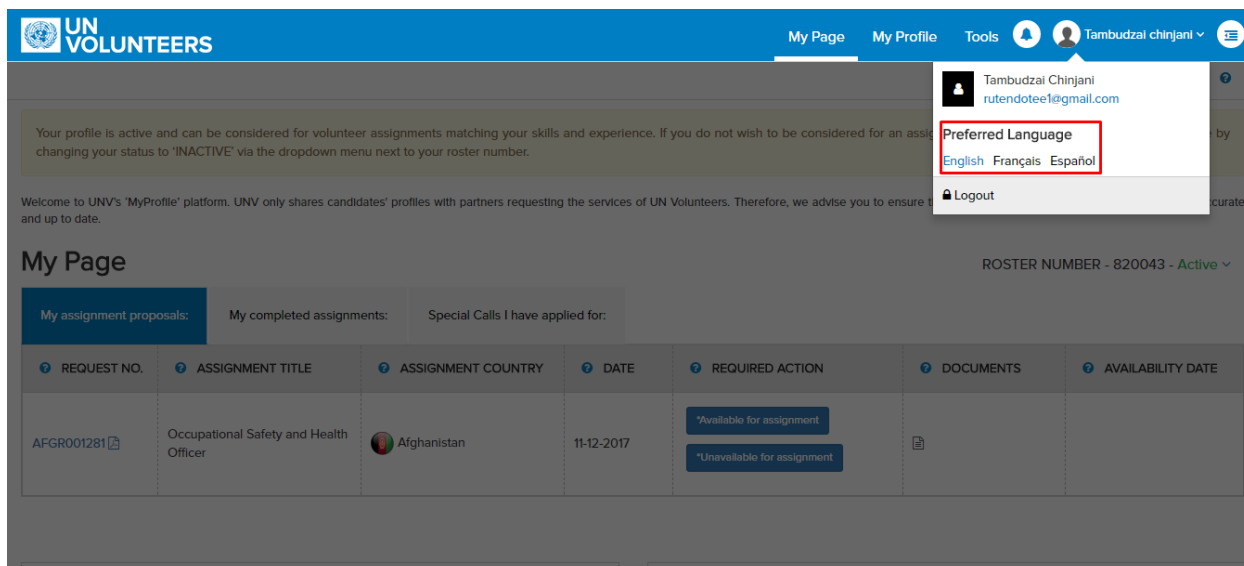
9. My Completed assignments - This section displays a list of candidate's completed assignments.

10. Special Calls I have applied for - It refers to a section that displays the list of all advertisements applied by the candidate.

11. Special Calls - It refers to advertisements wherein the candidate self applies for an assignment by showing his/her own willingness.

12. e-Campus: UNV provides its candidates and volunteers with learning opportunities via its eCampus platform.

13. Language section- Gives the user choice to see the workbench in English, French or Spanish language.

4.1.1 My Assignments

It refers to the workspace wherein you can view all the assignments for which you have been longlisted. You can accept/decline an offer, accept/reject a Propmail and can delete the profile or make oneself unavailable from this page. They are presented in the form of a grid view listing the assignments as per different attributes.

Through this section, you will be able to perform various tasks through buttons available under the **Required Action** on the assignments. On performing the task, the status of the assignment gets updated.

My Page

| My assignment proposals: | My completed assignments: | Special Calls I have applied for: |

REQUEST NO.	ASSIGNMENT TITLE	ASSIGNMENT COUNTRY	DATE	REQUIRED ACTION	DOCUMENTS	AVAILABILITY DATE
SILR0226	Voter Education Advisors	Sierra Leone	26-04-2017	No Action Required		
SILR0241	Electoral Operations Advisor	Sierra Leone	26-04-2017	No Action Required		
SUDR0903	IUNV Rule of Law Officer	Sudan	26-04-2017	No Action Required		
SUDR001663	Team Leader/Operations Officer	Sudan	26-04-2017	No Action Required		
ZIMR000159	UNV Programme Officer	Zimbabwe	26-04-2017	No Action Required		
MLWR000647	UNV Programme Officer	Malawi	26-04-2017	No Action Required		22-09-2014

4.1.2   My completed Assignments

This section lists the assignments that the candidate has completed with UNV. The Candidate can download all the relevant documents of the assignment from the hyperlink available under **DOCUMENTS.**

My Page

| My assignment proposals: | My completed assignments: | Special Calls I have applied for: |

REQUEST NO.	ASSIGNMENT TITLE	ASSIGNMENT COUNTRY	DATE	REQUIRED ACTION	DOCUMENTS	AVAILABILITY DATE
TIMR0273	UNV District Electoral Officer	Timor Leste	26-04-2017	No Action Required		
SILR0285	Electoral Advisor	Sierra Leone	26-04-2017	No Action Required		
TIMR0122	Civil Registration Officer	Timor Leste	08-05-2017	No Action Required		
CMBR0141	Provincial Registration Coordinator	Cambodia	08-05-2017	No Action Required		

4.1.3   Special Calls - I have applied for

This section lists the advertisements that the candidate has applied for. The advertisements are assignments for which the candidate has applied using Special Calls.

My Page

| My assignment proposals: | My completed assignments: | Special Calls I have applied for: |

REQUEST NO.	ASSIGNMENT TITLE	ASSIGNMENT COUNTRY	Date of application
TZAR000051	Programme officer (Vulnerability Analysis and Mapping)	Tanzania	13-07-2017

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4.1.4 Special Calls

It refers to a recruitment action when volunteer assignments are published on the UNV website. Candidate can then submit their applications for these assignments displayed as advertisements. They can apply themselves as per their own interest instead of getting shortlisted by UN staff for an assignment.

4.1.5 e-Campus

It refers to a way of redirecting the candidates to the e-learning site where they can be educated via tutorials about the UNV website. (https://learning.unv.org/)

4.2 My Profile

The link redirects the candidate to another window to open the candidate's profile. Candidate can update their profile information at any time under 'My Profile' tab.

When the candidate gets selected (*post offer acceptance*) by the UNV staff for the assignment, some mandatory fields (such as Nearest departure airport, emergency address, passport documents or educational qualification document) will start appearing on the My Profile page and candidate will be notified to fill the.

(Refer Complete Personal Data Update to know how to register for the first time on the website).

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5   Task List as a Candidate

There is a list of tasks that a candidate can perform from their own workbench. The tasks to be performed by the candidate appear in different steps of high level VMAM workflow as indicated below.
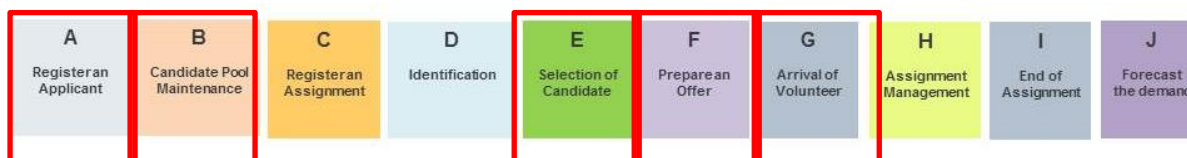
The available tasks of candidates as per the process defined in the workflow have been listed below.

