

# Login to Individual Consultant Self-Service Portal (UNICEF Consultant Portal)



*\*Consultants should NOT use their "UNICEF.org" account to register. Instead, consultants are required to use their personal email address as in UNICEF vendor records.*

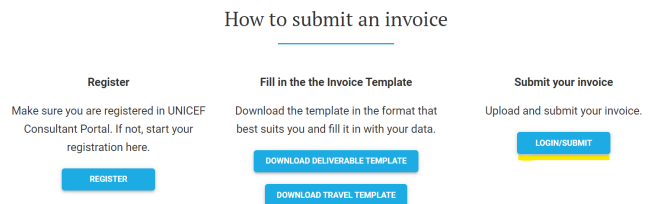
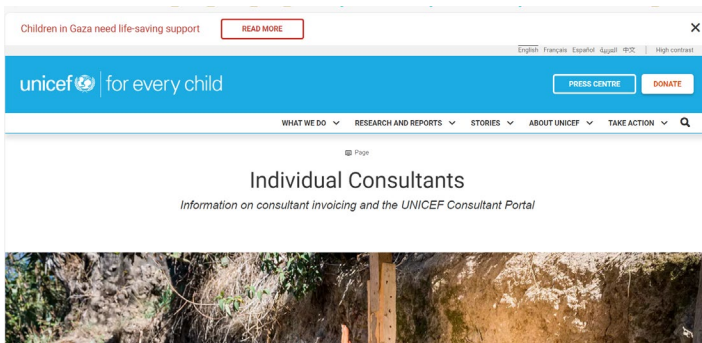
*If you are unsure of the recorded email address or need to update your record, please contact the Consultant Focal Point at your UNICEF office.*

In case you have a UNICEF email address, and you use Service Gateway /CC portal for your daily work to login to the UNICEF Consultant Portal with private email address:

1. Close all sessions logged to Service Gateway,
2. Start a new session with [Individual Consultants | UNICEF](#), to be able to login with a new username into the Consultant Portal, or use incognito/private mode and copy-paste link <https://unicef.service-now.com/cic>. Otherwise, single sign-on function (SSO) used by UNICEF will keep you login with the official email address.

**Step 1 / Action 1:** Go to [Individual Consultants | UNICEF](#)

**Action 2:** Scroll down to “How to submit an invoice” section and click on the **Login/Submit** button at “Submit your invoice”.



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**Step 2 / Action 1:** Click on "External User Login / Registration Sign-in / Sign-up".



## Welcome to Individual Consultant Self-Service Portal

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**Step 3 / Action 1:** Enter your registered private email to "Email Address" field.

