

OSLA (Office of Staff Legal Assistance)
User Manual

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Version: 3.0

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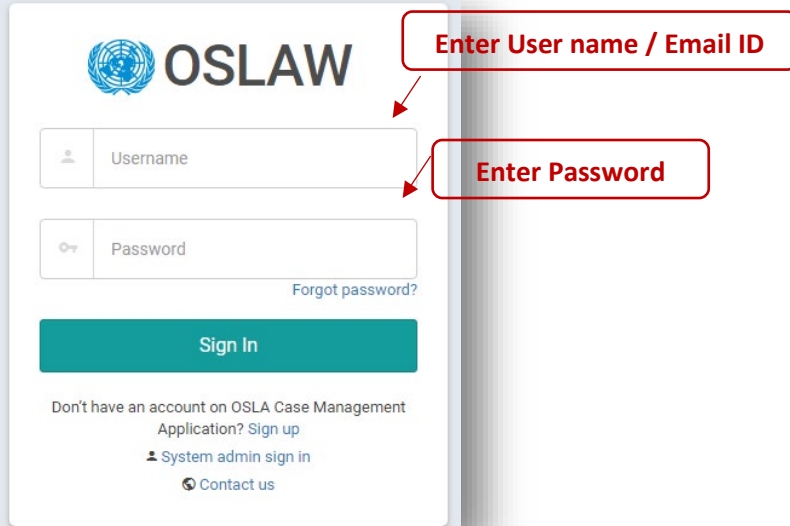
1 Introduction

The purpose of this document is to capture the existing workflow and process, followed from start to finish by all the members of the OSLA staff.

2 Getting Started

2.1 Login Form

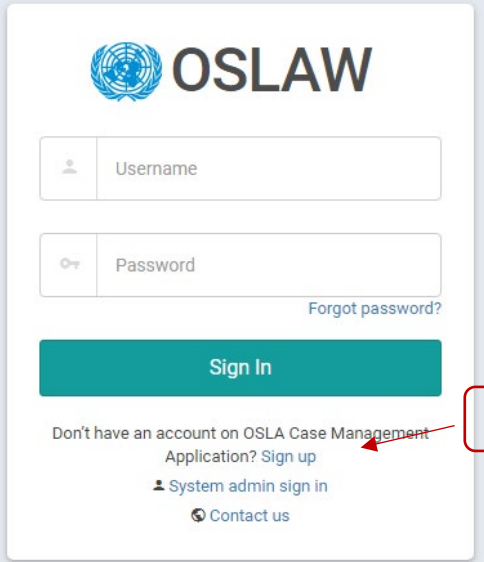
1. In order to access the OSLA system, you need to enter the <<https://staff-oslaw.un.org/>> in a web browser, where the below login form will be displayed on the screen



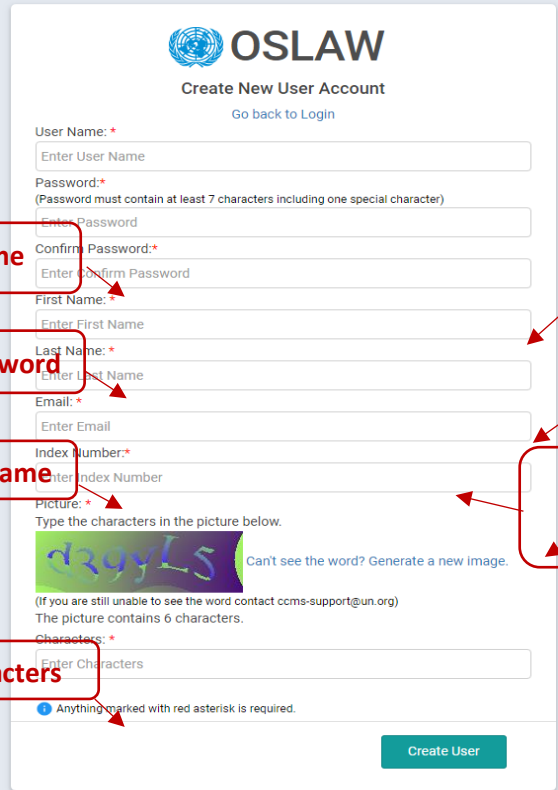
The screenshot shows the OSLA login interface. At the top left is the OSLA logo, which consists of the United Nations emblem followed by the text 'OSLAW'. Below the logo are two input fields: 'Username' and 'Password'. The 'Username' field is highlighted with a red box and an arrow pointing to it from a red callout box containing the text 'Enter User name / Email ID'. The 'Password' field is also highlighted with a red box and an arrow pointing to it from a red callout box containing the text 'Enter Password'. Below the password field is a link that says 'Forgot password?'. A large teal button labeled 'Sign In' is positioned below the input fields. At the bottom of the form, there are three links: 'Don't have an account on OSLA Case Management Application? Sign up', 'System admin sign in', and 'Contact us'.

2. If you are an existing user enter the Username/Email ID in the respective text box highlighted and the password in the text box after it
3. Click on Sign In button after entering your credentials

2.2 Sign Up



The image shows the OSLAW Sign Up page. At the top is the OSLAW logo. Below it are two input fields: 'Username' and 'Password'. A 'Forgot password?' link is next to the password field. A large green 'Sign In' button is below the fields. At the bottom, there is a link for 'Don't have an account on OSLA Case Management Application? Sign up' and a 'System admin sign in' link. A red callout box labeled 'Sign Up' points to the 'Sign up' link.



