

**United Nations Protocol and Liaison Service**  
**e-Mission Self-Service Module**  
**Guidebook for Focal Points and Backup Users (Submitters)**  
**of Permanent Missions/Observer Offices**  
**as of 31 July 2024**

## How to request for/update e-Mission self-service module accounts?

Complete the form SG.41 with the signature of the Permanent Representative and submit to [unprotocol@un.org](mailto:unprotocol@un.org). The form can be found on the UN Protocol's website: <https://www.un.org/dgacm/en/content/protocol/forms>

You will receive instructions via the email address that you provided to complete the activation of your account.

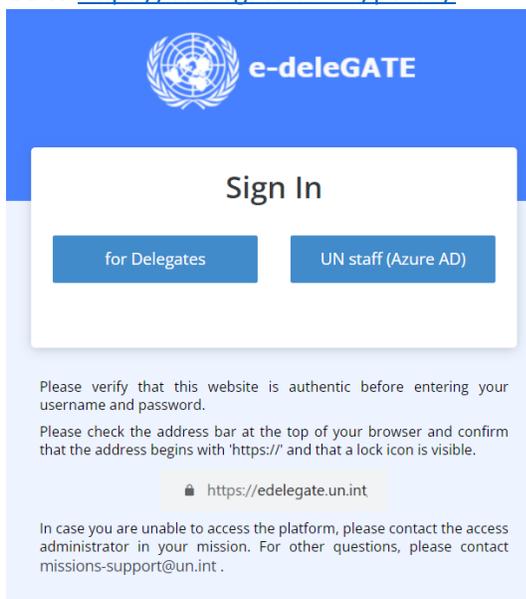
## How to request for in-person training sessions about the e-Mission self-service module?

Send your request via [unprotocol@un.org](mailto:unprotocol@un.org) with the following information:

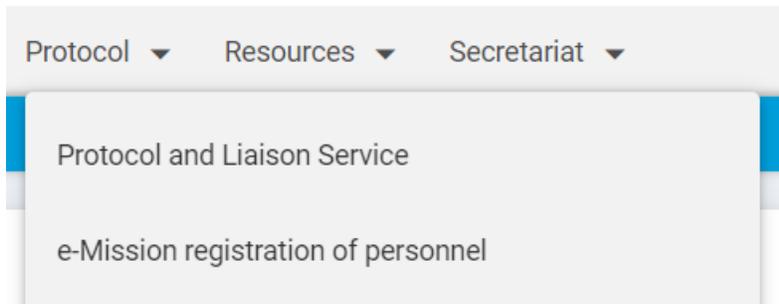
1. Number of attendees
2. Names of attendees
3. Diplomatic rank/functional titles
4. email addresses
5. Phone numbers

## How to access the e-Mission self-service module?

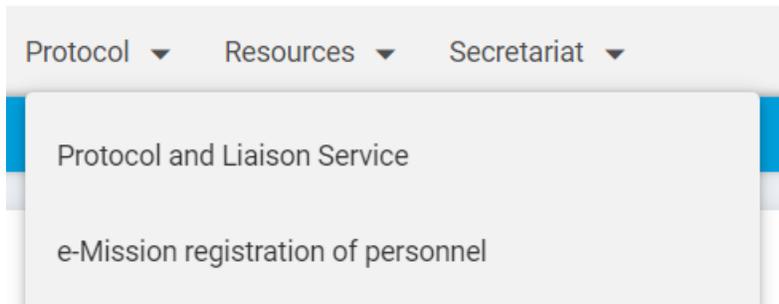
1. Go to <https://edelegate.un.int/portal/>



2. Click on the “for Delegates” button.
3. Enter username and password
4. To ensure that you are on the right webpage, click on the “Protocol” tab.



5. Then, from the drop-down list, click on the “e-Mission registration of personnel” tab.



6. The following image or view should now appear on your screen:

e-Mission staff

Show dependents    Mission / organization staff    + New principal

Group	Last name	First name	Dipl. rank	Function / Relationship	Pass expiration
[-] Diplomatic+dependen...	Brian	BRIAN	Third Secretary		06/12/2024
	Brian	Daughter		(Daughter)	21/04/2018
	Brian	Daughter		(Daughter)	21/04/2018
	Brian	Wife		(Wife)	21/04/2018
	c	c	Envoy Extraordinary and Minister Plenipotentiary		

7. You can now proceed in submitting requests.

8. Continue reading/scrolling down for steps on how to register new staff, how to request changes, how terminate a staff, and others.

