

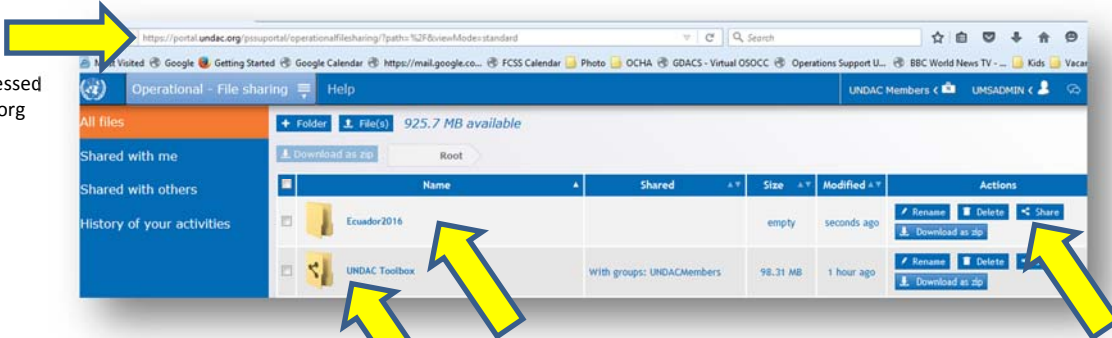
A. UNDAC Mission Software (UMS)

This tool has been developed to facilitate the sharing of documents within the UNDAC community. The first document that will be shared with you once you have created an account, is the UNDAC Toolbox which is a folder providing key guidance and template documents needed during a mission. Upon deployment, via the UMS, you will be shared an additional folder which will be mission-specific. That folder will be used by all involved in the mission (UNDAC Members, Associate members, Operational Support Partners and FCSS).

B. How does it look ?

Online version is accessible at: **portal.undac.org**

The portal is accessed at: portal.undac.org



General guidance and template. Sub-folders organised as per OSOCC structure

Contains files created by the deployed UNDAC team

Share files with your team here

C. How to get access?

To get access to those folders, create an account by following those steps:

1. Create an account on portal.undac.org (use Chrome or Firefox as others browsers are currently not well supported).
2. Check your email for a validation message. Click on the link to activate your account. Check spam folder in case if you don't see the validation message within 30 min of creation of the account (step 1).
3. Once the link is activated, log into: portal.undac.org
4. You will now have 1 Gb of storage space you can use. If you need more, please contact FCSS.
5. To access the UNDAC Toolbox folder, you have to do a one time subscription to the UNDAC member group. This is done as follows:
 - a. Select the TAB "Account"
 - b. Select "Subscription"

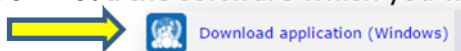


- c. You will see a list of existing groups. Select “UNDACmembers”
- d. Your subscription to the UNDACmembers group will be approved by FCSS. Once done, you will see the folder UNDAC Toolbox.

D. File synchronisation

A software can be downloaded to synchronise the online files and folders with your own computer (or tablet/smart phone). This allows you to have at all times all the latest documents available on your computer. To set up the software, follow those instructions or, as a start, watch the online video tutorial: [youtube.com/watch?v=P5o_Fofgd7k](https://www.youtube.com/watch?v=P5o_Fofgd7k)

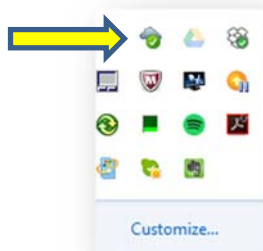
1. On the portal, download the software which you will see in the bottom left of your screen.



For Apple users, please download the software here:

<https://downloads.emergency.lu/filessharing/ocha/macOS/1.8.0.1/>

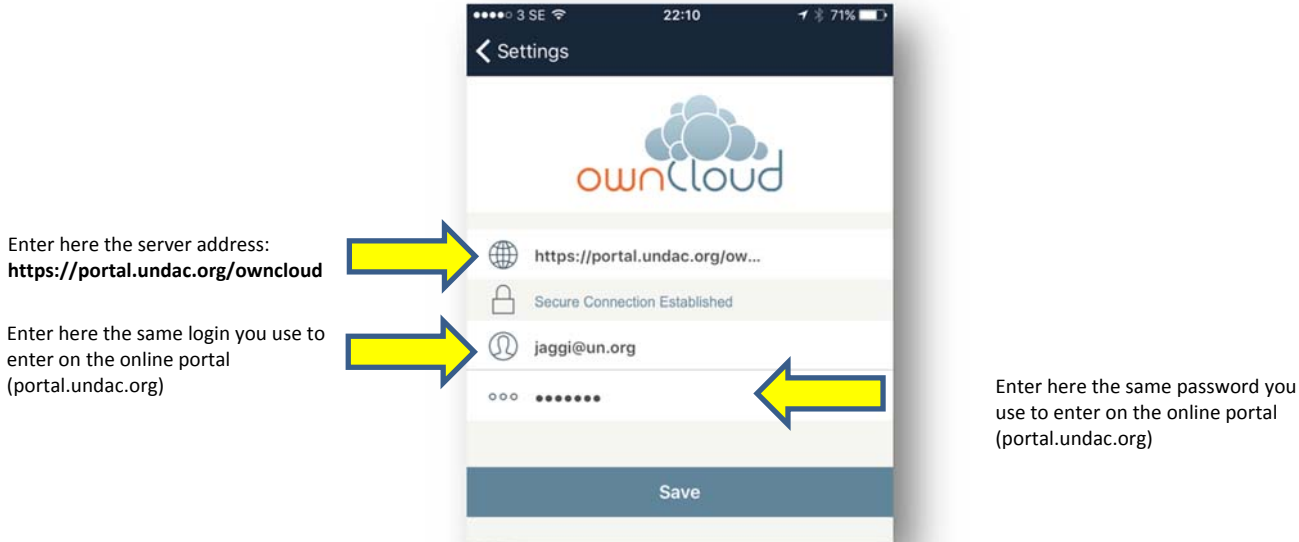
2. Install the software as you would do for any software. Note that some computers requires Admin password to install a new software. If so, please consult with your IT admin officer for support. If due to your company policy reasons, you are not allowed to install the software, you might want to install the mission software on your smartphone/tablet (see below for instructions).
3. Once installed, the software will be running in the background and ensure files are synchronize automatically.
4. To check if the software is up and running, check the icon on the bottom right of your computer (where active software are listed).



E. UNDAC Mission Software on Smartphone and tablets

The mission software has been developed based on OwnCloud, which is an open source platform. You can have the UNDAC files synced on your device by following below steps:

1. Download this App on the App Store on both Android and iOS devices. Note : the OwnCloud add has a cost of 1 USD.
2. Once installed, go to Setting and fill the different filed as described below:



3. Save

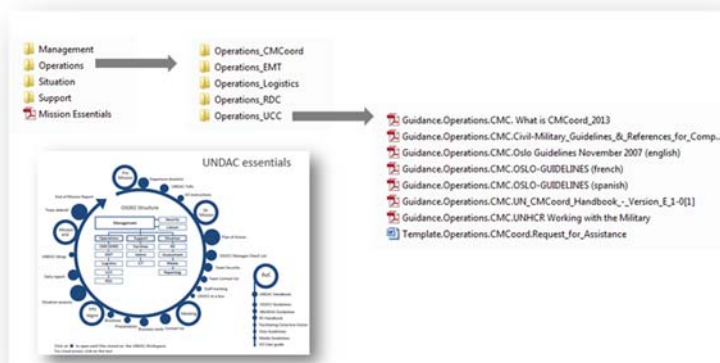
Note: At this stage you will see the files that have been shared with you. If you do not see any files a few minutes after your first installation, it is most likely because you have not yet subscribed to the UNDACmember group and you therefore have no files shared with you.