The image shows the OSLAW 'Create New User Account' page. It has the OSLAW logo and title. A 'Go back to Login' link is at the top right. The form includes fields for: 'User Name' (with a red asterisk), 'Password' (with a red asterisk and a note: '(Password must contain at least 7 characters including one special character)'), 'Confirm Password' (with a red asterisk), 'First Name' (with a red asterisk), 'Last Name' (with a red asterisk), 'Email' (with a red asterisk), 'Index Number' (with a red asterisk), and 'Characters' (with a red asterisk). A CAPTCHA image shows the characters 'd29yL5'. A red callout box labeled 'Enter Characters' points to the 'Characters' field. Other red callout boxes point to the 'User Name', 'Password', 'Confirm Password', 'First Name', 'Last Name', 'Email', and 'Index Number' fields, with labels: 'Enter Username', 'Re-enter password', 'Enter Last name', 'Enter new password', 'Enter First name', 'Enter Index Number', and 'Enter Email ID'. A green 'Create User' button is at the bottom right. A note at the bottom says 'Anything marked with red asterisk is required.'

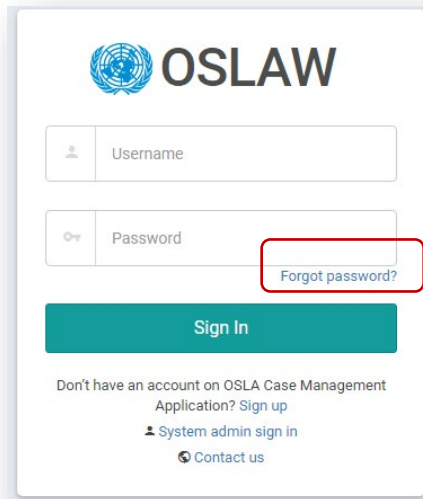
- 1) If you are a new user, then click on the Sign Up link highlighted above, which will take you to the registration page as shown below
- 2) Enter appropriate Username and Password, First Name, Last Name & Email ID in the respective fields as shown below

- 3) Then enter the characters displayed in the CAPTCHA image and click on "Create User" button to register
- 4) User Name can be of minimum 5 characters and maximum of 25 characters and should not contain white spaces.
- 5) Password should be of minimum 7 character and should contain at least one special character.
- 6) First Name and Last Name can be of maximum 100 characters each.

- 7) Email address should be in the format of [xxx@xxx.xxx](#) and should not be more than 255 characters.
- 8) You will receive an email notification on completing the registration.
- 9) Enter the same password along with user name while trying to login

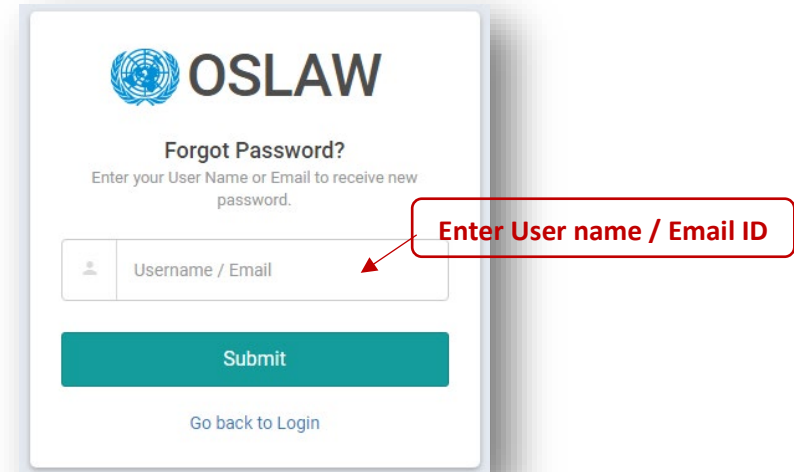
2.3 Forgot Password

- 1) If you have forgotten your password, then click on the “forgot password” link highlighted in the following image to set a new password



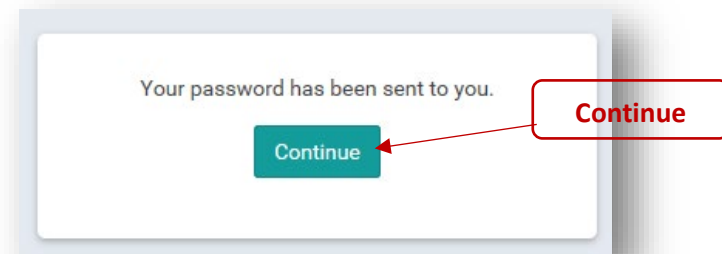
The screenshot shows the OSLAW login page. At the top is the OSLAW logo. Below it are two input fields: 'Username' and 'Password'. A red box highlights the 'Forgot password?' link located to the right of the password field. Below the input fields is a teal 'Sign In' button. At the bottom, there are links for 'Sign up', 'System admin sign in', and 'Contact us'.

- 2) You will be redirected to a new page where you need to enter Username / Email ID as shown below and click on Submit.



The screenshot shows the 'Forgot Password?' page. At the top is the OSLAW logo. Below it is the text 'Forgot Password?' and 'Enter your User Name or Email to receive new password.'. There is an input field with a person icon and the placeholder text 'Username / Email'. A red box highlights the text 'Enter User name / Email ID' with an arrow pointing to the input field. Below the input field is a teal 'Submit' button and a link 'Go back to Login'.