WORKFLOW STEP	TASK NAME
A	Delete Profile
B	Inactive
B	Candidate Active
B	Do Not Contact
E	Available for assignment
E	Unavailable for assignment
F	Unavailable for assignment
F	Accept Offer
F	Reject Offer
F	Complete Personal Data Update
G	Upload Basic Security Certificate
G	Upload Vendor Form
G	Advanced security certificate

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5.1   Submit profile

The candidate registration process is not completed until the candidate performs the task of submitting the profile. On activating the account, the candidate needs to login to the system and perform the **Submit profile** action.

Step 1. Login to the system. The opened page indicates the profile status as "**Registration in Progress**".

Step 2. Now, fill the details asked in the page before as instructed to complete your profile.

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| ❓ Current Address * | Click here to edit |
| ❓ Permanent Address | Click here to edit |

Qualifications and skills ❓

❓ Academic Qualification *	➕ Add academic qualification
	Important: UNV only recognizes degrees and diplomas from educational institutions that have been recognized or otherwise approved by competent authorities. Degrees requiring little or no actual course work, degrees awarded for payment of fees only, and degrees granting substantial credits for
❓ Other Qualification	➕ Add other qualification
	In this section you can enter completed training courses you consider relevant to your current area(s) of expertise. You should enter a new line for each course and indicate the place, dates and course duration. UNV reserves the right to request copies of certificates as and when needed.
❓ Computer/IT Skills	➕ Add computer/IT skills
	In this section you can list the software you are comfortable using.
❓ Languages *	➕ Add Languages
	In this section you can enter information about your language skills. Entering your mother tongue is mandatory.
❓ Driving license *	Click here to edit

Experiences ❓

| ❓ Professional Experiences * | ➕ Add professional experience |
| | In this section you can include any work experience, whether it was full-time or part time; short term or long term; internship or co-operative education experience. Please also enter here any full-time volunteer experience You should enter a new line for each different post/function you occupied and describe your main tasks, responsibilities and achievements in a clear and concise manner making full use of the space available to you. |

References ❓

| ❓ Reference Addresses | ➕ Add Reference |
| ❓ UNV can contact my present employer * | Click here to edit |

| ❓ Additional Remarks | ➕ Add Remarks |
| (Max 250 Characters) | In this section you can enter any additional information that you think would be relevant for UNV to know such as publications, skills, interests, geographical and cultural concerns. |

Your registration will be complete only after you have entered all mandatory information, checked the box below and clicked on the

☐ I certify that the information provided is true, complete and correct to the best of my knowledge. I understand that any misrepresentation or omission made in this Registration form may render my candidature invalid or, if serving as a UNV volunteer, liable for early termination of my contract.

Submit My Profile

Step 3. Now, scroll down the page and click "**Submit my Profile**" button.
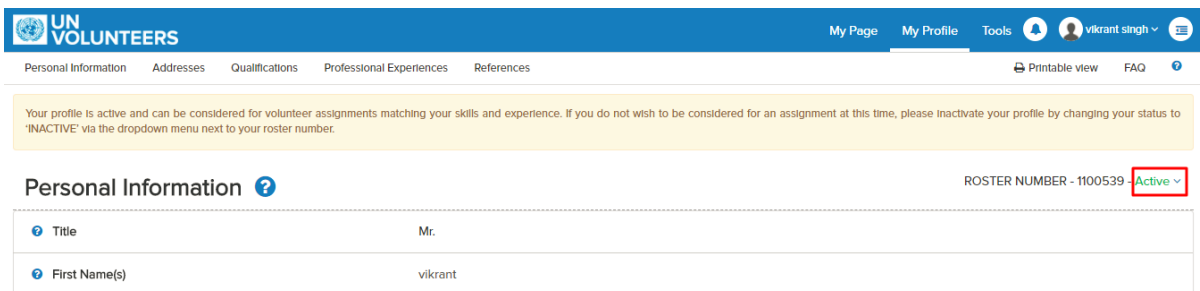
If any field is left incomplete, then the system flags it by showing a message at the top of the page.

On successfully completing all the details of the registration process, the status of the candidate profile changes to **Active**.

5.2 Delete Profile

If the Candidate doesn't wish to proceed further with his/her career with UNV, then he/she can withdraw the profile from the UNV database. The candidate will again be able to create a profile in future if he/she would want to get associated with UNV again.

Step 1. On the top right corner, click on the drop down available next to the status on 'My Profile'.

Step 2. Click on "**Delete Profile"** from the sub menu options available.

Step 3. A pop up window appears. Click **Reasons** dropdown menu.

Step 4. From the available list of choices, choose the reason for deleting the profile.

Step 5. If the reason is not present in the dropdown menu, then provide a reason in the space provided.

Step 6. Click on "**Submit**" button.
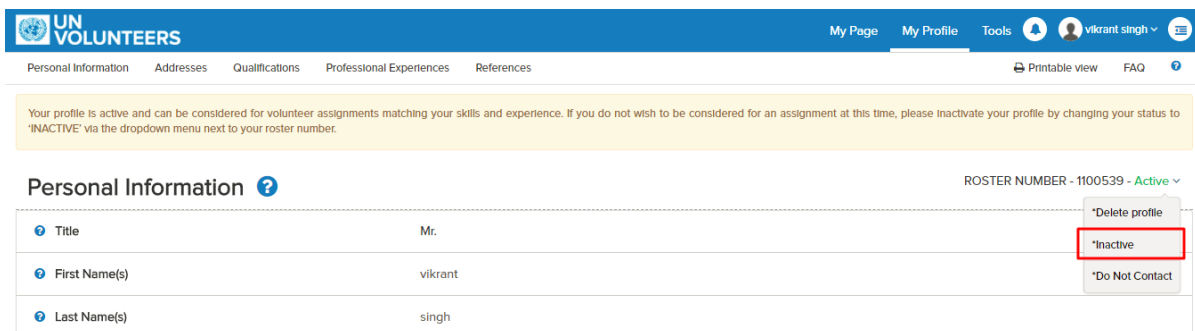
On the completion of the task, the state of the candidate changes to "**Candidate Deleted**".

Once deleted, the profile can never get back to the active state. Even client will not be able to login, once he deletes his profile.

5.3   Candidate can make oneself unavailable

If the candidate is already busy with some assignment and for any reason wants to make him/her unavailable for any future assignment, then the candidate can perform the task of making him/her unavailable.

Step 1.   On the top right corner, click on the drop down available next to the status.

