

Bangkok Service Hub (BSH) Manual

<https://bkkservicehub.escap.un.org/>

Landing Page Overview:

The screenshot shows the Bangkok Service Hub landing page. At the top, there is a navigation bar with links for Home, About, Service, Appointment, References, COVID-19, and Support. Below the navigation bar is a large banner with the text "Bangkok Service Hub" and "ESCAP is here to support you and your operations". A search bar is located below the banner. The main content area features five service categories, each with an icon and a label: "Request Service" (magnifying glass over a document), "Request Appointment" (calendar), "Reference Documents" (books), "COVID-19" (globe with arrows), and "Support & Emergencies" (person with a laptop). Yellow arrows point from these icons to descriptive text blocks below the page. The footer of the page includes the ESCAP logo, the date and time "Wed, Jan 7, 2024 3:47 PM", and the copyright notice "© 2020, IMCTS".

Request Service
Browse ESCAP service catalogue and request the service.

Request Appointment
Making an appointment with administrative services.

Reference Documents
Ref docs regarding admin services.

COVID-19
Latest info and regulations related to COVID-19.

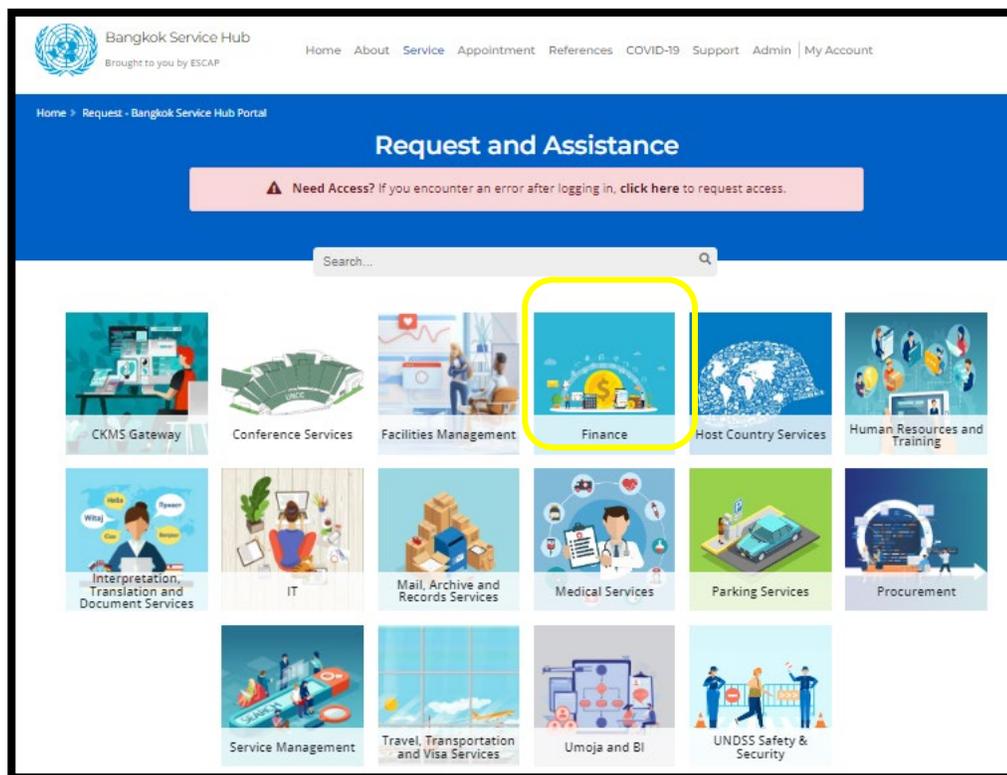
Support & Emergencies
Contact emails to report technical issues and other emergency requests.