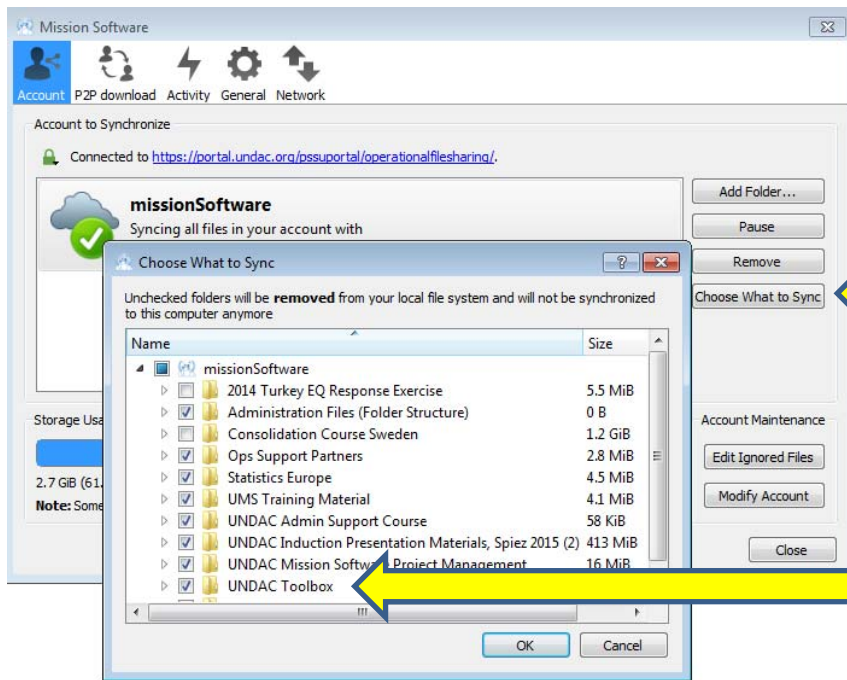
F. UNDAC Toolbox

The UNDAC Toolbox is the first folder that you will access once you have your account. This folder contains the most important template and guidance material that you will need in the first phase of an emergency. Those files are structured as per the OSOCC organigram as shown below. Those files are easier to be navigated through directly in your computer, hence, it is advisable to install the UMS and have the files synced on your computer. You can then search them using the Windows/Spotlight search box.

Note that the document “Overview” is clickable when open from your computer and gives you direct access to a number of key files and folders.

Note: The folder and the files are protected, hence you cannot delete them. If you do not wish to see this folder you can “leave” the folder from the portal (ie. portal.undac.org) or unselect this folder (UNDAC Toolbox) in the syncing property of the UMS as shown below:





1. Open the Mission Software and select "Choose What to Sync"

2. Unselect the folders you do not want to be synced. You can change this setting back when you want.
Note: If you leave a folder directly from the portal (online), you will not be able to access it again (unless it is sent to you again by the file owner)

G. Subscription to a group (also referred to as « mission »)

We saw how to assign members to a specific mission. But once a mission is created, people can also subscribe to it directly.

Under "my account" > Subscription, users will see the list of Missions/Group that have been created. They will see only the ones that have not been "hidden". If you have created a mission/group which has a validation process, then, each time someone subscribe to the mission, you as Mission Owner, will receive an email inviting you to accept/reject the person who subscribe. Once you access, this person will start receiving all the files that were shared with the group.

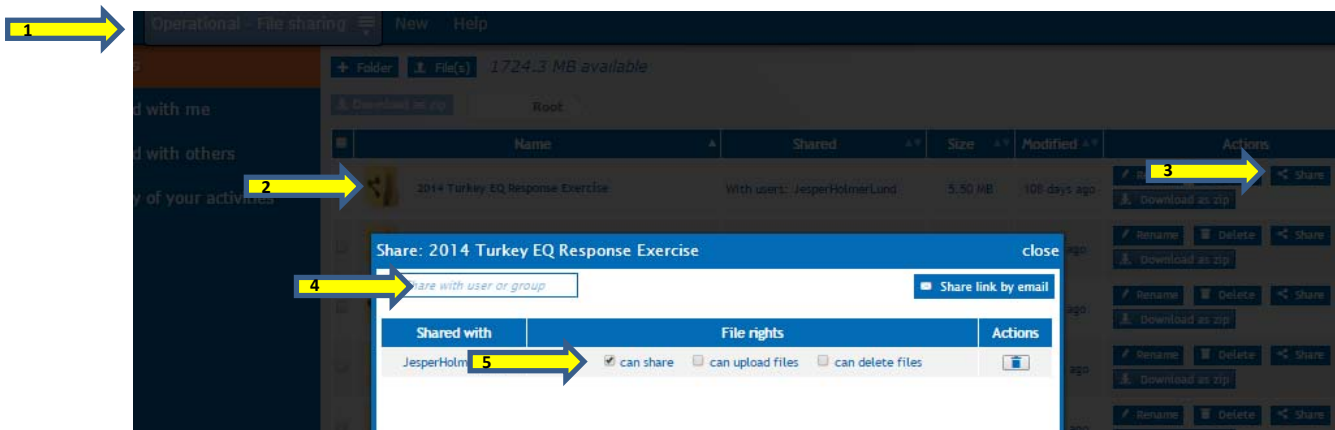


H. File Sharing

To share file with a "mission/group" or with an individual member of the group:

1. Select file Sharing Tab
2. Select the folder or file you want to share
3. Click "Share"

4. Find the person or Mission/Group you want to share the files/folder with
5. Select the rights you want to give. You have 3 possibilities:
 - a. Can share
 - b. Can Upload files
 - c. Can delete
6. Once done, Close the pop-up (this save your selections)
7. Files will after a few seconds be available to the user/users on their portal and computer via sync.