Step 2.   Click "**Inactive**" from the drop down menu.
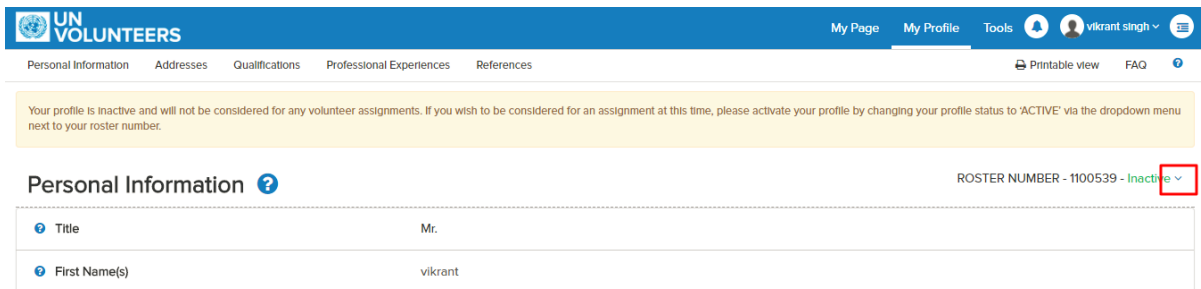
Step 3.   Once clicked, the profile will remain unavailable (until made active) and will not get longlisted by any Recruiter.

The state of the candidate changes to **Inactive** state.

5.4   Candidate Active
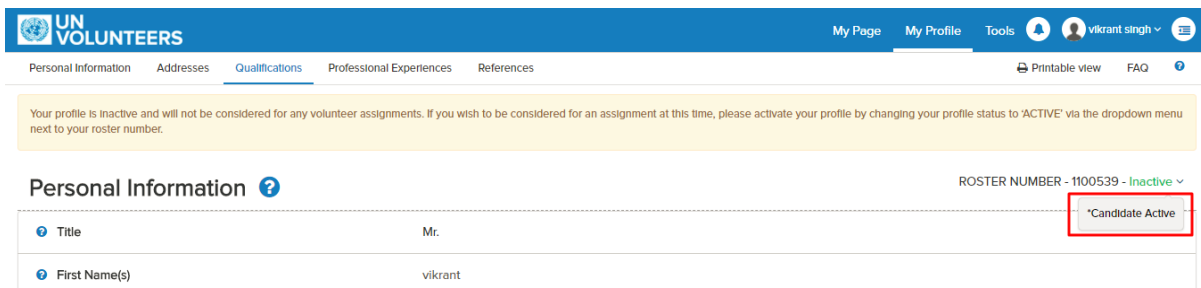
If a candidate is in the "**Inactive**" or "**Do Not Contact**" state, the candidate can be brought back to the "**active"** state. The following steps illustrate on how to bring the candidate to active state:

Step 1. Click on the dropdown menu available next to the candidate's status.
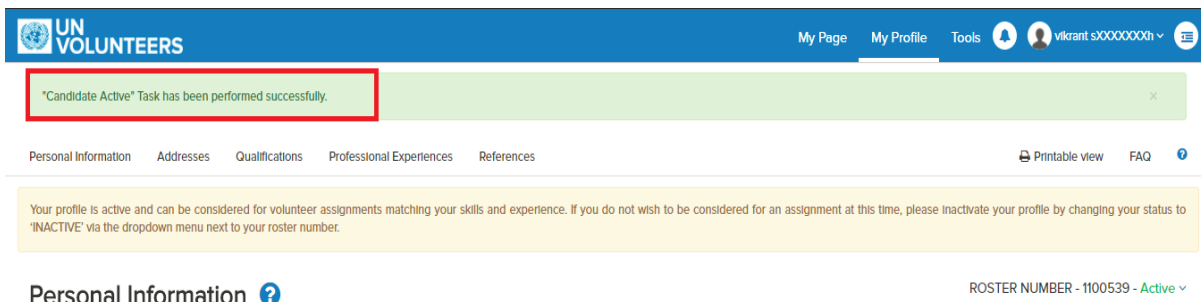
Step 2. Now, click **Candidate Active** button.

A message appears on the page notifying about the action being performed successfully.
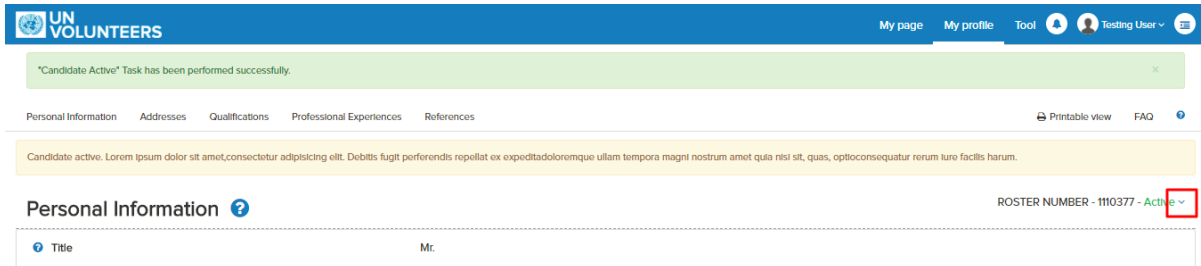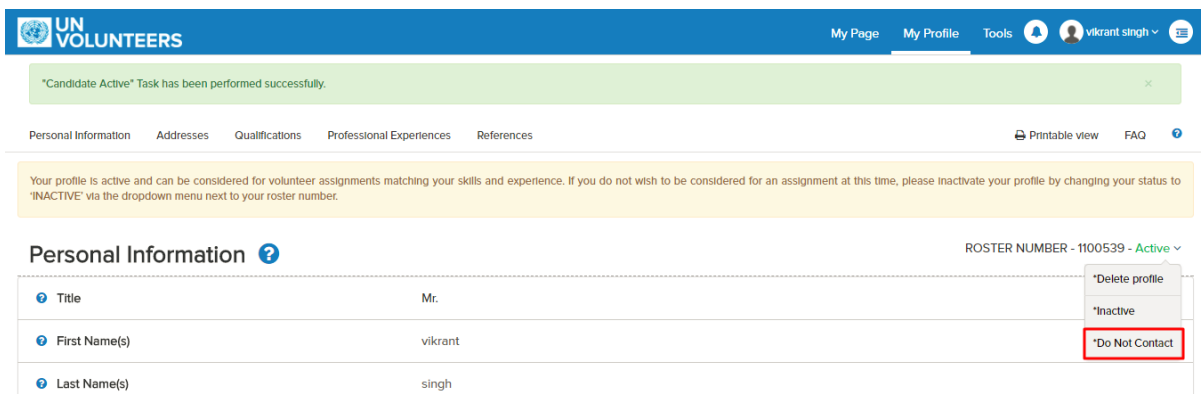
5.5 Do not Contact

If in case the candidate doesn't wants to get contacted for any assignment and wants to show his/her profile as inactive, then the profile's status can be changed to **Do not Contact** status. The following steps illustrate how the action is being performed:

Step 1. Click the down arrow next to the candidate's profile status.