How to request Services

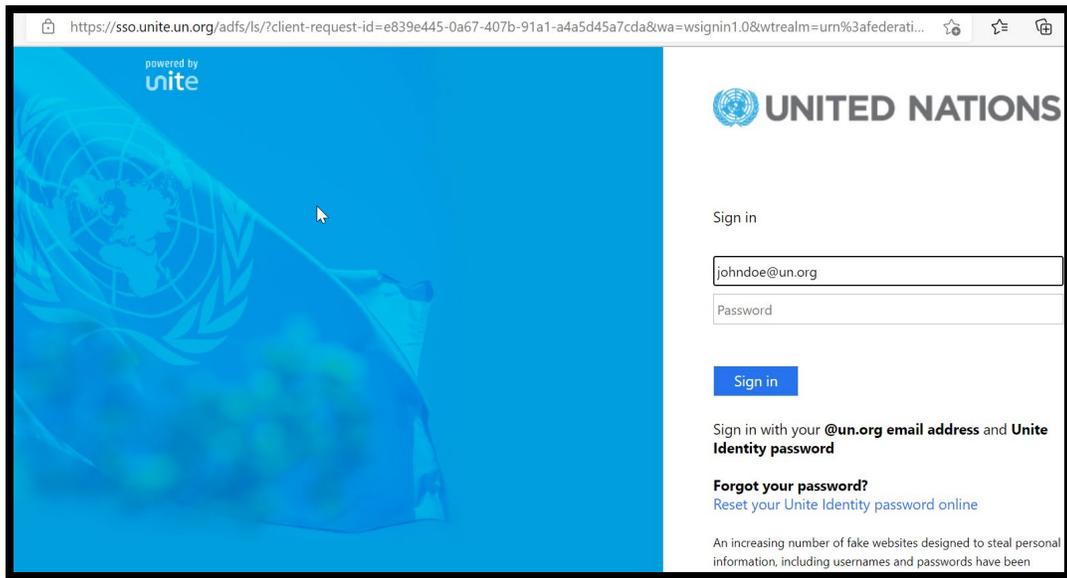
1. Move the mouse on the “Request Service” and click “Get Start”.



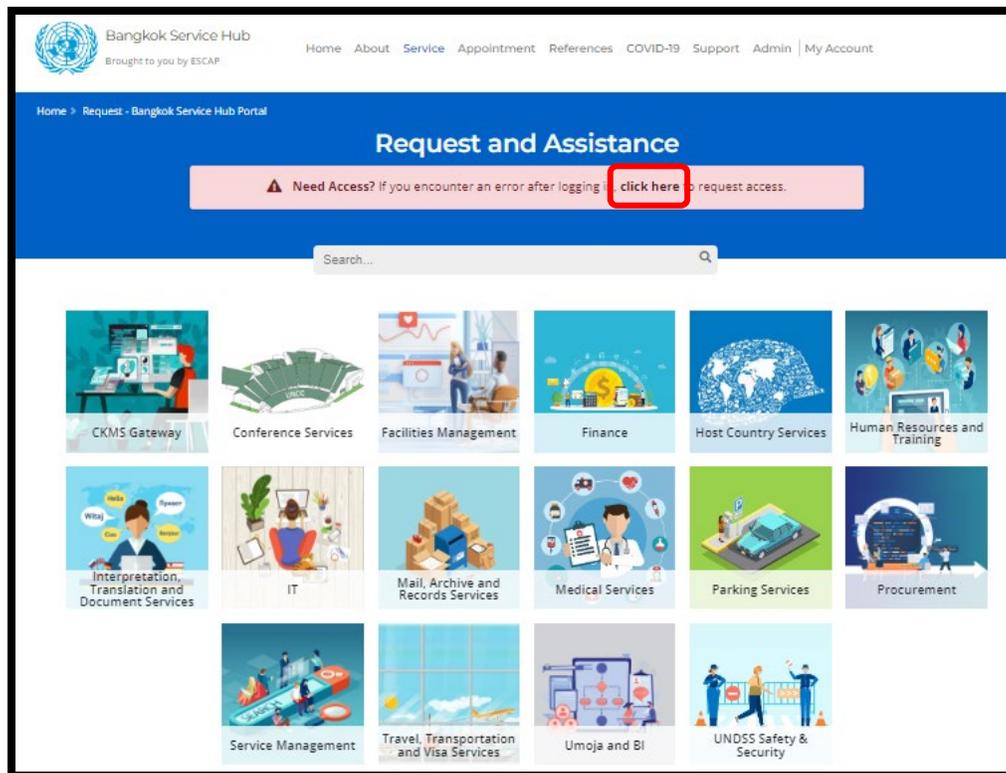
2. Select the service that you would like to request for an assistance from the categories below. For example, you would like to update your bank account. You click on ‘Finance’.