## How to use the e-Mission self-service module?

### How to register new staff?

#### REMINDERS:

*Before continuing, you must always submit your request to register new staff members, family members, and household employees via the US Mission’s eGov system first. (You will need to have an eGov account to use the eGov system. If you do not have an eGov account, see Annex, on how to apply for an eGov account through the*

US Mission.) Get the eGov transaction ID number, and submit your request, with the eGov transaction ID number, via the UN Protocol's e-Mission self-service module. See the Checklist from our website (<https://www.un.org/dgacm/en/content/protocol/checklist>) for the required documents (references) that must be uploaded via e-Mission in PDF format, except for photographs of the persons being registered.

1. While on the "Mission/organization staff" tab, click the "+New principal" button.

**e-Mission staff**

Show dependents

Mission / organization staff

**+ New principal**

2. Provide the eGov transaction ID number.
3. Complete all mandatory fields.
4. Upload all required documents.

**e-Mission staff**

**< Back**

**eGOV**

Transaction number \*

**DELEGATE DETAILS**

Category \*      Date of appointment \*      dd/mm/yyyy

Last name \*      Duration of contract      dd/mm/yyyy

First name \*

Form of address \*      v

Diplomatic rank \*      v

Function in mission      v

Name format \*       Title FirstName LastName  
 Title LastName FirstName

Letter of appointment \*      **+ Choose**

Photo \*      **+ Choose**

5. Complete the personal details information.

**PERSONAL DETAILS**

Marital status \*      Address \*

Nationality at birth \*      Personal/cell phone number

Present nationality \*      Work cell phone

Date of birth \*      dd/mm/yyyy      Office phone

Place of birth \*      Email

- Complete passport and visa information.
- Upload all required documents for reference.

**PASSPORT AND VISA**

Passport type *	<input type="text"/>	Visa type *	<input type="text"/>
Passport of *	<input type="text"/>	Visa number *	<input type="text"/>
Passport number *	<input type="text"/>		
Passport expiration	dd/mm/yyyy 		
Copy of passport page *	<input type="button" value="+ Choose"/>		
Front cover of passport *	<input type="button" value="+ Choose"/>		
Copy of visa page *	<input type="button" value="+ Choose"/>		
Copy of I-94 *	<input type="button" value="+ Choose"/>		
Additional documents	<input type="button" value="+ Choose"/>		

- If the staff does not have dependents (family members and household employees), click submit.
- If the staff has dependents, click submit and add dependent, until all dependents are complete. After all dependents are added, click submit to finish.

NOTE: UN grounds passes are automatically authorized for the qualified principals (diplomats and clerical/support staff) and qualified spouse of diplomats. UN grounds passes are not issued for household employees who are G-5 visa holders.

**How to add a dependent/household employee, if the principal is registered first prior to the arrival of the dependents?**

**e-Mission staff**

Show dependents

- Go to the existing record of the staff.
- Under "Choose action", select "Add dependent".
- Proceed to complete the fields.
- Click "Submit and add dependent" if there are more dependents to register.
- Click "Submit" if there are no other dependents left to register.

**e-Mission staff**

## How to request for renewal/update of UN grounds passes?

*Note: For routine renewals of UN grounds passes, a cover letter and the eGov transaction ID number are not required. However, the cover letter and the eGov transaction ID number are required for UN grounds pass requests related to promotions, demotions, changes of function, changes of name, and for other reasons.*

e-Mission staff

[← Back](#) [Choose action ▾](#)

### Mr. BRIAN Brian

Category	<b>Diplomatic</b>	Date of appointment *	<b>21/04/2018</b>
Diplomatic rank *	<b>Third Secretary</b>	Duration of contract	<b>21/04/2018</b>
Function in mission		Type of UN pass	<b>Pass</b>
Name format *	<input type="radio"/> Title FirstName LastName	UN pass issued / renewed	21/04/2018 <b>06/12/2022</b>
		UN pass expiration	21/04/2018