Step 2. Choose **Do Not Contact** from the dropdown menu.

It displays a message on the screen stating the task has been performed successfully.

After changing the status, the candidate can again come in the active state.

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5.6 Available for Assignment

Once you get longlisted, a button will appear on your "**My Page**". As per choice, you can either accept it or reject it. Look at the below steps to know how to perform the action:

Step 1. On the MyPage, you will see the **"Available for assignment"** button in front of the assignment for which you have been longlisted.

Step 2. Once the **"Available for assignment"** button is clicked, a dialog box appears.

Confirm availability Date: Click on the calendar icon ![calendar icon] to choose the date of availability for assignment.

Please note: The availability date should not be more than 6 months.

(Optional) Additional Remarks: Enter the additional remarks in the space provided for providing the availability of assignment.
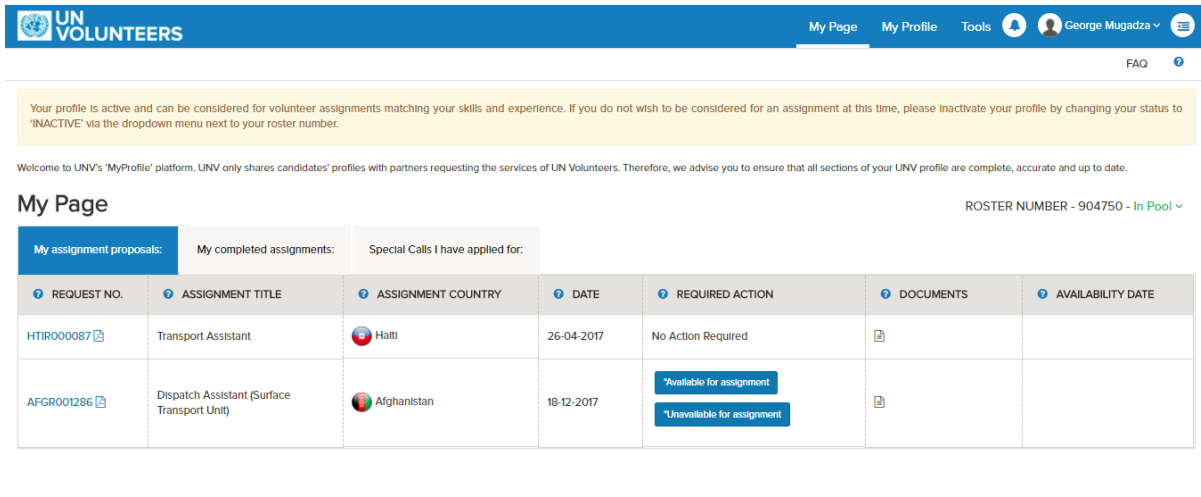
Step 3. Click "**Submit**" button to save the changes.

A message appears on the screen on the successful completion of the task.

5.7 Unavailable for Assignment
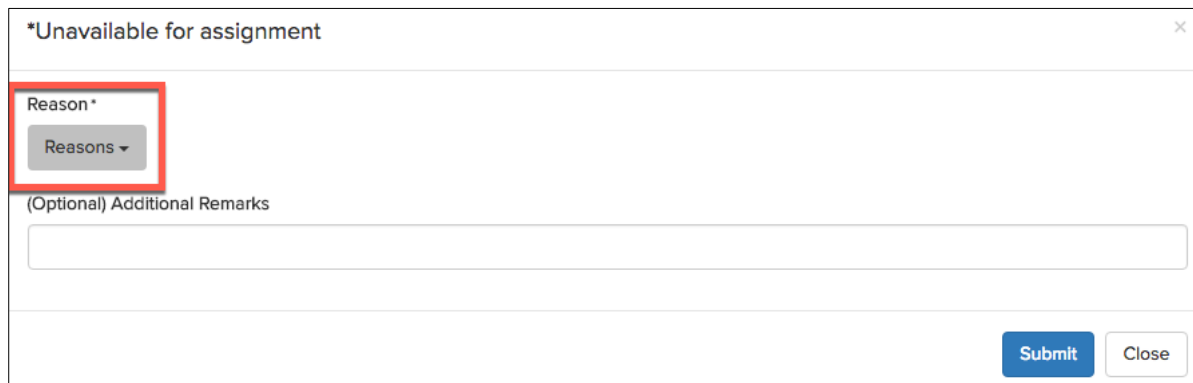
Once you get longlisted, you can decline your availability for the assignment by clicking on **Unavailable for Assignment** button along with a reason for the decline. On the 'MyPage', you would see the '**Unavailable for Assignment'** button in front of the assignment for which you have been longlisted.

Step 1. Click "Unavailable for assignment" button.

Step 2. A pop up dialog box appears wherein you need to give a reason for rejecting the offer by clicking on **Reasons** dropdown menu.

The dropdown menu displays a list of choices. Choose the reasons by selecting the checkboxes next to the appropriate reason.

Step 3. If the appropriate reason is not in the dropdown menu, then specify it in the space provided.

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Step 4. Click on **"Submit"** button.

A message appears on the screen notifying you about the action gets completed.

Note - Once you get shortlisted, then also you can decline your availability for the assignment by clicking on "**Unavailable for Assignment**" button along with a reason for the decline. On the MyPage, you will see the "**Unavailable for Assignment**" button in front of the assignment for which you have been longlisted. Refer to the steps as mentioned in Unavailable for Assignment.

5.8   Complete Personal Data Update

Once you get selected, you will have to upload your personal documents on the website for further communication. Through the click of this button, you can inform the authorities about the personal documents being uploaded.

Step 1.   Click on "My Profile"tab.

Step 2.   Now, upload the '**Passport Document**' and enter '**City/Airport of Departure**' under 'Personal Information' tab on the My Profile page.

 Dependants : Click on "**+**" to add dependants of the candidate.

It opens a dialog box and prompts you to enter the necessary details and then click "**Save Changes**".

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1. Relation – It is a mandatory field. Specify the relation of the dependant with the candidate from the drop down box.

2. First Name – Enter the first name of the dependant. It is a mandatory field.

3. Last Name - Enter the last name of the dependant as it is also a mandatory field.

4. Gender – It is a mandatory field . Select the gender of the dependant from the drop down box.

5. Date of Birth – Enter the date of birth of the dependant as it is also a mandatory field.

6. UN Staff/UN Volunteer – Mention whether the dependant is/was UN staff member or UN volunteer at any time of his/her lifespan. It is a non-mandatory field.

7. Upload Document – It is a non-mandatory field. You need to upload the document to authenticate dependant's relatioship with the candidate.