- The system will route you to the login page.
Enter your Unite ID account and password and access the system through MS Azure 2-way authentication.



If you can not access the service request page, or encounter an error, select **'click here'** on the tab above the service icons. See [page 10](#) for more detailed instructions.



4. On the Finance page, please select the **Category** and **Subcategory** that are related to your request.

For example, to update your bank account,

- The category would be “**Treasury**”.
- The subcategory would be “**Update Bank keys**”.

Read the instruction carefully as it contains the necessary information and the list of documents required to be submitted with your request for each category.

Personal details are displayed automatically.

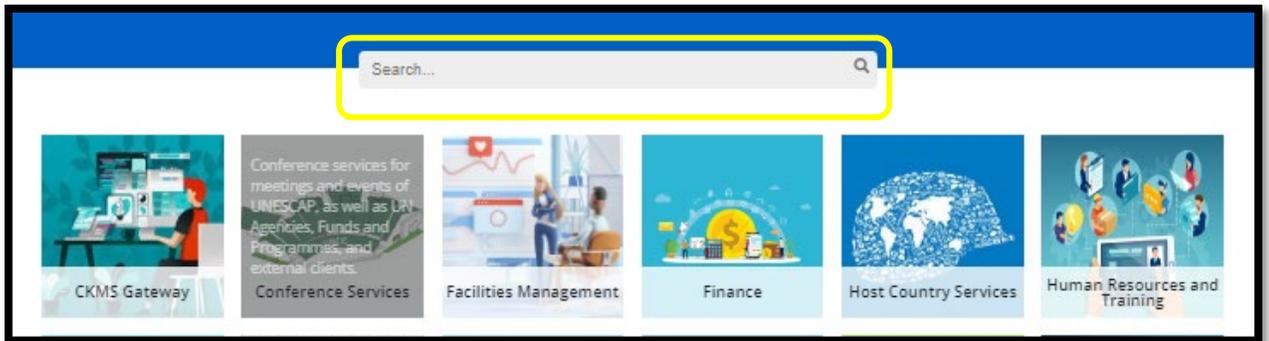
Useful links for each service area

The screenshot shows the 'Finance' page with a blue header and a white main area. The breadcrumb trail is 'Home > Request > Finance'. The page title is 'Finance' with the subtitle 'Please fill in the form to submit your request'. On the left, there is a sidebar with three items: 'Personal Details', 'Request Details', and 'Attach Documents', each with a right-pointing arrow. The 'Personal Details' and 'Attach Documents' items are highlighted with yellow boxes. The main form area has two dropdown menus: 'Category' with 'Treasury' selected and 'Subcategory' with 'Update Bank Keys' selected. Below these is a yellow box with a warning icon and the title 'Additional Information'. The text inside reads: 'Please complete the following form(s) and attach to this request upon submission 1. For individual - please submit F55-02 Funds Transfer Request 2. For vendors or third parties, please submit F249 Add Banking detail 3rd party Please provide organization name, vendor/staff/CIC BP number and coding block for cost recovery when submit this request.' Below this is a text area with the label 'Describe/Justify your Request or Assistance*' and a character count '0 / 2000'. At the bottom center is a blue button labeled 'Submit the request'. On the right side, there is a 'Reference Links' section with a list of links under three categories: 'General', 'Implementing Partners (IP)', and 'Payment'. The 'Reference Links' section is highlighted with a yellow rounded rectangle.

