**Global Webinars on UN Partner Portal for NGO Partners**

**March 2019**

**General:**

* The new UN portal is joint between UNHCR, UNICEF, and WFP.
* The former portal was exclusive to UNHCR.
* The new portal built heavily on the features of the old portal.
* UNHCR partners’ information was migrated to the new portal.
* The old portal is still active as a repository of information for UNHCR and its partners. However, no calls will be published there.

**New Portal features:**

* Search for the calls by organization, or by sectors, or by country
* The template for concept notes will still be the one we upload
* Partners can submit requests for clarification on the portal, and the answer will be visible to all.

**User management:**

* New organizations: must create a new role for admin
* INGOs must register at HQ level.
* The first person who registers the org will have administrative rights. The three roles are:
* Administrator: can define roles, and submit concept note.
* Editor: can submit concept notes. Can’t add users.
* Reader: read-only. Can’t submit concept notes.
* It is up to the organization to decide how many administrators they want. The partners should be aware that the admin has critical access.

**Migration of UNHCR existing organizations:**

* Users were migrated, but they have to log in anew. The same rights and permissions, by country and HQ, were migrated.
* Documents were migrated as well. Though not all would be found, due to the old and new portals not being exactly the same, having to observe the new structure.
* The partners still need to go through their profile and check for all documents, and check the relevance and if it is up to date, and if complete.

**Misc:**

* The new portal will be translated into French and Spanish.
* Recommended browser: Chrome
* If the partner email address changed, they have to contact the help desk
* INGOs can’t add new countries until they’ve completed their HQ profile. They need to pin their location on the map to complete the profile.
* INGOs can’t submit concept note through the HQ profile. It must be through country profiles.
* Partner code: This is the responsibility of each UN agency (e.g., MSRP code for UNHCR).
* No deadline for profile completion, but better do it as soon as possible
* Cut-off for using the portal exclusively for accepting concept note: this is agency specific. Generally, if the call is launched on the call, then the application needs to be done via the portal.
* There was a question on whether there are attempts to harmonize EOI templates among UN agencies. This is being looked into.