Then, Upload '**Emergency Contact**' information under 'Addresses' field.

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And, also upload the '**Qualification document**' in Academic Qualifications under 'Qualification and Skills'.

Enter values in the form as illustrated in the Candidate Signup section.

Step 3.   On the "My Page, click "Complete Personal Data Update" button.
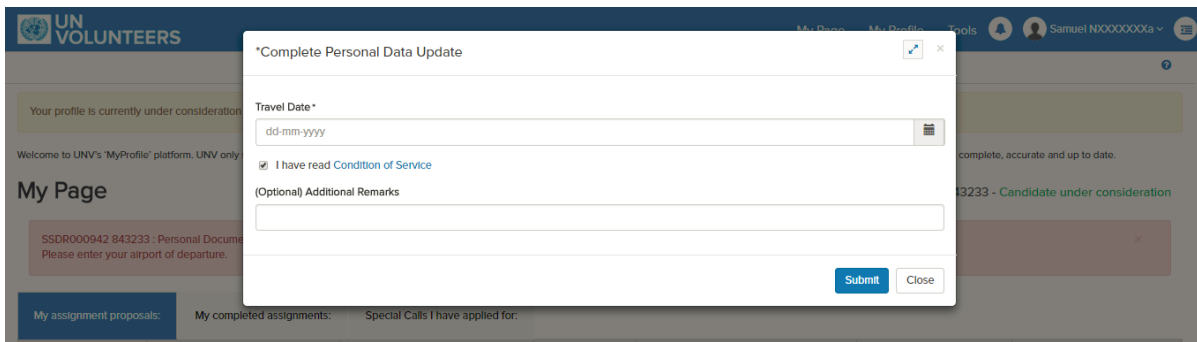
Step 4.   If any field is left unfilled by the candidate, then the system flags those fields in red.

Hence, make sure all the mandatory fields are filled.

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Step 5. Once the mandatory information is filled in the MyProfile page, the below pop up window appears:

Travel Date: Click [icon] icon to choose the date of travel.

I have read Condition of service: Select the checkbox after reading the terms and conditions of service

Additional Remarks: Enter additional comments if required

Step 6. Click on "**Submit**" button to save the changes. Clicking on "**Close**" button to abandon the task.

A notification appears on the screen displaying the message that the task has been completed.
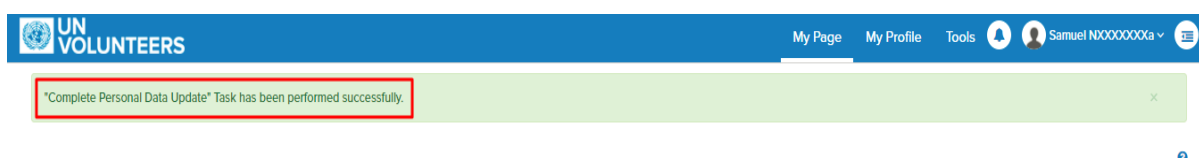
5.9 Offer Accepted

Once you get selected, the button '**Offer Accepted**' gets displayed on the candidate's screen. If you click on this button, the offer gets accepted and you would be notified for further communication to work with UNV as volunteer.

Step 1. On the **'My Page'**, the **Offer Accepted** button appears which once clicked will notify the respective user about the candidate's availability.

Note - Candidate is advised to check all the documents (from the DOCUMENTS tab on 'My Page') and get familiar with the offer documents before accepting the offer.

Step 2. A notification appears on the screen displaying the message on the screen about the completion of the action.

Additional Remarks: Enter additional comments if required.

Step 7. Click "**Submit**" button to save the changes. Clicking on "**Close**" button will abandon the task.
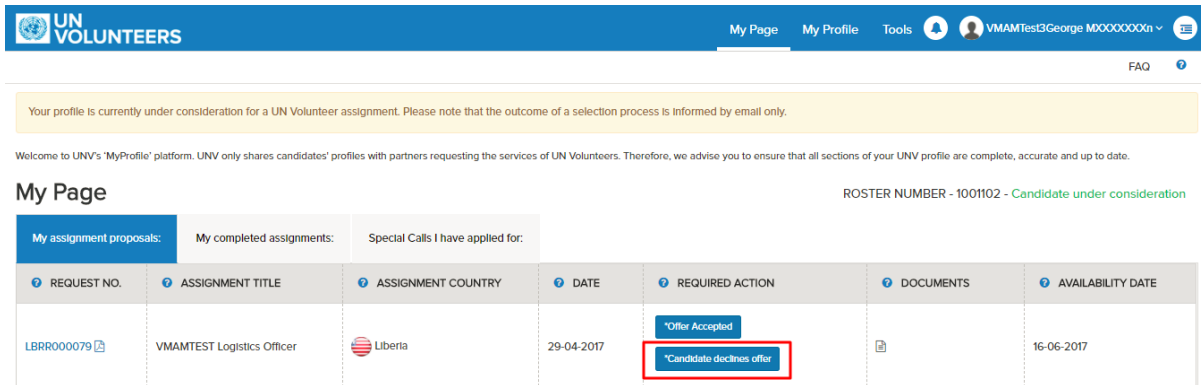
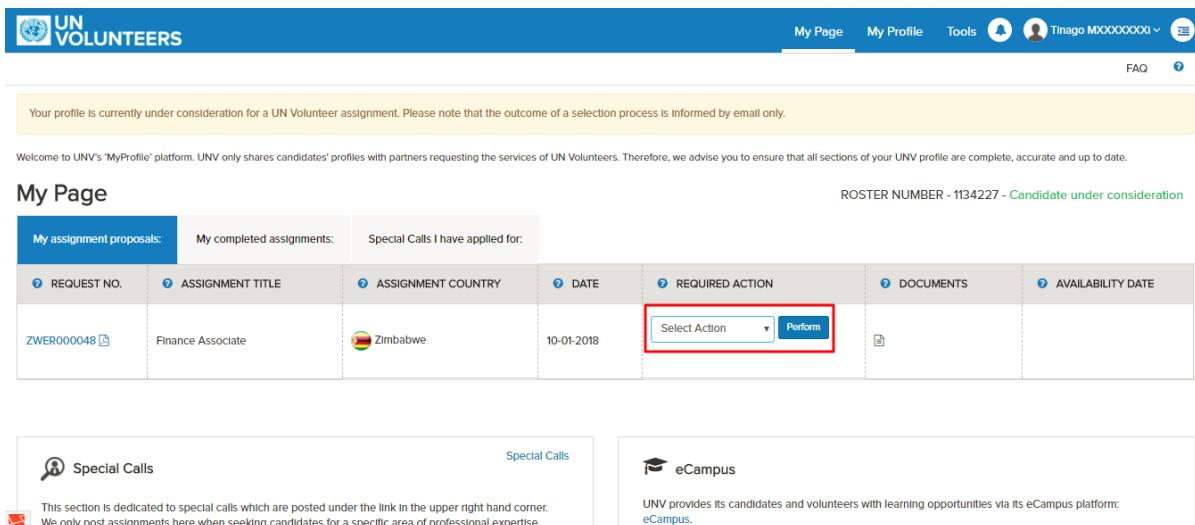A notification appears on the screen after the successful completion of the task.