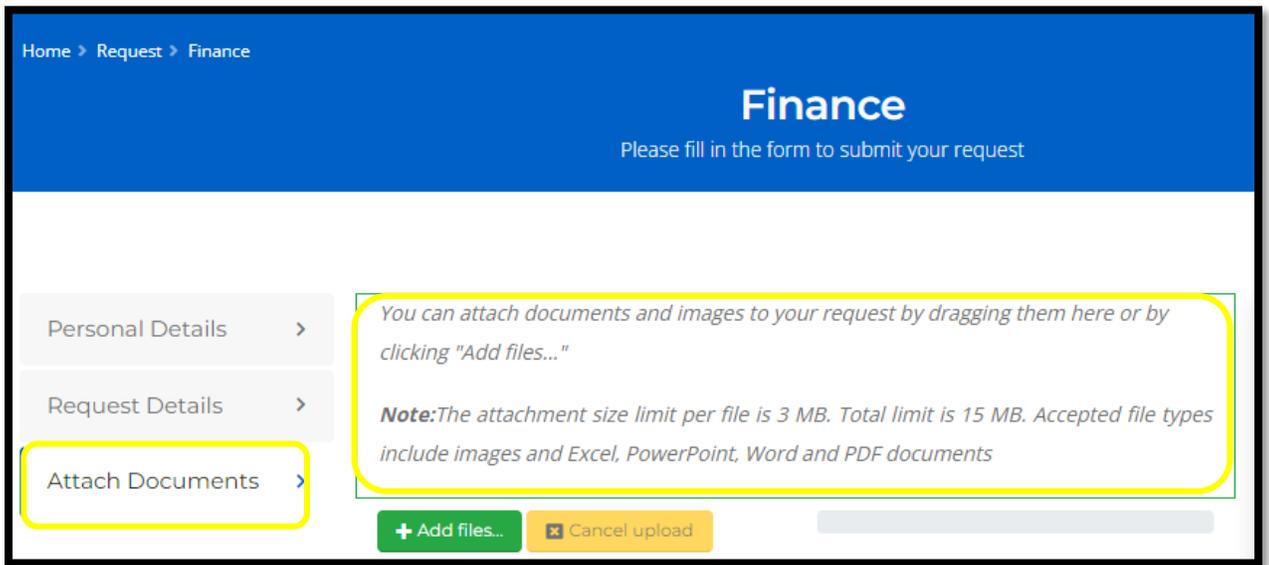
Select 'Attach Documents to attach supporting document.

Add the additional information related to your request.

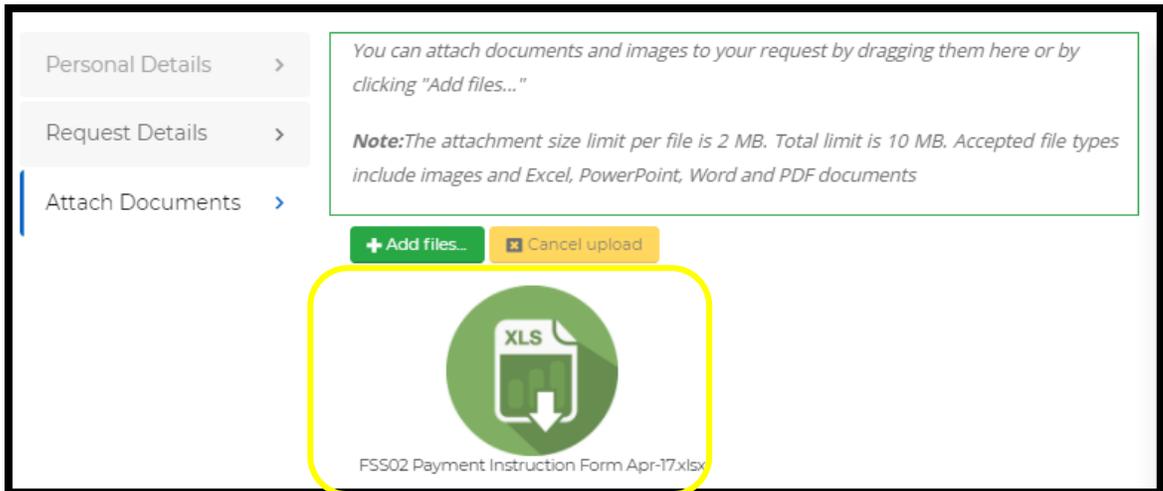
Note: If you cannot find the service that you are looking for, try the search box on the request page.