- 3) Once you enter the correct Username / Email ID you will get the following message

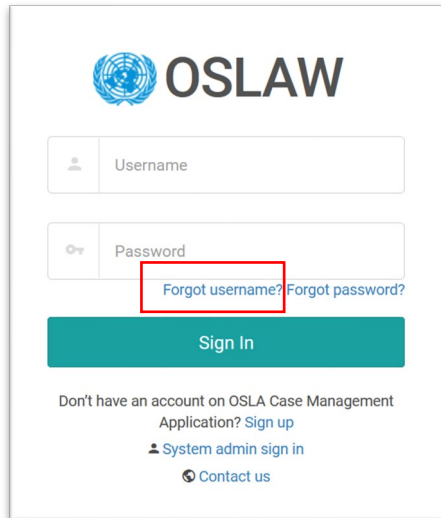


The screenshot shows a message box with the text 'Your password has been sent to you.'. Below the text is a teal 'Continue' button. A red box highlights the 'Continue' button with an arrow pointing to it.

- 4) Click on Continue to go back to the Login Form
- 5) You will receive an email notification with your new password
- 6) Enter the same password along with you registered Username in the Login Form to login to the Dashboard. As a best practice, change the password after log in.

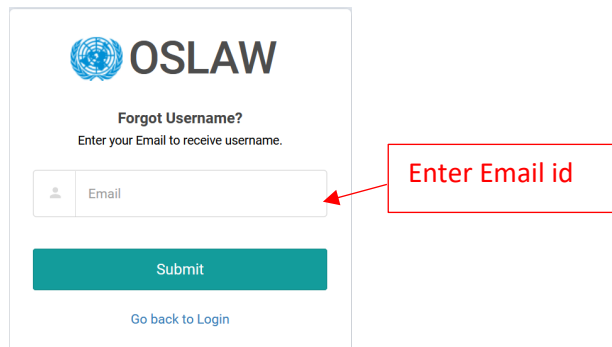
2.4 Forgot Username

- 1) If you have forgotten your username, then click on the “forgot username” link highlighted in the following image to get a username



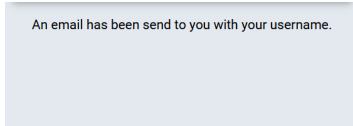
The screenshot shows the OSLAW login page. At the top is the OSLAW logo. Below it are two input fields: 'Username' and 'Password'. Under the 'Password' field, there are two links: 'Forgot username?' and 'Forgot password?'. The 'Forgot username?' link is highlighted with a red rectangular box. Below the input fields is a teal 'Sign In' button. At the bottom, there is text: 'Don't have an account on OSLA Case Management Application? Sign up', 'System admin sign in', and 'Contact us'.

- 2) You will be redirected to a new page where you need to enter Username / Email ID as shown below and click on Submit.



The screenshot shows the 'Forgot Username?' page. At the top is the OSLAW logo. Below it is the text: 'Forgot Username?' and 'Enter your Email to receive username.'. There is an 'Email' input field with a red arrow pointing to it from a red box containing the text 'Enter Email id'. Below the input field is a teal 'Submit' button. At the bottom, there is a link: 'Go back to Login'.

- 3) Once you enter the Email ID you will get the following message

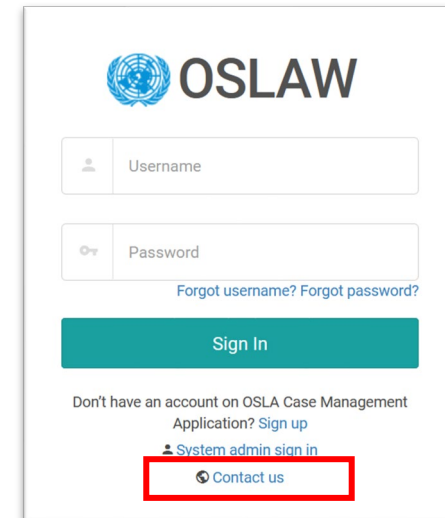


An email has been send to you with your username.

- 4) Click on Continue to go back to the Login Form
- 5) You will receive an email notification on your mail user username
- 6) Enter the same username along with your password in Login Form to login to the Dashboard

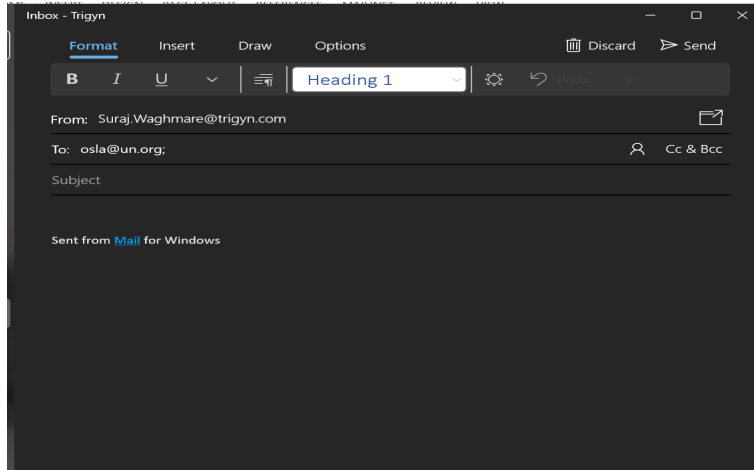
2.5 Contact Us

User can click on Contact Us link for contact with the correspondence authority for any queries.



