My HR Online Quick Reference Guide

1. Accessing My HR Online

a. From Internet Explorer, navigate to http://myhronline.un.org.

2. Login

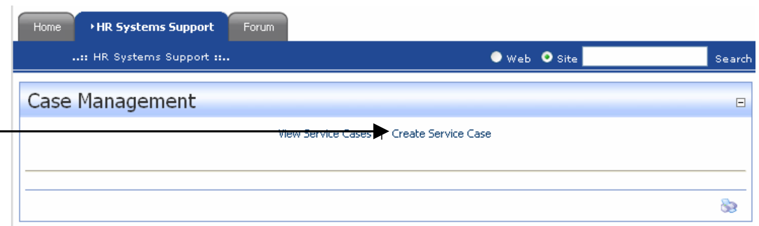
a. To login, click on the **HR Systems Support** link.

b. You have been pre-registered as a user for My HR Online. To login, from the http://myhronline.un.org page, click on the **HR Systems Support** link and enter your UN Index Number and the Password sent to you via e-mail. You will be prompted to change your password during your initial login.

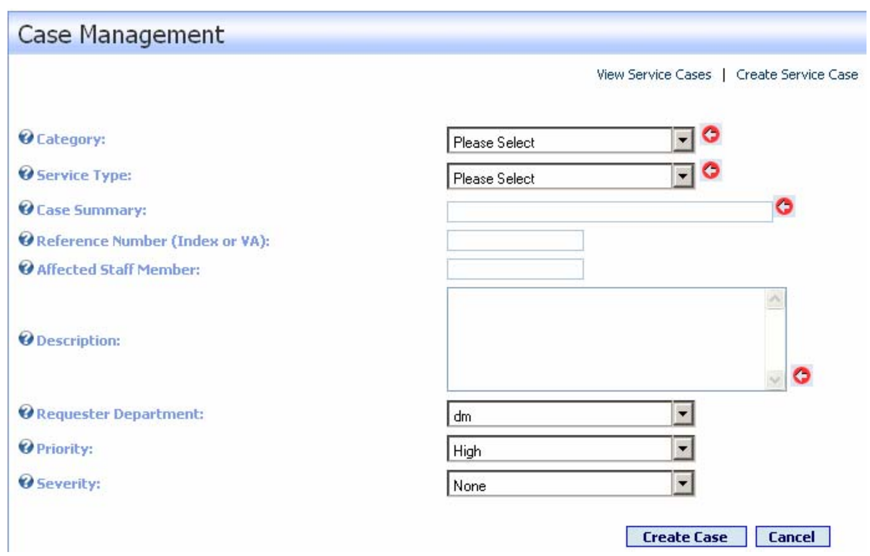
c. Should you receive the following error message during login, "The Index Number and/or password does not match your credentials on file. Please either click on Forgot Password to be sent your password, or click on Register to confirm your credentials as a user of the system." For more information on Registration, refer to section 5 below.

d. The initial HR Systems Support page will list any of your open cases in summary format. This will allow you to monitor the activity on these cases at a glance.

3. Case Creation



a. To create a new case, from the **HR Systems Support** tab shown here, simply click the Create Service Case link.