**Action 2:** Enter your password to "Password" field.

**Action 3:** Click on "Sign in" button.

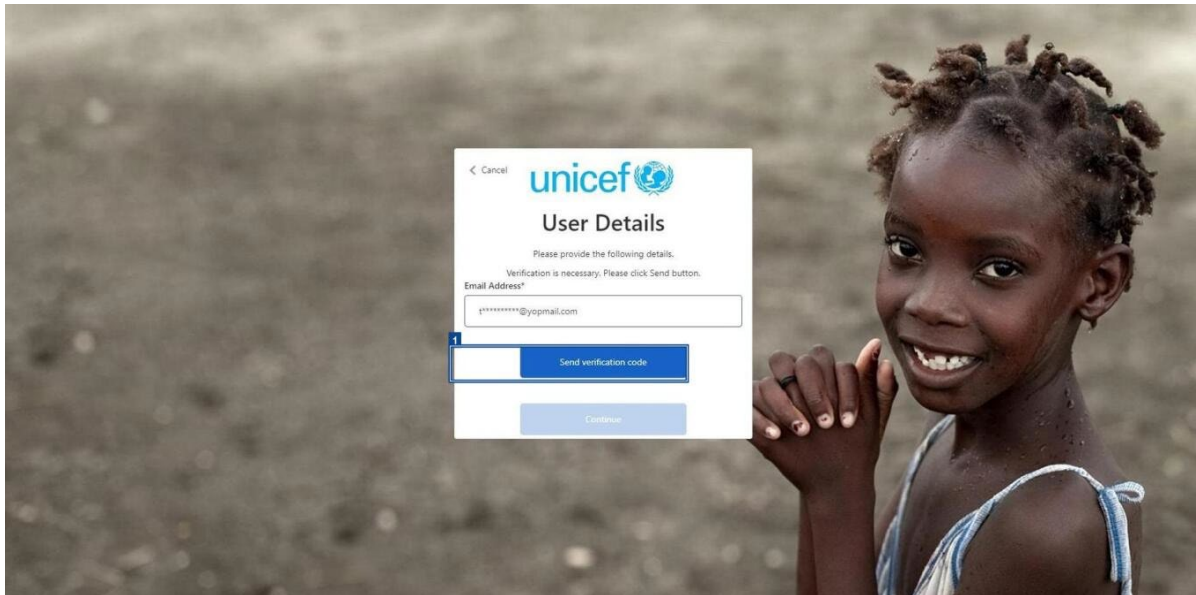


**Step Notes:** In case you forgot your password click on "Forgot your password?" link. Follow instruction – **Step 9.**

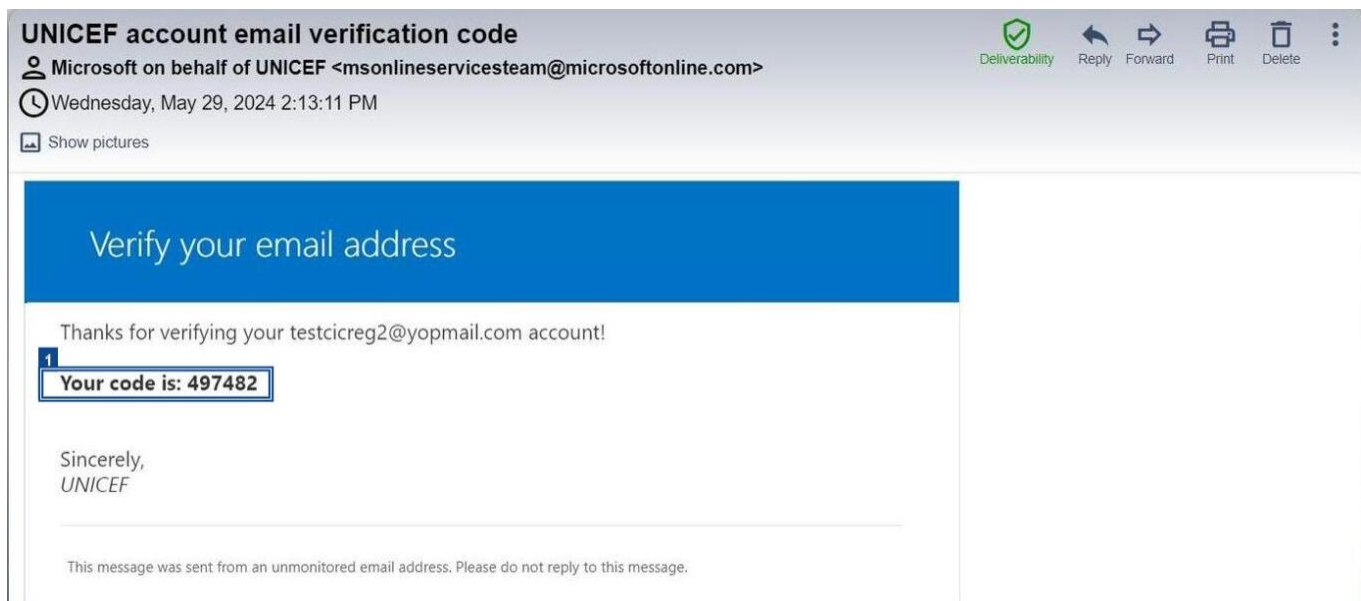
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**Step 4 / Action 1:** Click on "Send verification code" button. (Verification code will be received to your private e-mail account)