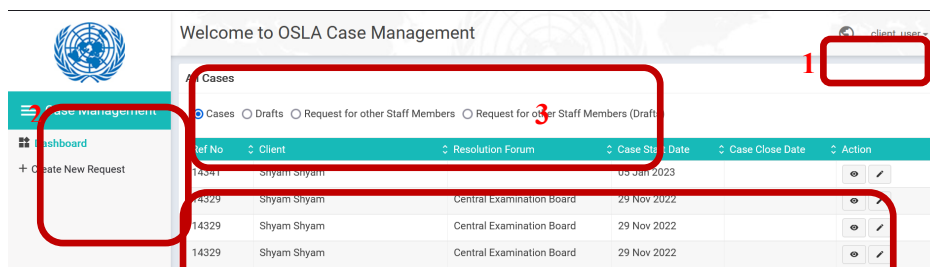
The screenshot shows the OSLAW login page. At the top is the OSLAW logo. Below it are two input fields: 'Username' and 'Password'. Under the 'Password' field, there are two links: 'Forgot username?' and 'Forgot password?'. Below the input fields is a teal 'Sign In' button. At the bottom, there is text: 'Don't have an account on OSLA Case Management Application? Sign up', 'System admin sign in', and 'Contact us'. The 'Contact us' link is highlighted with a red rectangular box.

After clicking on contact us link, you can draft an email to contact OSLA Support Staff.



2.6 Dashboard

The dashboard gives you an overview of your drafts & cases

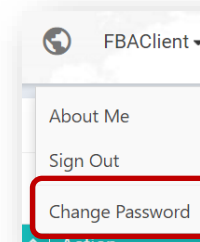


- 1) **User Settings:** You can access settings like Sign Out & Change Password from highlighted drop down link
- 2) **Navigation Pane:** You can create a new case or access the dashboard from the Navigation pane
- 3) **All Cases:** You can choose if you would like to view a list of your Drafts or Cases, Requests raised on behalf of other Staff Members, or Drafts

of requests raised on behalf of other Staff Members, selecting the appropriate option. By default “Cases” option is selected and list for the same is displayed below it

- 4) **List:** Once you select an option from the “All cases” link, you can view the list of the respective option here. You can View/Edit an individual record from here too
- 5) **Pages Navigation:** You can navigate to Previous & Next pages from here
- 6) **Entries per page:** You can select number of records per page view from here

2.7 Change Password



- 1) Click on your <User Name> drop down link present in the top right corner of the dashboard
- 2) Click on the option of Change Password from the drop down
- 3) A new page with new Password options will open as shown below

Welcome to OSLA Case Management

Change Password

Current Password*

New Password*

Confirm New Password*

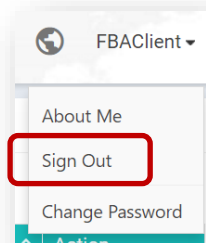
- 1) Click on your <User Name> drop down link present in the top right corner of the dashboard
- 2) Click on the “Sign Out” option from the drop down as highlighted above
- 3) Close the browser for complete sign out.

Please close the browser to complete sign out.

- 4) Enter your Current Password & your New Password in all the respective fields as highlighted above and click on “change password” button
- 5) After changing the password, it gives confirmation message.

Your password has been changed!

2.8 Sign Out



3 Create New Cases

Click on “+ Create New Request” link present in the left hand side Navigation pane, which will open the following screen.

Request For Assistance

Reference ID: New

Case Management Dashboard + Create New Request

Personal Details Request Details Chronology

Details Of Staff Member, Former Staff Member Or Deceased Staff Member Person History

Are you requesting assistance on behalf of another (former) staff member?

Family Name(s)* Please enter Family Name.

Given Name(s)* Please enter Given Name.

Date of Birth* Please enter Date of Birth.

UN Index Number* Please enter Index Number.

Gender* Please select Gender.

Entry on Duty Please enter Entry on Duty.

UN/OSFP Number Please enter UN/OSFP Number.

Nationality* Please select Nationality.

Functional Title* Please enter Functional Title.

Contact Information (Of Person Filling Out Form)

Mailing Address* Please enter Mailing Address.

Permanent Address Please enter Permanent Address.

Home Phone* Please enter Home Phone.

Work Phone* Please enter Work Phone.

Mobile Phone Please enter Mobile Phone.

Fax Please enter Fax.

Email* Please enter Email.

Alternative Email Please enter Alternative Email.

Skype ID Please enter Skype ID.

Time Zone Please select your Time Zone.

Next

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Click on “+ Create New Request” link present in the left hand side Navigation pane, which will open the following screen.

This page is divided into 3 sections: **Personal Details**, **Request Details**, and **Chronology**.

In the view mode, the form can be traversed by clicking on the section headers.

In the edit mode, you need to click on “Next” and “Prev” buttons to traverse through the form.

3.1 Personal Details

- 1) You will have to enter personal details in this section, out of which the star marked fields need to be compulsorily filled in order to move forward to the next section
- 2) Click on Next once you fill out all the required details.
- 3) If you are filling the form for other staff member, check the check box for “Are you requesting assistance on behalf of another (former) staff member?” This will empty all the pre-populated fields. You will have to enter personal details in this section, out of which the star marked fields need to be compulsorily filled in order to move forward to the next section.

Are you requesting assistance on behalf of another (former) staff member?

This page is divided into 3 sections: **Personal Details**, **Case Details**, and **Chronology**.