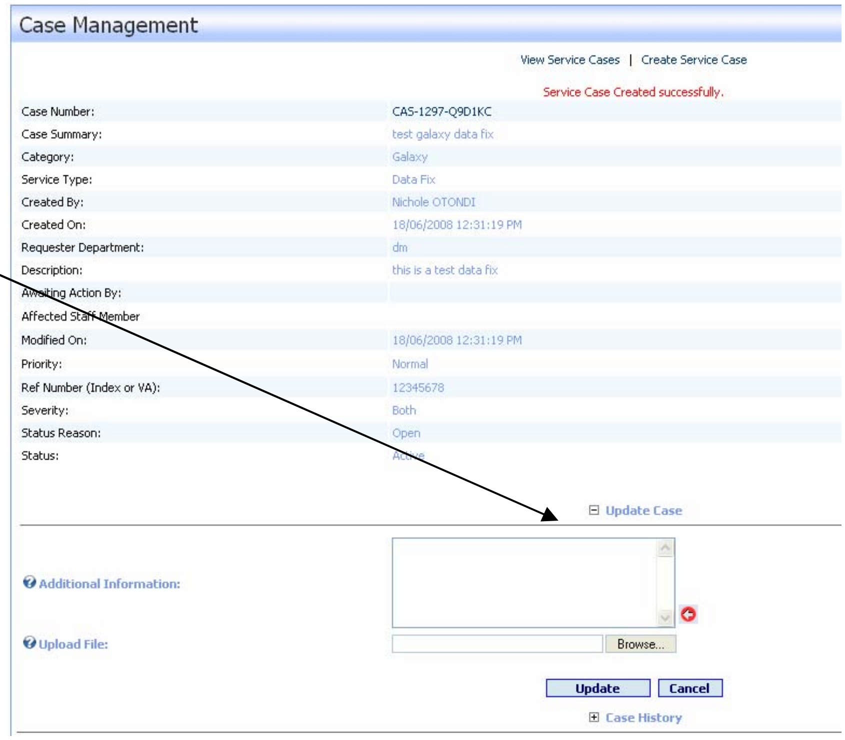


i. Select the appropriate value for "Category" and then "Service Type" from the drop down lists in the "Create Service Case" screen.
ii. In the "Case Summary" field, provide a brief, descriptive summary of the issue that will provide you with ease in identifying the case.
iii. In the "Description" field, please provide a detailed description of the case. **NOTE:** Images cannot be pasted into the Description. In order to provide images in the case, you must first complete the creation of the case. Then you may add attachments to the case by updating the case as indicated in Section 4 below.
iv. Select the appropriate "Requester Department".
v. Select the appropriate "Priority" and "Severity".
vi. Click on the Create Case button to submit your case. You should then see your Case Details with the "Service Case Created Successfully" message displayed.

4. Adding Attachments and Additional Information to a Case

a. Once you have created a case, you can add attachments or additional relevant information to further assist the Help Desk in resolving your issue.

b. To do this, scroll down to the Update Case section of the Case Summary where you may attach necessary information or enter additional data regarding the case.
   i. You must provide additional information regarding your update in the "Additional Information" field.
   ii. Click on the Browse… button to locate a file you wish to attach, if necessary.
   iii. To submit your update, click the Update button.

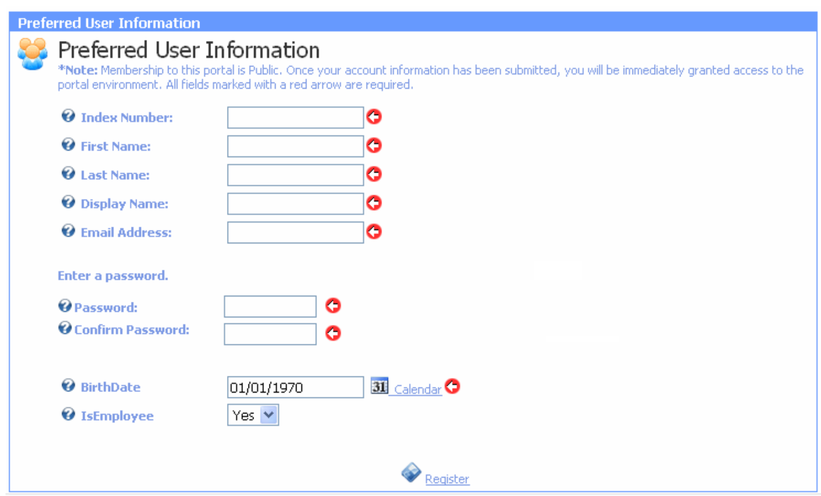


5. Registration – if required

a. If you have not been pre-registered for use of My HR Online, you must register by clicking on the Register link on the HR Systems Support Log In page. This will guide you through the registration process.

b. Please complete the registration by completing all fields on the registration page. Then click Register link.

c. You will then be logged into My HR Online.



If you are unable to successfully access My HR Online, click on the Contact Us tab for information on how to gain assistance.