Note:

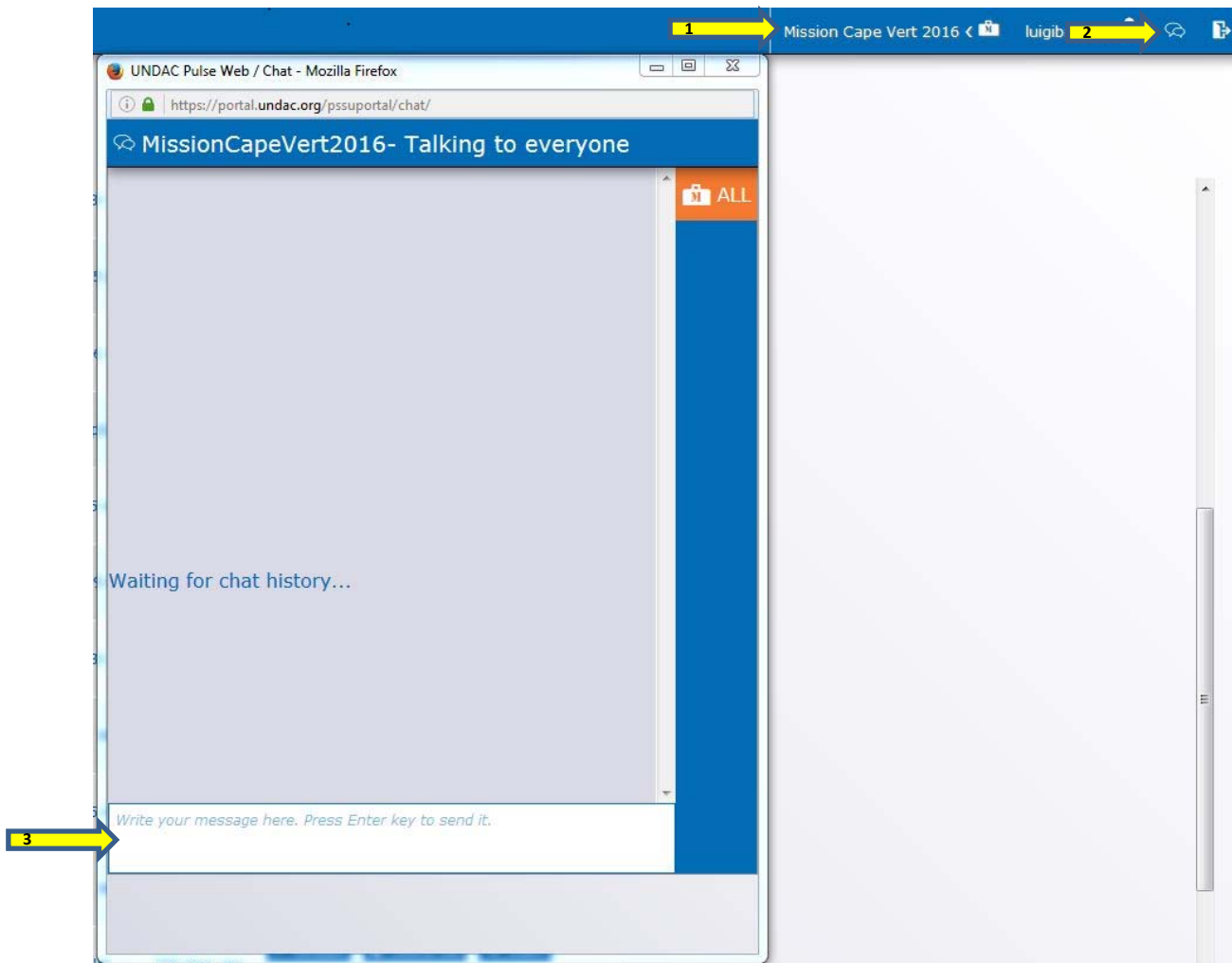
- If a user has the right to delete a file, this will delete the original file and the file will disappear for everybody.
- If a user has not the right to delete a file and want to delete the file, he/she has to “leave” the shared file/folder by going on the Portal. Deleting the file in the computer will only delete it temporarily until the service sync the folder/file again (ie. a few minutes later)
- If you do not see someone you want to share the file with in the list it is because he/she neither part of the mission nor of your “organisation” (UNDAC member, Associate member, Support Staff).
- You can share files/folder with people outside the system by sharing a link by email.
- If you have shared a folder or file with someone or a group with certain rights (eg. Can delete file) but want to change it, simply redo the same sharing process but unselect the rights you don’t want them to have. Ie. share it again but with the new rights you want to give.

I. Chat

User can use the chat in the portal with the members of that are inside the same Mission/group in the UMS as follows:

1. Select Mission/group you want to chat
2. Select “Chat” tab to open the chat
3. Write your message in the white box

Note: to receive chat message, you must open the Chat Window.



J. UNDAC e-mail account

An UNDAC e-mail account will be set up for every mission, username and password will be provided to the UNDAC Team Leader. The e-mail inbox will be available at the following address: <https://mail.undac.org>.

Please contact Luigi Bruno (brunol@un.org) for any questions.