"Accept Offer" Task has been performed successfully.

5.10 Candidate Declines Offer

Once you get selected, the button "**Candidate Declines Offer**" gets displayed on your "**My Page**". If you want to reject the offer, then you can do it by following the steps illustrated:

Step 1. On the 'My Page', the **Candidate Declines Offer** button appears which once clicked will notify the respective user about the candidate's non-availability.

Step 2. A pop up window appears on the screen. Click the **Reasons** dropdown menu to choose the reason for offer rejection.
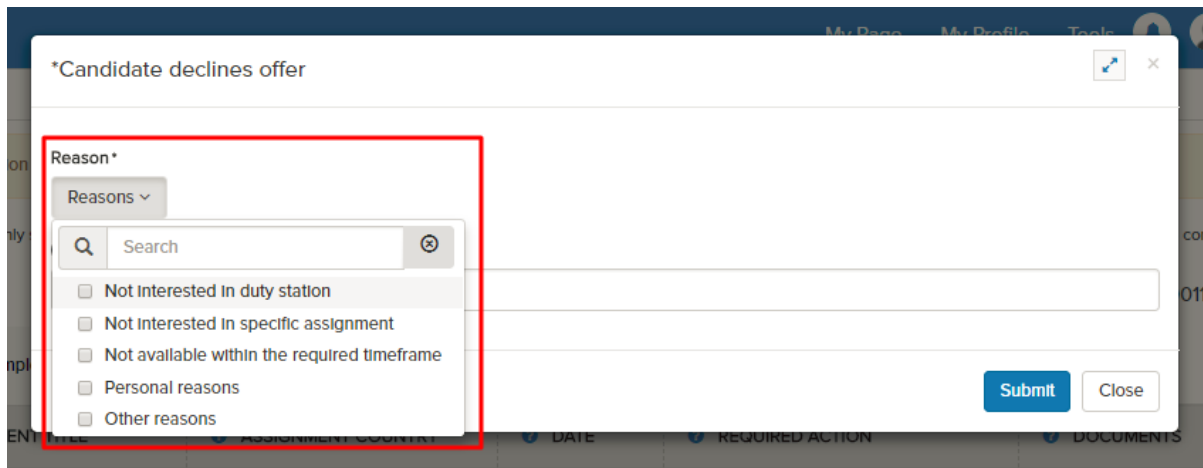
Step 3. Choose a reason from the dropdown menu by selecting the checkboxes.

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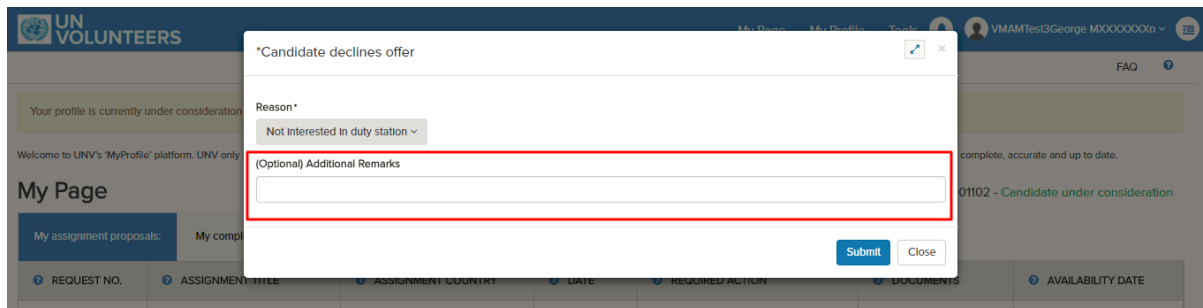
Step 3. Also, additional remarks can be added in the space provided.

Step 4. Click "**Submit**" button to submit the data and click **"Close"** button to abondon the

task.

A notification appears on the screen after the successful completion of the task.

"Reject Offer" Task has been performed successfully.

5.11 Upload Basic Security Certificate

After accepting the offer, as part of recruitment formalities the candidate is required to upload Basic Secutiy Certificate. The function can be performed by following the below steps:

Step 1.   Login to the candidate page and browse to the MyPage -> My assigned proposals.

Step 2.   You will see a dropdown 'Select Action' under "Required_Action".

Step 3.   Click the dropdown menu.

Step 4.   It displays the below list of tasks.

Step 5.   Choose "Upload Basic Security Certificate".

Step 6. Click "Perform" button.

Step 5. A dialog box appears as shown below:

a. Click "**Choose File**" to upload a pre-departure training certificate – Its size should be less than 2 Mb.

b. Enter **(Optional)Additional Remarks** for performing the action,if any.

Step 6. Now, click "**Submit**" button to save the changes made, otherwise click "**Close**" to abondon the task. A notification appears on the screen displaying the message about the completion of action.
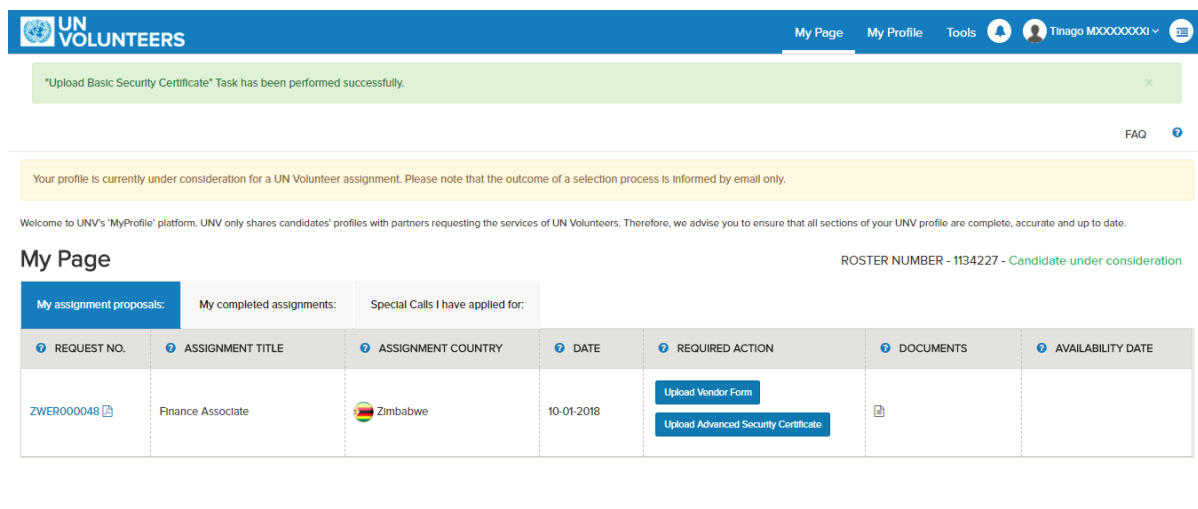
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5.12 Upload Vendor Form

After accepting the offer, as part of recruitment formalities the candidate is required to complete the banking information in a vendor form.

