

**Host Entity Registration - Online Volunteering – Standard Operating Procedure**

<b>Responsible Unit</b>	Volunteer Solutions Section (VSS)
<b>Focal Point</b>	Volunteer Solution Section –onsite
<b>Effective Date</b>	1 Oct 2021
<b>Applicability</b>	Online Volunteer Modality

#	Responsible party or person			Process step	Description	Documents	System role	Comments
	Country presence (PA/PAn)	Country presence (PAn)	No Country Presence					
Registration in UVP								
1		HE		Learn about UNV	Familiarize with UNV's expectations for host entities..		Anonymous user	
2		HE		Start registration	Go to log in/sign up and click on 'Sign up now'. Follow screen instruction – verify email address, create a password and enter registration information – name, birthdate, gender. Accept terms of use and privacy policy. Click 'create'. Accept		Anonymous user	
3		UVP		Check registration	Check registration requirements – password and email address.		System	
4		HE		Choose 'entity'	Choose ' <b>I'm an entity</b> '.		Anonymous user	
Create new account								

	Responsible party or person	Process step	Description	Documents	System role	Comments
5	HE (UN agencies)	Complete registration	Click the profile icon in the top right corner and click "Edit Host Entity". Choose 'United Nations' organization type and enter organization information – organization name, address, mission and objectives, and acronym. Complete and click 'Submit'.		Anonymous user	
6	HE (CSOs)	Complete registration – upload supporting documents	<ul style="list-style-type: none"> <li>Click the profile icon in the top right corner and click "Edit Host Entity". Choose 'NGO or other civil society organization' organization type and enter organization information – organization name, address, mission and objectives.</li> <li>Provide and upload supporting documents to prove compliance with eligibility criteria (certificate of registration, due diligence clearance). Complete and click 'Submit'.</li> </ul>		Anonymous user	Provide information or link to information page on eligibility criteria and requested documents.
7	HE (Gov/IO)	Complete registration – provide activities, references and volunteer engagement.	<ul style="list-style-type: none"> <li>Click the profile icon in the top right corner and click "<b>Edit Host Entity</b>". Choose 'Government or public institution' organization type and enter organization information – organization name, address, mission and objectives.</li> <li>Provide information on three organization's projects and activities, two references from outside the organization (name, position, organization, email) and Volunteer engagement. Complete and click '<b>Submit</b>'.</li> </ul>		Anonymous user	
8	UNV	Review registration	<ul style="list-style-type: none"> <li>Check organization profile information, consult references (Gov/IO only) and check supporting documents (CSO only).</li> <li>Ask questions or request edits if needed, using the 'feedback' function – enter feedback information, adjust email template and complete with 'resolve', otherwise proceed with step 11.</li> </ul>	<a href="#">OV organization eligibility criteria</a>	MU	
9	UVP	Notify HE	Send notification email with feedback to HE account user.		System	

	Responsible party or person	Process step	Description	Documents	System role	Comments
10	HE	Edit profile	Answer questions and/or log in on UVP and address requested edits. Re-submit to UNV.		Anonymous user	
11	UNV	Approve/reject request	Approve new organization account creation request against eligibility criteria and according to agreed standards. Reject if non-compliant with eligibility criteria.		MU	
12	UVP	Notify HE	Send notification email of organization account creation request approval or rejection.		System	
13	HE	Update profile	Update organization profile information as needed.		Anonymous user	Able to edit all personal information but email due to its relation to B2C account and login.
<b>Join existing account (UN entity only)</b>						
1	HE	Join account	Choose to join existing UN account, choose account from existing HE entity list.		Anonymous user	
2	HE	Approve or decline join request	Review join request		HE AO	
3	UVP	Notify requester	Send notification email of decline to requester.		System	
4	UVP	Notify account owner	Send notification email to organization account owner of joint request.		System	
5	HE	Approve/decline profile	Check profile information and approve/decline account creation request.		HE AO	
6	HE	Complete profile	Enter personal profile information – name, email address.		Anonymous user	
7	UVP	Link user	Link new user to organization account.		System	
<b>Invite new user</b>						

	Responsible party or person	Process step	Description	Documents	System role	Comments
1	HE	Invite new user	Under 'Host Entity Admin' perform 'invite' task – enter information (email, name, gender), choose role and language and invite additional user to organization account.		HE AO	UN agencies can invite and assign following roles: Hiring manager or supervisor. CSOs and govts/IOs can invite and assign following roles: Account owner, hiring manager.
2	UVP	Send invitation	Send invitation notification email to new user. Send separate email with password to log in.		System	
3	HE	Log in	Log in to UVP using email address and password sent by system.		Anonymous user	
4	HE	Complete profile, change password	After log-in, edit user profile information, if needed and change password.		Anonymous user	
<b>Forgot password</b>						
1	HE	Create new password	Click on ' <b>Forgot your password?</b> ' on log in page and verify email address. Enter and confirm new password.		Anonymous user	

### Abbreviations

UVP – Unified Volunteering Platform

OVS – Online Volunteering Site

HE- Host Entity

HE AO- Host Entity Account Owner

MU- Mobilization Use