**Step 5 / Action 1:** Go to your private email account and copy the received code.



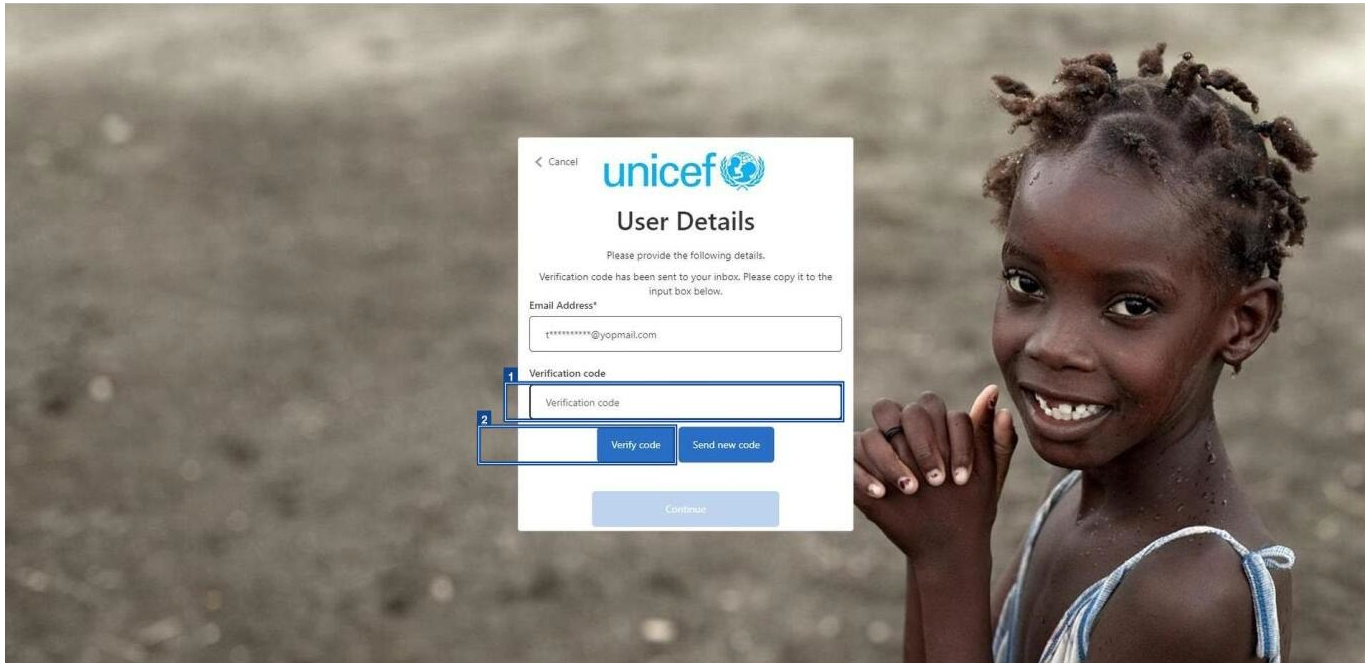
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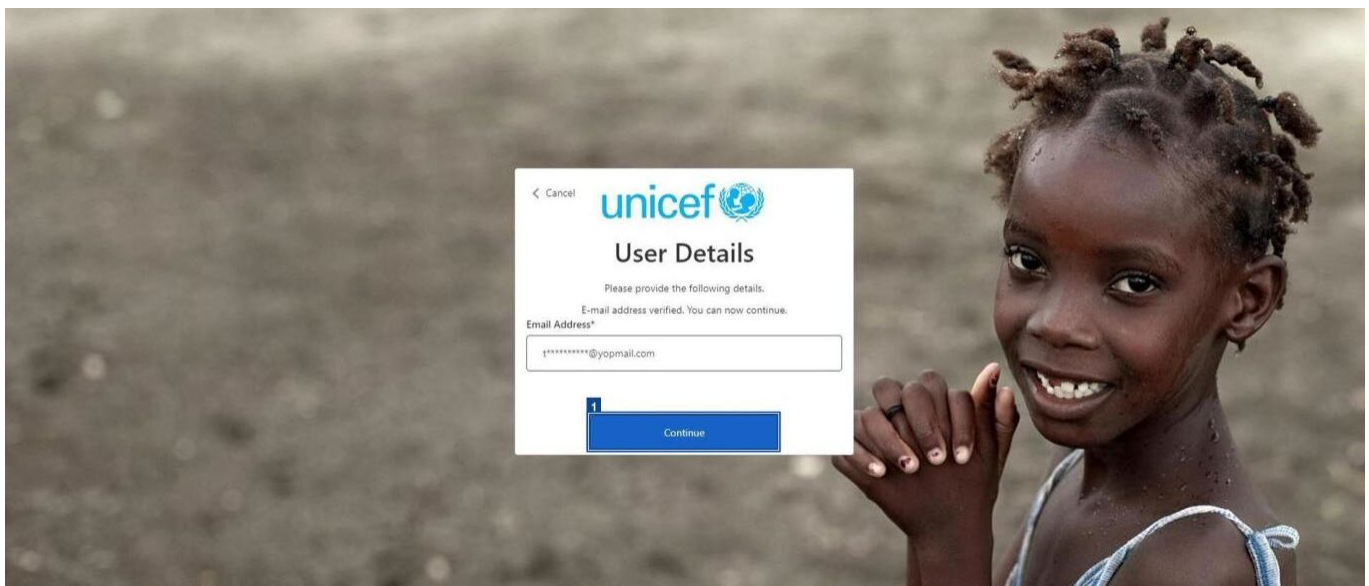
**Step 6 / Action 1:** Enter the code to "Verification code" field.

