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.

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

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.
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.
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.
Step 8 / Action 1: You are successfully logged in to the Individual Consultant Self-Service Portal.
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.
Action 2: Provide your email address and click on “Send verification code” button. This email verification is for multi-factor authentication (MFA).

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

Action 4: Paste the code into Verification code field and click on “Verify code” field:
Action 5: Now your email is verified. Click on “Continue”.

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

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”.
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.
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.