Step 1. Login to the candidate page and browse to the MyPage -> My assigned proposals.

Step 2. Click "**Upload Vendor Form**" button under 'Required Action'.

Step 3. Click "**Choose File**" button and select the file from the open file dialog box.

Step 4. Click on "**Choose File**" button to upload the vendor form. Enter (optional) additional remarks for the task in the space provided.

Step 5. Click on "**Submit**" to save the changes and **"Close"** to abandon the task.

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A notification will appear on the screen displaying the successful completion of the task.

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5.13 Advanced Security certificate

After accepting the offer, as part of recruitment formalities the candidate is required to upload advanced security certificate on your workbench. The document can be uploaded by clicking on "**Choose File**" button and a reason can be specified for the action.

Step 1.   Login to MyPage -> My assignment proposals.

Step 2.   It opens the page displaying a list of assignments for which the candidate has been contacted.

Step 3.   Click on "Upload Advanced Security Certificate" button under 'Required Action'.

Step 4.   It opens up a pop up window as shown below:

a.**Choose File-** Click to upload the advanced security certificate.

b.   **(Optional) Additional Remarks-** Enter the comments along with uploading the document.
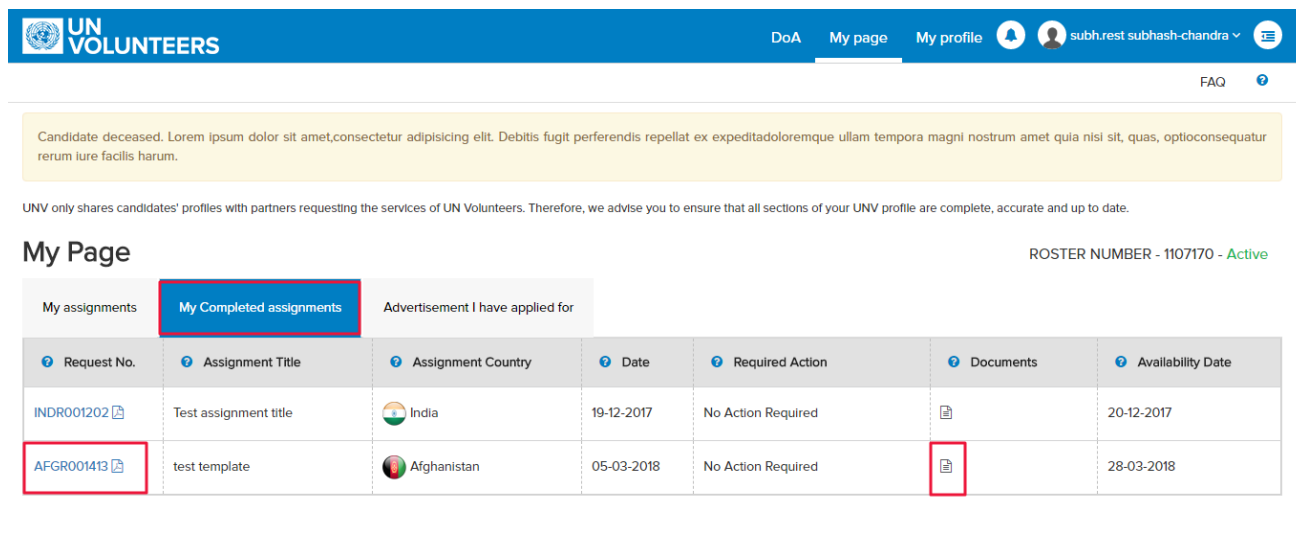
Step 5.   Click "**Submit**" button to save the changes or otherwise click "**Cancel**" button to abondon the task.

A message appears after the successful execution of the task.

"Advanced Security Certificate" Task has been performed successfully. ×

5.14 Certificate of Service

Candidate can download a copy of **''Certificate of Service''** at the end of an assignment by clicking on '**Documents**' under '**My Completed assignments**' on '**My page**'.

Choose **'UNV Certificate of Service'** from a list of Post Docs and click on '**Download**' to download a copy of it.

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The PDF format of your certificate of service will get downloaded at your end.

6   Task List as a Volunteer

A UN Volunteer is a potential candidate, who signs an offer of assignment and a UN Volunteer contract to perform his assignment until contract end date. The candidate becomes a volunteer on reaching the 'Arrival of Volunteer' state in the high level VMAM workflow. The only task to be performed by the volunteer through his/her own workbench is "**Interested in another assignment**". This task appears in the '**End of Assignment**' step of the high level workflow.
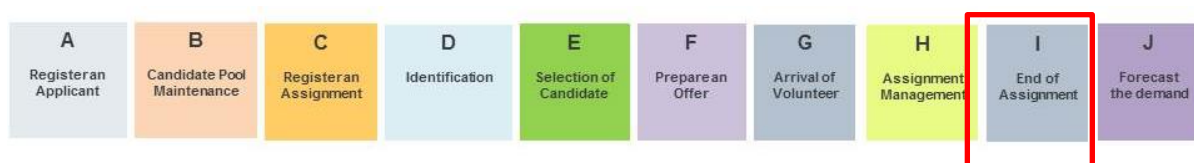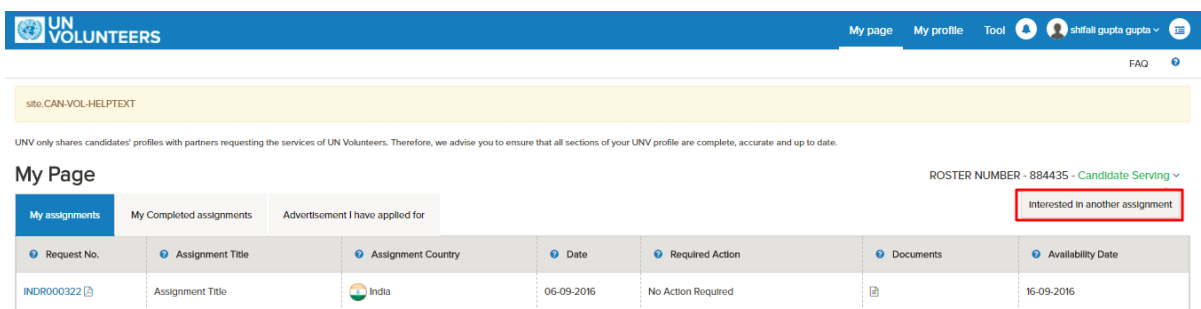
WORKFLOW STEP	TASK NAME
I	Interested in another assignment

6.1   Willing for another assignment

Through the click of this button, you can inform the authorities about your willingness to be a part of another assignment. The below screen is an illustration of how the '**MyPage**' of the candidate looks like after the candidate is selected for an Assignment.