**Action 2:** Click on "Verify code" button.

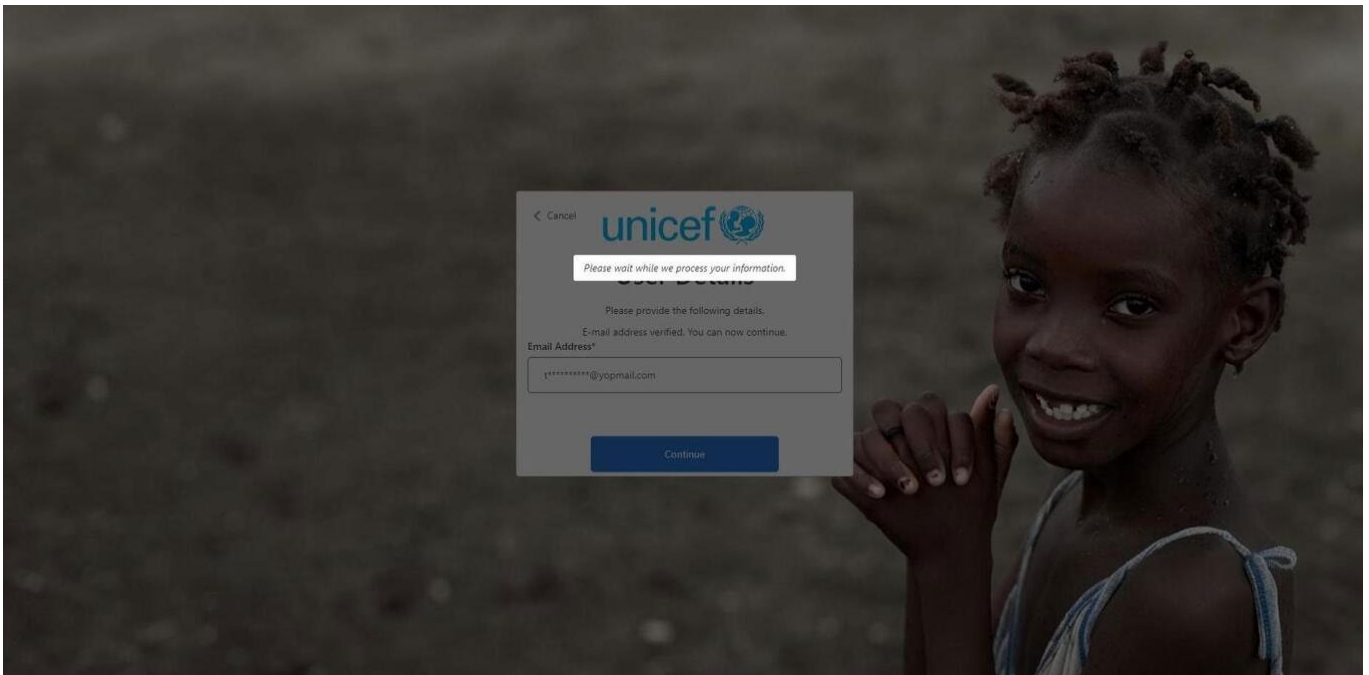
If the code is not used in 5 minutes after receipt, new code needs to be requested. **Go to step 10.**