3.2 **Request Details:** You will have to enter case related & employment related details in this section

If you have previously contacted OSLA, check on the checkbox for “Have you previously contacted OSLA?”, and enter date of contact and the legal officer you had contacted.

The screenshot shows the 'Request For Assistance' form with the 'Request Details' tab selected. The form is divided into several sections:

- Case Information:** Includes a checkbox for 'Have you previously contacted OSLA?' and a text field for 'Please enter the decision or action you wish to contest'.
- Who Took The Decision Or Action You Would Like To Question Or Challenge?:** A dropdown menu for 'Decision-making Entity'.
- Employment Information At Time Of Contested Decision:** Includes dropdowns for 'Employing Entity of Staff Member', 'Duty Station', 'Continent / Region', and 'Contract Type'. It also has radio buttons for 'Current Employment Status' (Currently employed by the UN, Retired, Former Staff Member).
- Do you have an immediate deadline?** A checkbox.
- Authorization:** Two radio buttons for 'If OSLA is in a position to provide Legal Representation, do you authorize the chief of OSLA to appoint counsel on your behalf?' and 'Have you approached the Ombudsman, your managers or other parties to seek informal resolution of this matter?'. The 'No' option is selected for both.
- Today's Date:** A text field containing '05/10/2018'.

Navigation buttons 'Prev' and 'Next' are located at the bottom of the form.

This close-up shows the 'Case Information' section. The checkbox 'Have you previously contacted OSLA?' is checked. Below it is a text field labeled 'if so, when?' with a calendar icon. Another text field below that is labeled 'Please enter previously contacted legal officer'.

To enter retiree information, select Retired in the Current employment status. If you are currently employed with UN, you will need to enter “Current Employment Information” and this information is mandatory. To autofill, this information based on “Employment information at time of contested decision”, click on “Same as above” link.

This close-up shows the 'Current Employment Information' section. The dropdown menu for 'Current Employment Information' is open, and the 'Same as above' link is highlighted with a red box. Below it is a text field for 'Duty Station'.

It is mandatory to select “Yes” to authorize the Chief Officer to appoint a Counsel.

If OSLA is in a position to provide Legal Representation, do you authorize the chief of OSLA to appoint counsel on your behalf? *

No

Please select 'Yes' to authorize chief officer to assign a counsel for this case.

If you have an immediate deadline, check the below highlighted checkbox. This will enable Deadline Date and deadline Purpose fields for you.

Do you have an immediate deadline?

For which date?

For what purpose?

Welcome to OSLA Case Management

Request For Assistance

Reference ID: New

Personal Details Case Details Chronology

Concise Timeline / Chronology Of My Case

Date	Description	Supporting Document	Edit
01/01/2016	Test Event 1		<input checked="" type="checkbox"/>

Additional Document(S)

No Record Found

I hereby agree and to the attached form

Event

Additional Document

Prev Cancel Request Assistance Save As Draft

3) Click on the above highlighted "Event" button to upload & record an Event in the pop window as shown below

3.3 Chronology:

- 1) You can record any event with the associated case in a chronological order by uploading any supporting document for the event in this section.
- 2) You can upload multiple documents per event.

Add Event

Event Date * 01/01/2016

Add Date

Description * Test Event 1

Add Description

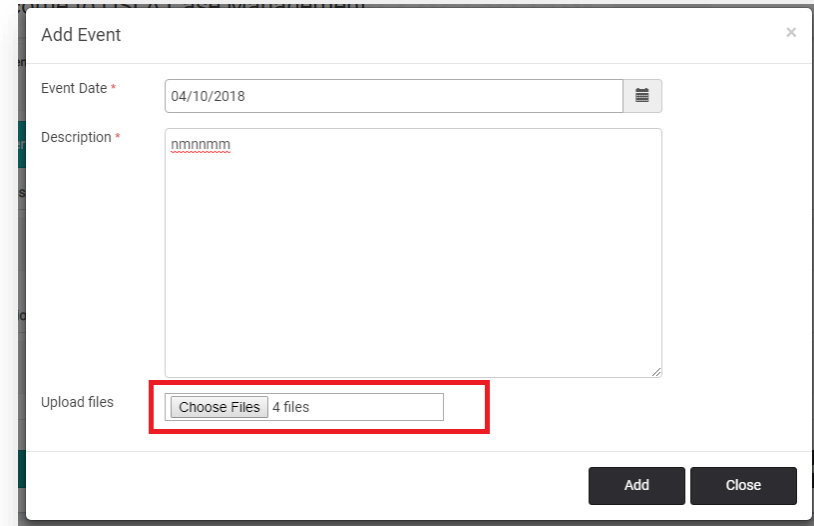
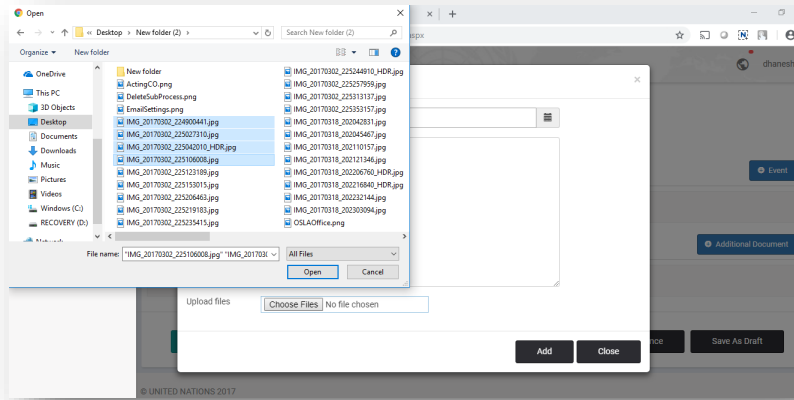
Choose Files