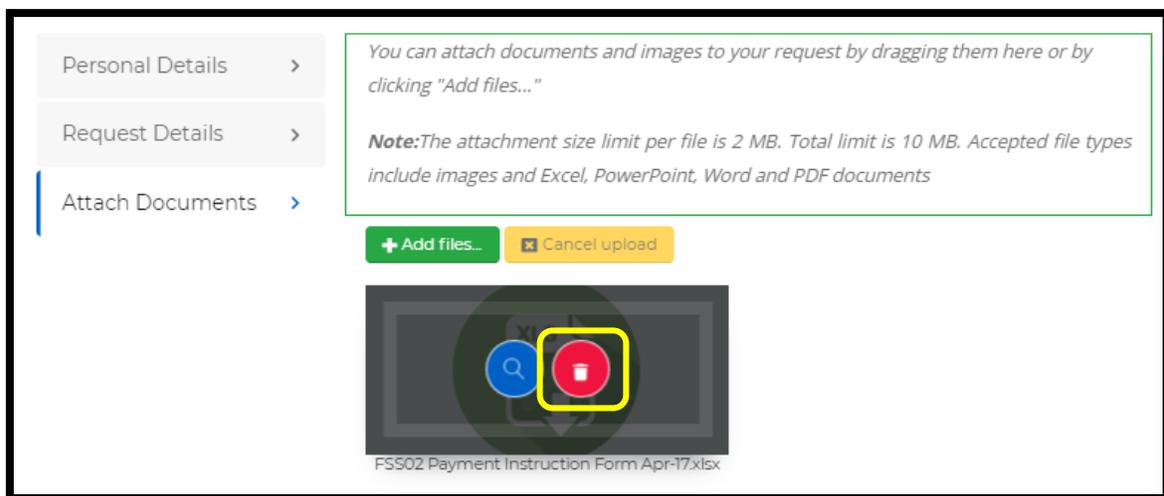
5. After completing Request Details, click '**Attach Documents**'.
Delete the sample texts and add your description related to your request and documents.
Then, "**Add files**".



After downloading is done, the file will appear.



To remove the downloaded file, click the red button.



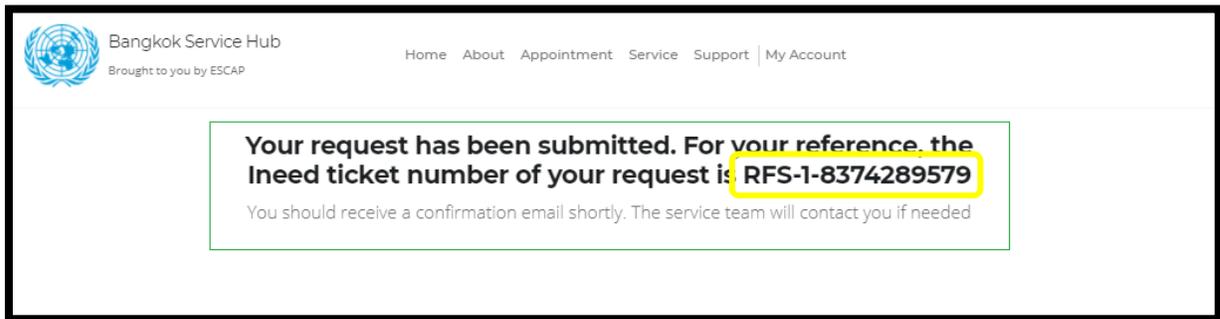
6. Go back to "Request Details". Click "Submit the request".