- Add dependent
- Request UN pass
- Update delegate details
- Update personal details
- Update passport / visa
- Update photo
- Terminate

1. Go to the existing record of the staff. Do not create a new record of the staff or qualified dependent.
2. Click on “Choose action”.
3. Choose “Request UN pass” from the dropdown list.
4. Enter eGov transaction ID number for requests related to promotion, demotion, change of function, change of name, and for other reasons.
5. Click “Renewal” for routine renewal. Click “promotion” for updating diplomatic rank and/or functional title.
6. Upload cover letter and other supporting documents for requests related to promotions, demotions, changes of function, change of name (such as court decisions, new passport bio-page, new visa information page), and for other similar reasons.
7. Click submit.

## How to update the work-related details of the staff?

This includes change of diplomatic rank and/or functional titles.

e-Mission staff

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### Mr. BRIAN Brian

Category	<b>Diplomatic</b>	Date of appointment *	<b>21/04/2018</b>
Diplomatic rank *	<b>Third Secretary</b>	Duration of contract	<b>21/04/2018</b>
Function in mission		Type of UN pass	<b>Pass</b>
Name format *	<input type="radio"/> Title FirstName LastName	UN pass issued / renewed	21/04/2018 <b>06/12/2022</b>
		UN pass expiration	21/04/2018

- Add dependent
- Request UN pass
- Update delegate details
- Update personal details
- Update passport / visa
- Update photo
- Terminate

1. Go to the existing record of the staff. Do not create a new record of the staff or qualified dependent.
2. Click on “Choose action”.
3. Choose “Update delegate details” from the dropdown list.
4. Enter the required eGov transaction ID number (related to Notification of Change (NOC)).

5. Change the information that needs updating (diplomatic rank and/or functional title).
6. Upload cover letter and other supporting documents for requests related to the change.
7. Click submit.

## How to update the personal details of the staff and the dependents?

e-Mission staff

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### Mr. BRIAN Brian

Category	<b>Diplomatic</b>	Date of appointment *	<b>21/04/2018</b>
Diplomatic rank *	<b>Third Secretary</b>	Duration of contract	<b>21/04/2018</b>
Function in mission		Type of UN pass	<b>Pass</b>
Name format *	<input type="radio"/> Title FirstName LastName	UN pass issued / renewed	21/04/2018 <b>06/12/2022</b>
		UN pass expiration	21/04/2018

- Add dependent
- Request UN pass
- Update delegate details
- Update personal details
- Update passport / visa
- Update photo
- Terminate

1. Go to the existing record of the staff. Do not create a new record of the staff or qualified dependent.
2. Click on “Choose action”.
3. Choose “Update personal details” from the dropdown list.
4. Enter the required eGov transaction ID number (related to Notification of Change (NOC)).
5. Change the information that needs updating.
6. Upload cover letter and other supporting documents for requests related to the change.  
Examples: For change of marital status: marriage certificate, divorce document, naturalization certificate, etc.
7. Click submit.

## How to update the passport and visa information of the staff and the dependents?

e-Mission staff

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### Mr. BRIAN Brian

Category	<b>Diplomatic</b>	Date of appointment *	<b>21/04/2018</b>
Diplomatic rank *	<b>Third Secretary</b>	Duration of contract	<b>21/04/2018</b>
Function in mission		Type of UN pass	<b>Pass</b>
Name format *	<input type="radio"/> Title FirstName LastName	UN pass issued / renewed	21/04/2018 <b>06/12/2022</b>
		UN pass expiration	21/04/2018

- Add dependent
- Request UN pass
- Update delegate details
- Update personal details
- Update passport / visa
- Update photo
- Terminate

1. Go to the existing record of the staff. Do not create a new record of the staff or qualified dependent.
2. Click on “Choose action”.
3. Choose “Update passport/visa” from the dropdown list.
4. Enter the required eGov transaction ID number.
5. Change the information that needs updating.
6. Upload cover letter and copies of the new passport and/or visa.