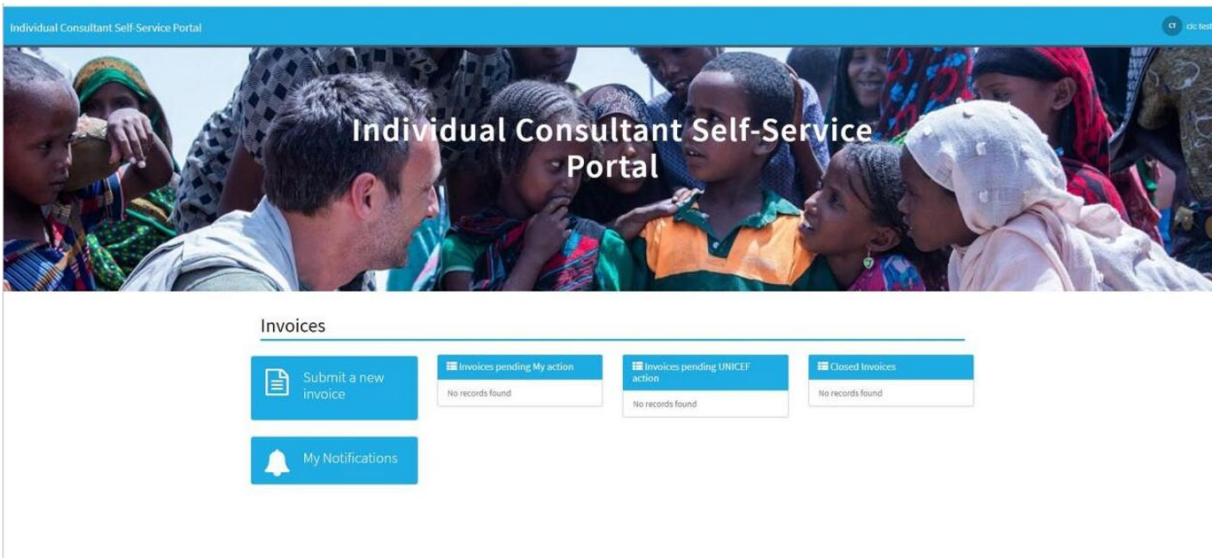
**Step 7 / Action 1:** Click on "Continue" button.



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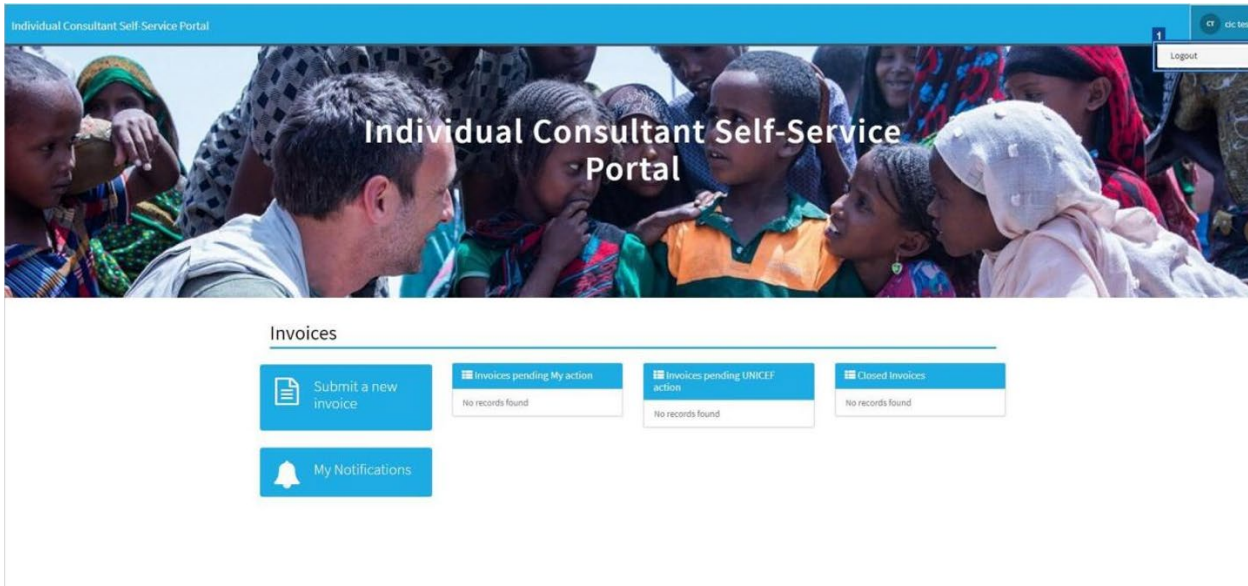