Upload file Choose File Test Event 1.docx

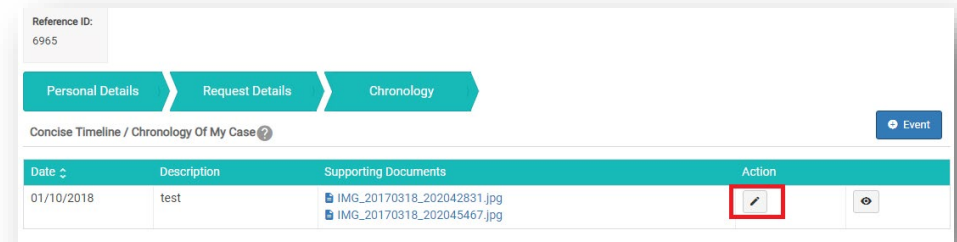
Add Close

- 4) Enter the Date when the Event occurred in the Date field
- 5) Describe the event in the Description field

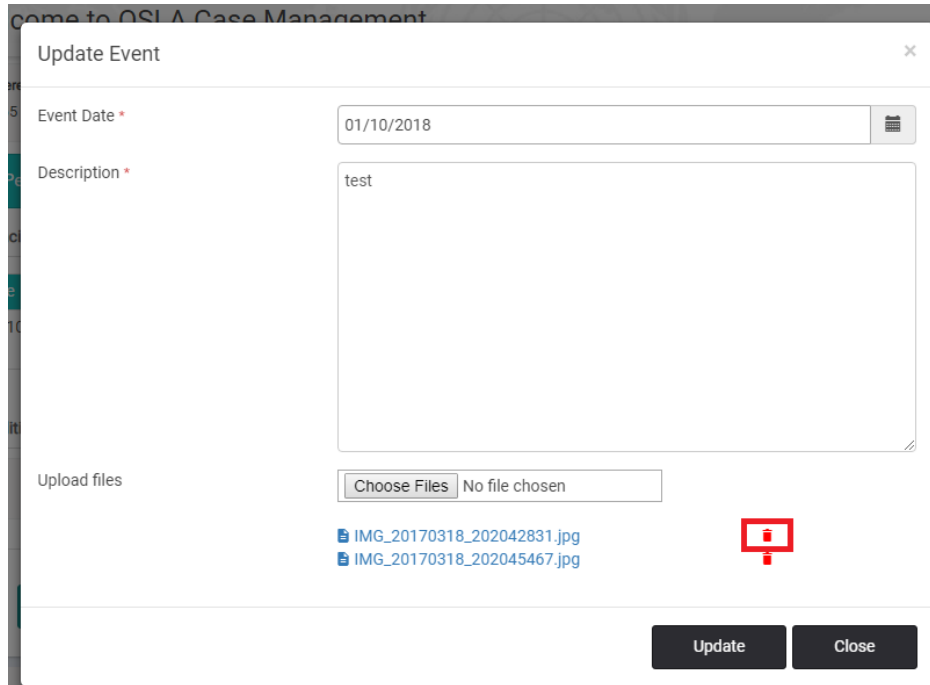
- 6) Click on “Choose Files” button to choose a file to upload from your system. You can press Shift key on keyboard and select multiple files and click on Open button,



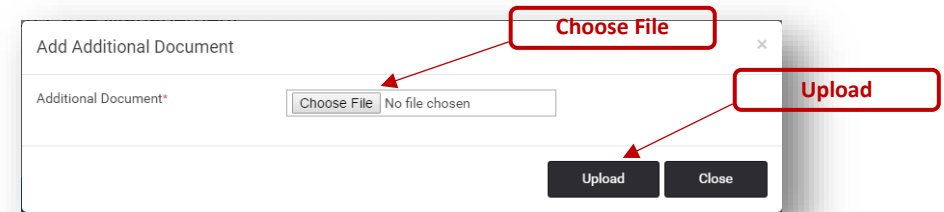
- 7) Click on “Add” button to upload the file.
8) To edit a particular event, click on the edit icon next to the event highlighted below



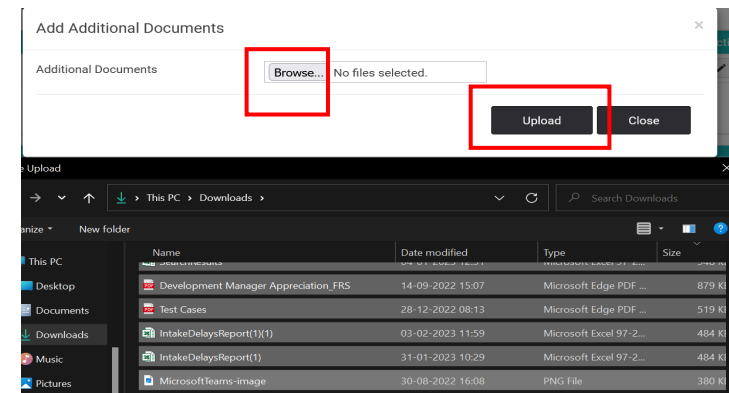
- 9) Edit the details, and click on Update button to save the details.