Step 1. Login to your MyPage.
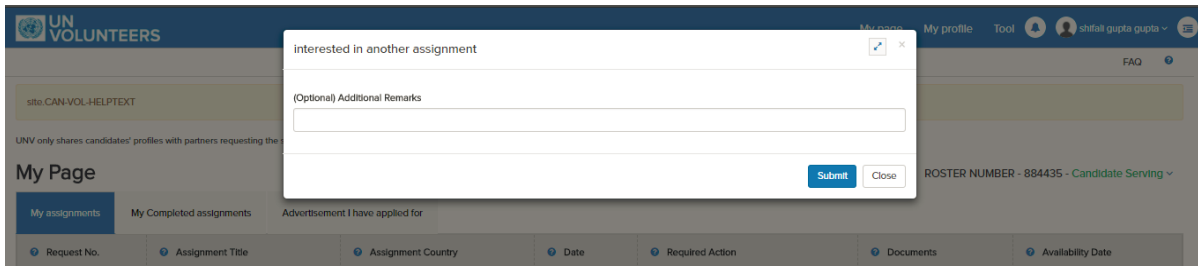
Step 2.   Click ''interested in another assignment'' present on the My Page under Candidate State i.e. "**Candidate Serving**".
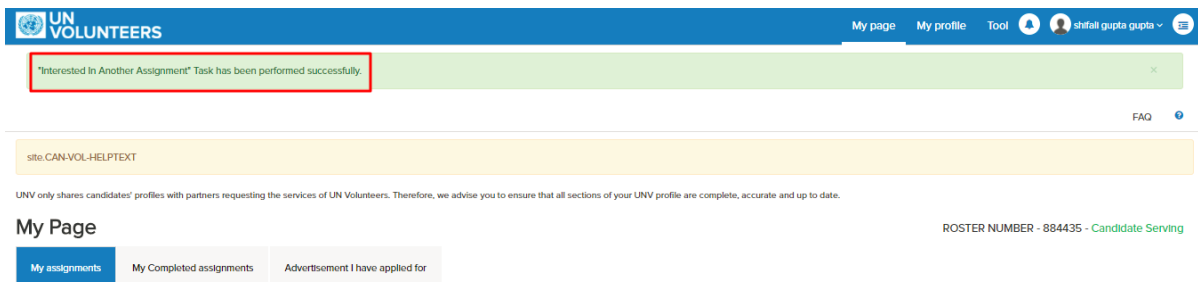
Step 3.   It opens the below pop up window:

Enter the (Optional) Additional Remarks for the task in the space provided.

Step 4. Click "**Submit**" button to save the changes or **"Close"** to abandon the task.

A message appears on the screen after the successful completion of the task.

7 Special Calls

It refers to the recruitment of candidates on assignments published on the UNV website. This is refered to as '**Special Calls**'. Candidate can then submit their applications for these assignments listed as advertisements. To facilitate submission of application, the interested applicant will need to create a profile in VMAM. (Refer Candidate Signup to understand the process of account registration).

Step 1. Login to **'MyPage'**.

The **Special Calls** section is visible on the '**My Page**' of the candidate or volunteer.

Step 2. Click on '**Special Calls**' link under Special Calls section present at the bottom right corner.

The users can click on the link available that redirects them to an external website displaying a list of advertisements that he/she can apply for.

In order to apply for UNV assignments marked as advertisements, click "**Special Calls**" link as shown below:

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It redirects the candidate to a page wherein the advertisement can be applied simply by clicking on "**Apply**" button. All applied Special Call assignments will appear on the "**Special Calls**" Page .

Step 3. It opens another page displaying a list of assignments created as advertisements.

Step 4. Now, it is the candidate's choice to apply for an assignment of his/her choice.

Step 5. Click "**Apply**" button present next to the assignment in which candidate is interested in.

Step 6. The assignment page opens up giving complete information about the assignment as shown below:

UN VOLUNTEERS

UN VOLUNTEER DESCRIPTION OF ASSIGNMENT

AFGR001359 Test assignment title

Country of Assignment	Afghanistan

General Description

Volunteer Category	International Youth
Number of Volunteer	3
Duty Station	Kabul [AFG] Mazar-I-Sharif [AFG]
Duration	Until 30-09-2017
Expected Starting Date	Immediate
Living Conditions	
Strategic Development Goals	2. Zero Hunger
UNV Focus Area	Securing access to basic social services
Need Driving Licence	No
Assignment Place Remarks	

Assignment Details

Assignment Details	Test assignment title
Required Experience	24 months
Experience Remark	• g relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day) • Be acquainted with and build on traditional and/or local forms of volunteerism in the host country • Reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoin
Area Expertise	Crisis and conflict prevention, mitigation, resolution and reconciliation Mandatory
Area Expertise Requirement	• g relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day) • Be acquainted with and build on traditional and/or local forms of volunteerism in the host country • Reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoin
Language Skills	Chinese (Mandatory) , Level - Fluent
Competencies & Values	Accountability
Task description	• g relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day) • Be acquainted with and build on traditional and/or local forms of volunteerism in the host country • Reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoin
Results/Expected Outputs	• g relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day) • Be acquainted with and build on traditional and/or local forms of volunteerism in the host country • Reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoin Results/ Expected Outputs TAET 123 • The development of capacity through coaching, mentoring and formal on-the-job training, when working with (including supervising) national staff or (non-) governmental counter-parts, including Implementing Partners (IPs); • Age, Gender and Diversity (AGD) perspective is systematically applied, integrated and documented in all activities throughout the assignment • A final statement of achievements towards volunteerism for peace and development dur-ing the assignment, such as reporting on the number of volunteers mobilized, activities participated in and capacities developed
Education – Required Degree Level	Technical/Vocational diploma
Education - Additional Comments	• g relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day) • Be acquainted with and build on traditional and/or local forms of volunteerism in the host country • Reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoin

Agency Details

Organizational Context & Project Description	• g relevant UNV and external publications and take active part in UNV activities (for instance in events that mark International Volunteer Day) • Be acquainted with and build on traditional and/or local forms of volunteerism in the host country • Reflect on the type and quality of voluntary action that they are undertaking, including participation in ongoin

Submit my Application

Step 7. Click on "**Submit my Application**" button present at the bottom of the page.

Once submitted, a message appears displaying successful application for the **Special Call**.

Special Calls is successfully applied.

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