**Step 8 / Action 1:** You are successfully logged in to the Individual Consultant Self-Service Portal.



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**Step 9 / Action 1:** When you finish the work in the portal, please click on your user icon and on "Logout".



## **Step Notes:**

Please make sure that you properly logout from the portal by using the Logout function. - for security measurement.

## **Additional steps:**

### **Step 10 / Forgot Password**

**Action 1:** If you forgot your password at login, click on "Forgot your password" link.



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**Action 2:** Provide your email address and click on “Send verification code” button. This email verification is for multi-factor authentication (MFA).

The screenshot shows the 'User Details' form in the UNICEF portal. At the top left is a 'Cancel' link. The UNICEF logo is centered at the top. Below it is the title 'User Details' and the instruction 'Please provide the following details.' There is a label 'Email Address\*' above a text input field containing 'testcicreg2@yopmail.com'. Below the input field are two buttons: a blue 'Send verification code' button and a light blue 'Continue' button.

**Action 3:** Go to your private email account and copy the 6-digit code from the received email.

The screenshot shows an email from 'Microsoft on behalf of UNICEF <msonlineserviceteam@microsoftonline.com>' received on Tuesday, June 04, 2024 at 11:12:41 AM. The email body has a blue header 'Verify your email address'. The main text says 'Thanks for verifying your testcicreg2@yopmail.com account!' followed by 'Your code is: 022933' in yellow. It ends with 'Sincerely, UNICEF' and a small disclaimer at the bottom: 'This message was sent from an unmonitored email address. Please do not reply to this message.'

**Action 4:** Paste the code into Verification code field and click on “Verify code” field:

The screenshot shows the 'User Details' form with the 'Email Address\*' field containing 'testcicreg2@yopmail.com' and the 'Verification Code\*' field containing '022933'. At the bottom are two blue buttons: 'Verify code' and 'Send new code'.

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**Action 5:** Now your email is verified. Click on “Continue”.