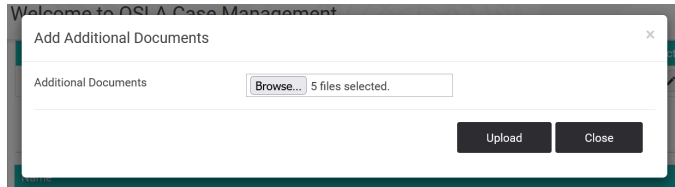


- 10) To remove a particular uploaded document, click on the delete icon next to it.
- 11) Similarly, if you want to upload any additional files, click on the Additional Documents button present in the Chronology section as shown in earlier image
- 12) You will get a Pop up as shown below, click on the “Choose Files” button and select the document to be uploaded or can press Shift key on keyboard and select multiple files and click on Open button



- 13) Click on the “Upload” button to add the file to records
Note: Also the additional documents should be appropriately named before uploading, in order to describe the document properly.
- 14) A document cannot be more than 250 mb in size. You cannot upload a document with same file name twice.
- 15) To upload the multiple Documents at one time, you have to go into the Browse option choose multiple files which are to be upload and click on Update button it will upload the multiple files.



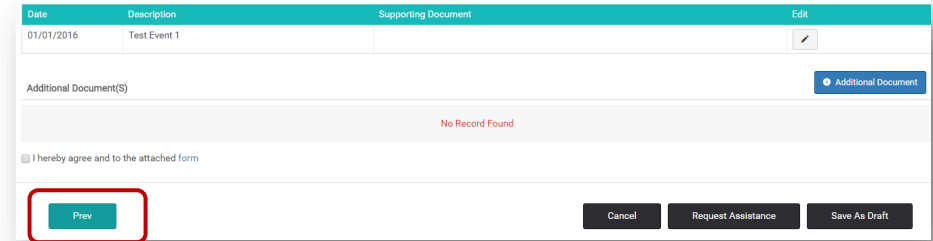


16) File uploaded appear as below screenshot



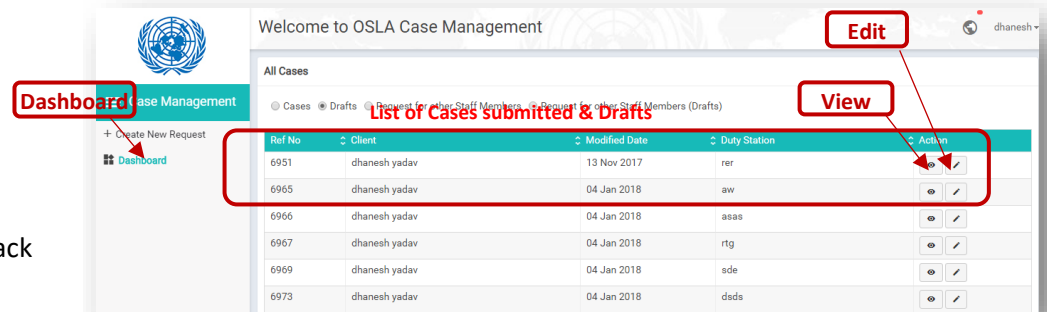
17) **Note:** The additional documents should be appropriately named before uploading, in order to describe the document properly.

18) At any point in time while filling out the form if you need to go back to the previous sections, click on “Prev” button as shown in the following image



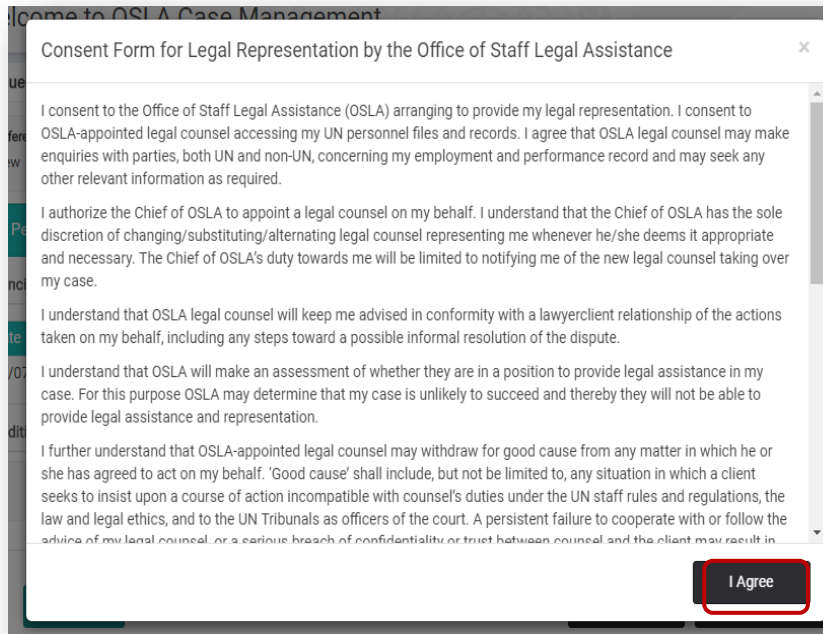
19) You can save the entire form as draft if you want to fill out any case specific information at a later point in time by clicking on “Save as Draft” button

20) You can view the form details from the dashboard. Click on the Dashboard option from the left hand side navigation pane as shown below