7. Click submit.

## How to update the photograph (only if requested by UN Protocol) of the staff and the dependents?

e-Mission staff

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### Mr. BRIAN Brian

Category	<b>Diplomatic</b>	Date of appointment *	<b>21/04/2018</b>
Diplomatic rank *	<b>Third Secretary</b>	Duration of contract	<b>21/04/2018</b>
Function in mission		Type of UN pass	<b>Pass</b>
Name format *	<input type="radio"/> Title FirstName LastName	UN pass issued / renewed	21/04/2018 <b>06/12/2022</b>
		UN pass expiration	21/04/2018

- Add dependent
- Request UN pass
- Update delegate details
- Update personal details
- Update passport / visa
- Update photo
- Terminate

1. Go to the existing record of the staff. Do not create a new record of the staff or qualified dependent.
2. Click on “Choose action”.
3. Choose “Update photo” from the dropdown list.
4. Upload the new photo (in color, with white background, jpg/j-peg format).
5. Click submit.

## How to terminate a staff or dependent or household employee?

Note: Please remember that when a principal is terminated, all the dependents will be terminated along with him/her. If only a dependent must be terminated, go only to the record of that dependent. Household employees must be terminated first and separately BEFORE you terminate the principal (if the principal has finished his/her tour of duty).

e-Mission staff

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### Mr. BRIAN Brian

Category	<b>Diplomatic</b>	Date of appointment *	<b>21/04/2018</b>
Diplomatic rank *	<b>Third Secretary</b>	Duration of contract	<b>21/04/2018</b>
Function in mission		Type of UN pass	<b>Pass</b>
Name format *	<input type="radio"/> Title FirstName LastName	UN pass issued / renewed	21/04/2018 <b>06/12/2022</b>
		UN pass expiration	21/04/2018

- Add dependent
- Request UN pass
- Update delegate details
- Update personal details
- Update passport / visa
- Update photo
- Terminate

1. Go to the existing record of the staff or dependent or household employee being terminated.
2. Click on “Choose action”.
3. Choose “Terminate” from the dropdown list.
4. Enter the required eGov transaction ID number.
5. Enter the date of departure from mission information.
6. Enter the date of departure from USA information.
7. Click yes or no if the family of the staff departed from USA.
8. Upload the required termination (end of tour of duty) cover letter.
9. Click submit.

## eGOV

Transaction number

### DEPARTURE INFORMATION

Date of departure from mission \*

dd/mm/yyyy



Date of departure from USA

dd/mm/yyyy



Port of embarkation

Means of transportation

Family departed \*

Yes

No

Comments

Cover letter \*

+ Choose

Additional documents

+ Choose

✓ Submit

✕ Cancel

## How to monitor the progress of your request?

1. Click on the downward pointing arrow on the right.

Under processing

Mission / organization staff

Under processing

Approved

Rejected

Cancelled

Terminated

2. Select Under processing.
3. You will see all your ongoing requests.
4. Select Approved to see all your approved (processed) requests.



5. Select Rejected to see all your rejected requests.



6. Select Cancelled to see all your cancelled requests.



7. Select Terminated to see all terminated staff.



### Can my requests be put on hold and delayed?

Yes. Your requests can be put on hold by UN Protocol. You may receive an email from UN Protocol notifying you that the request is put on hold, if:

1. It is missing the eGov transaction ID number
2. There are missing documents for reference. See checklist of requirements at <https://www.un.org/dgacm/en/content/protocol/checklist>

### What to do if my request is put on hold?

1. Go back to your request. For registrations, do not create a new record to avoid duplicate submissions or records.
2. Upload the missing document(s) and information (such as the eGov transaction ID number).

See also the flowcharts:

**For registrations** at <https://www.un.org/dgacm/en/content/protocol/registrations>

**For changes** at <https://www.un.org/dgacm/en/content/protocol/registrations>

**For terminations** at <https://www.un.org/dgacm/en/content/protocol/terminations>

## How to apply for an eGov account from the US Mission?

1. Go to <https://eforms.state.gov/>
2. Get the form DS-4140
3. Complete the form. Follow instructions.
4. Submit the form to Office of Foreign Missions: [OFMeGovHelpDesk@state.gov](mailto:OFMeGovHelpDesk@state.gov)
5. Request eGov training materials by sending an email to the US Mission (Host Country Affairs): [USUNAccreditations@state.gov](mailto:USUNAccreditations@state.gov)