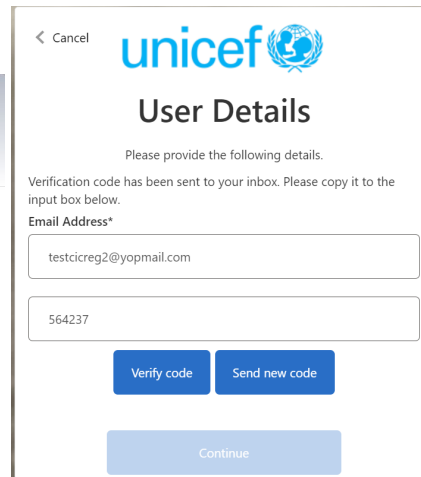
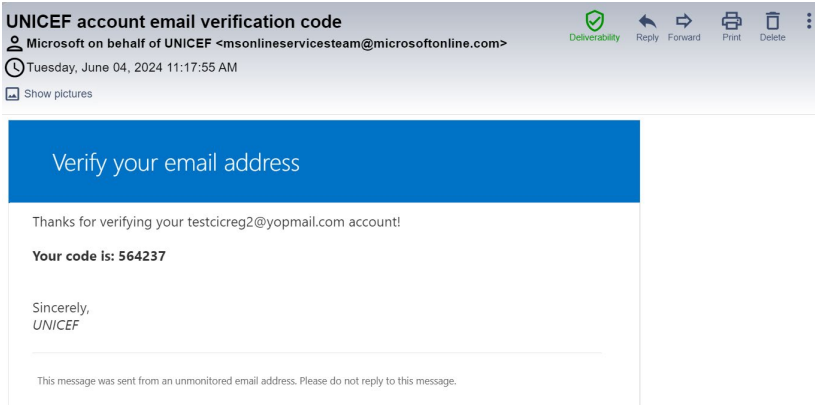
The screenshot shows the 'User Details' screen in the UNICEF portal. At the top left is a '< Cancel' link. The UNICEF logo is centered at the top. Below the logo, the title 'User Details' is displayed. Underneath, the text reads 'Please provide the following details.' followed by 'E-mail address verified. You can now continue.' Below this, there is a label 'Email Address\*' and a text input field containing 'testcicreg2@yopmail.com'. At the bottom of the form is a blue button labeled 'Continue'.

**Action 6:** 2<sup>nd</sup> authentication is requested for email validation and password reset. Enter your email address and click on “Send verification code”.

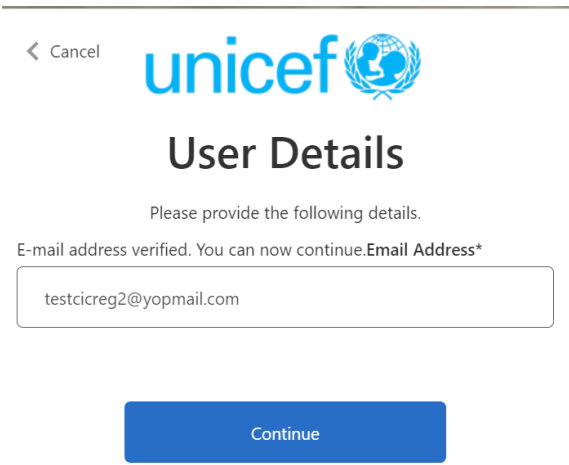
The screenshot shows the 'User Details' screen in the UNICEF portal. At the top left is a '< Cancel' link. The UNICEF logo is centered at the top. Below the logo, the title 'User Details' is displayed. Underneath, the text reads 'Please provide the following details.' followed by 'Verification is necessary. Please click Send button.' Below this, there is a label 'Email Address\*' and a text input field containing 'testcicreg2@yopmail.com'. Below the input field are two buttons: a blue button labeled 'Send verification code' and a light blue button labeled 'Continue'.

**Action 7:** Go to your private email account, copy the received 6-digit code and paste into the verification code field and click on “Verify code”.

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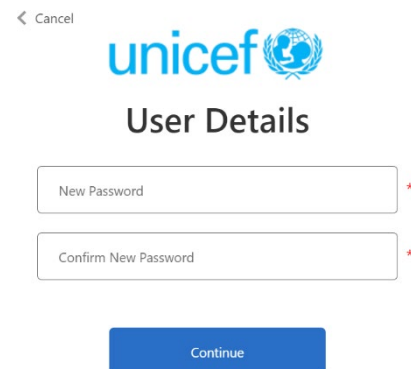
**Action 8:** Your email address is verified click on “Continue”



**Action 9:** Provide with a new password, then confirm the password and click on “Continue”.

- The password must be between 8 and 64 characters.  
The password must have at least 3 of the following:
- a lowercase letter
  - an uppercase letter
  - a digit
  - a symbol