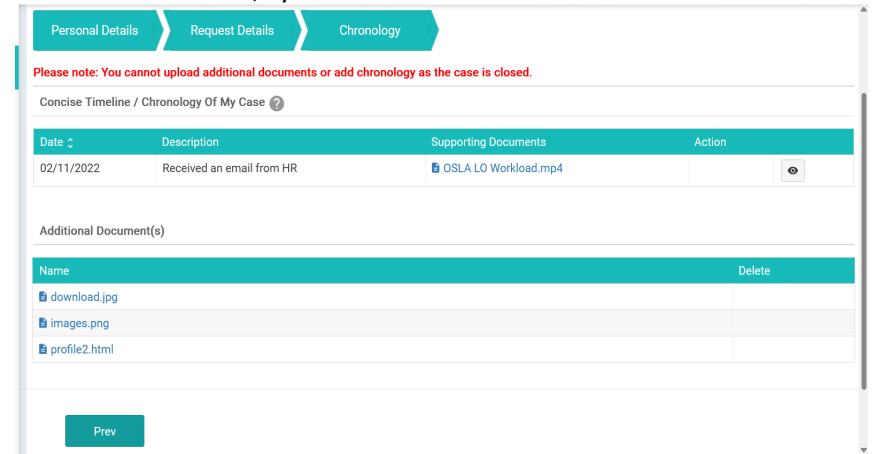
21) You can view or edit draft by clicking on the respective buttons as shown above

22) If you have completely filled out the form and want to submit it to OSLA staff, click on the “Request Assistance” button. This will open the Consent Form. For the successful submission of your request, read the Consent Form and click on “I Agree” button.



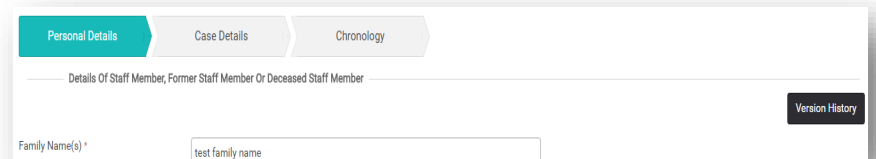
23) Please note once you submit the case to OSLA staff, you can't make any changes to the "Case Details" section. You will be able to edit the "Personal Details" section and be able to add Events & Additional documents any time in future after submitting the respective case.

24) You cannot upload document and add event, once the case is closed. For a closed case, you will see below instruction on screen.



3.4 Version History:

1) You can track any changes made to the personal details or Case Details section by clicking on the "Version History" as highlighted in the following image



2) The following popup window opens up, where you can click on the 'View More' option highlighted in the following image to view the details of the version

View More

Version Number	First Name	Last Name	Date Of Birth	Index Number	Gender	Home Telephone	Work Telephone	Modified By	Modified Date	See Version
2.0	test name	test family name	01/01/1981	132456	Male	789546	456798	client	14/12/2016	View More...
1.0	test name	test family name	01/01/1981	132456	Male	789546	456798	client	13/12/2016	View More...

3) The Version History window for the Personal Details page looks like as shown in the below screen

Go to Previous Page

Version History

[Go To Previous Page](#)

First Name	test name
Last Name	test family name
Date of Birth	01/01/1981
Gender	Male
Date of Entry	
Index Number	132456
UNJSPF Number	
Nationality	
Functional Title	
Address	
Permanent Address	
Work Telephone	456798
Home Telephone	789546
Cell Phone	
Fax	
Email	client@trigyn.com
Alternate Email	
TimeZone	

4) Click on the Previous Page link to go to the Version history menu as shown in the previous screen.

5) To view versions of event, traverse to the chronology section and click on View icon next to the event.

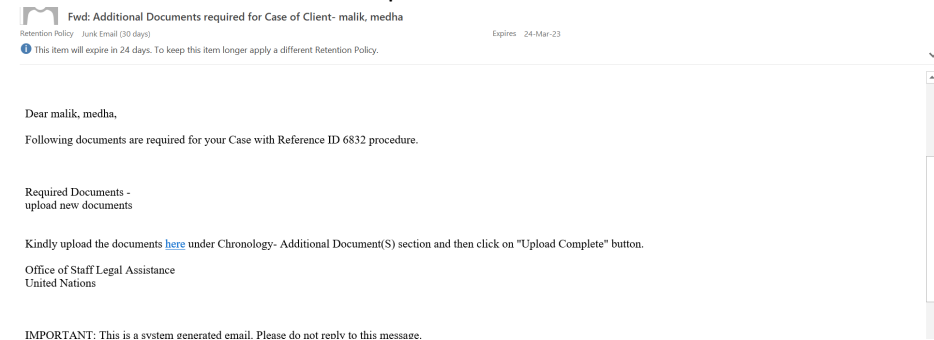
Personal Details | Request Details | Chronology

Concise Timeline / Chronology Of My Case ? Event

Date	Description	Supporting Documents	Action
01/10/2018	test	 	

3.5 Complete Upload:

1) If documents uploaded by you are not sufficient or OSLA department needs more documents to represent your case, the OSLA admin will send out an email to your registered email address with a list of documents to be uploaded.



2) Follow the link present in the email address, Log in to the OSLA case management system with your credentials.

3) Go to the chronology section, by clicking on Next button. Upload the required documents in the Additional document section (as described in 3.3 Chronology section).

- 4) On completing the activity, you can inform the OSLA admin by clicking on “Upload Complete” button on the top. This will notify the OSLA Staff.