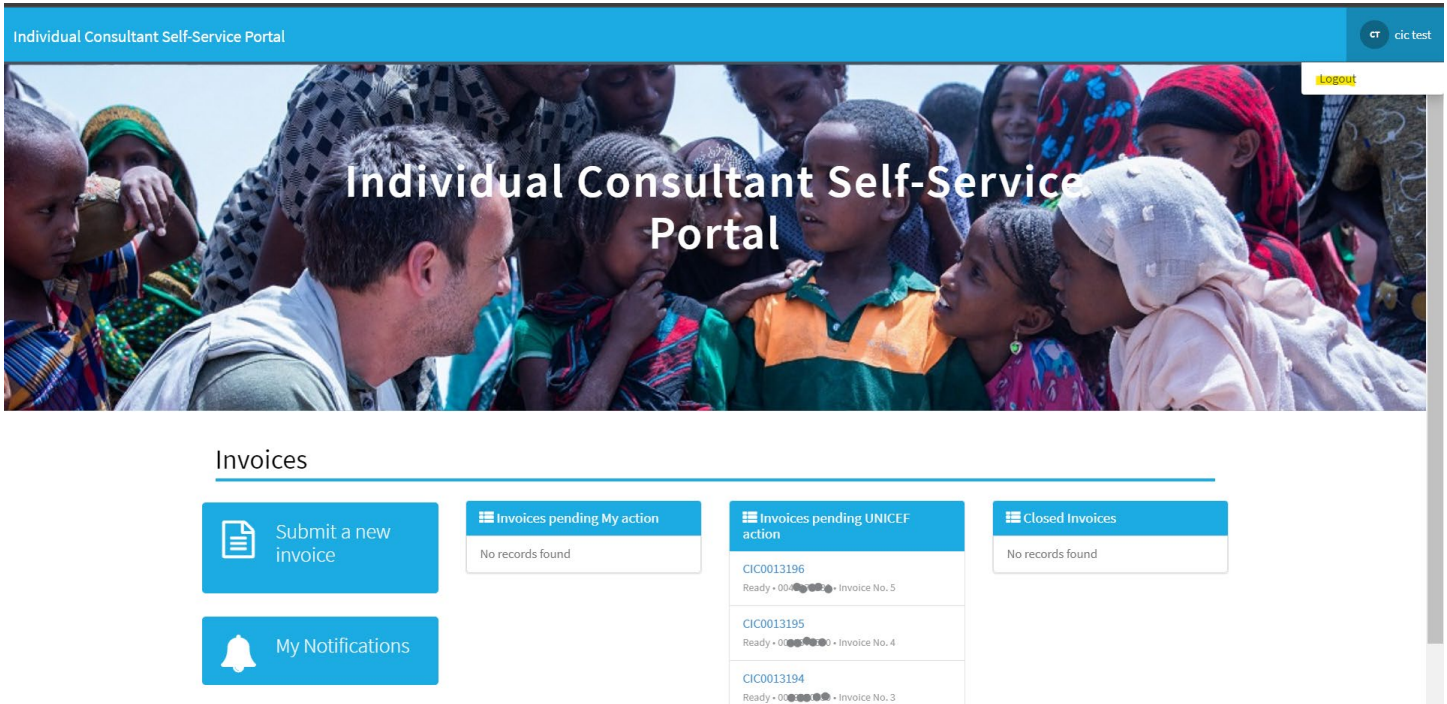
You are logged in to the Individual Consultant Self-Service Portal.



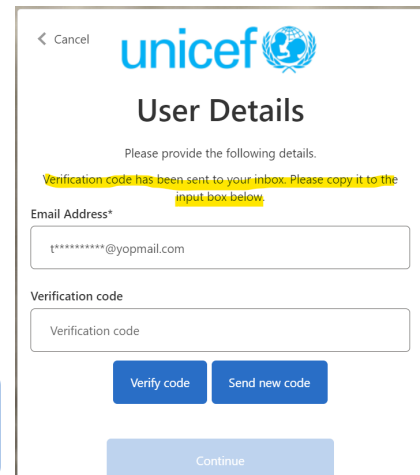
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After finishing your work, for a proper logout use Logout function under your username.



**Step 11 / Send new code.** If the received verification code is not used in 5 minutes, the code expires. Request a new code by clicking on “Send new code” button.



Continue the process and verify the code within 5 minutes.