Describe/Justify your Request or Assistance*

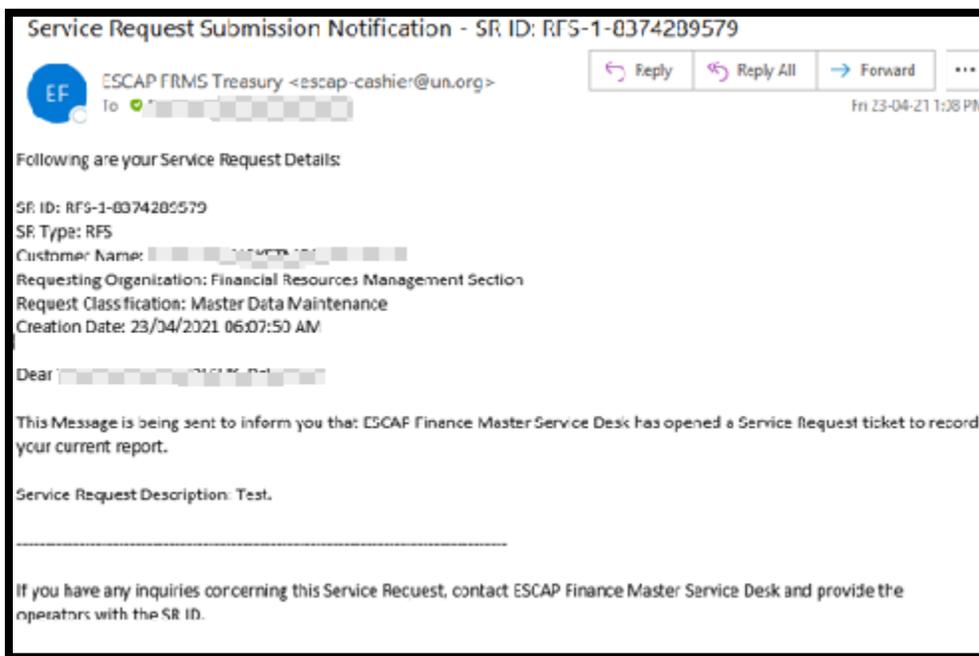
0 / 2000

Submit the request

- The system will automatically generate the iNeed ticket ID for your reference and the service team will start working on your request.



You will also receive a service request submission notification by email.



- To view the request history, click 'My Account' and 'Request History'.



[Home](#) > [History](#)

Request His

SIGNED IN AS



[Request History](#)

[Sign Out](#)

Show entries

#	Number	Title	Created On	Requested By
No data available in table				

Showing 0 to 0 of 0 entries

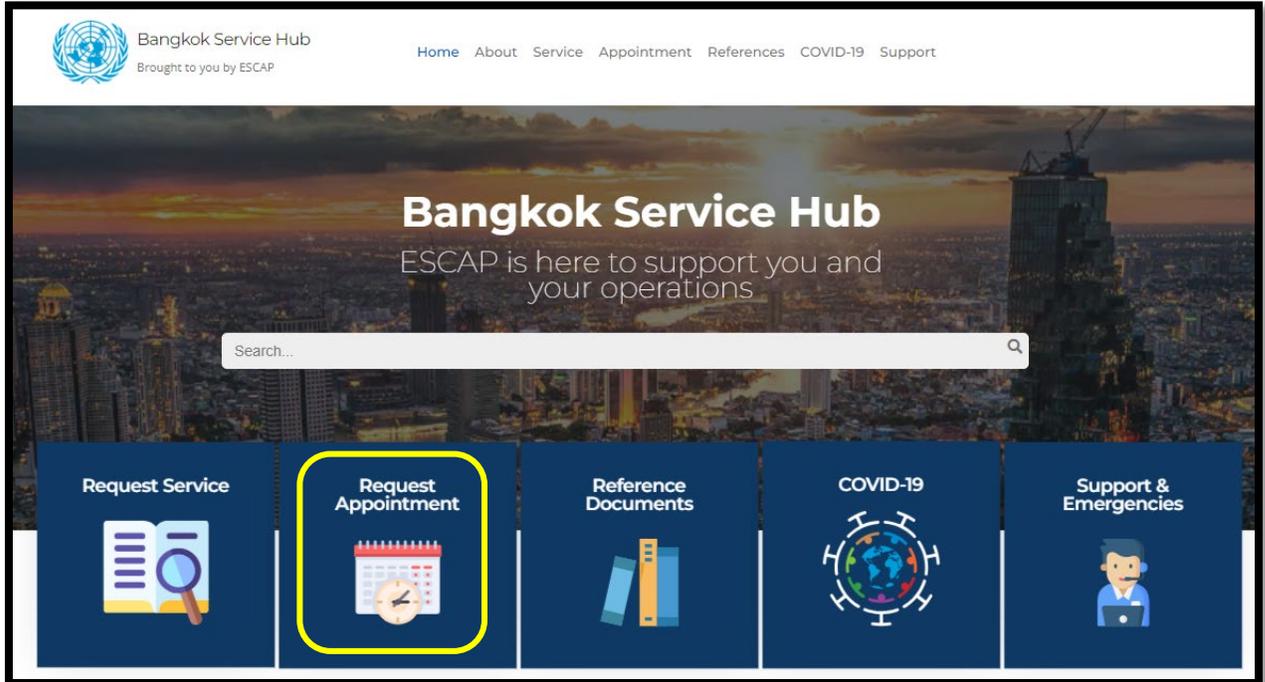
[Previous](#)

[Next](#)

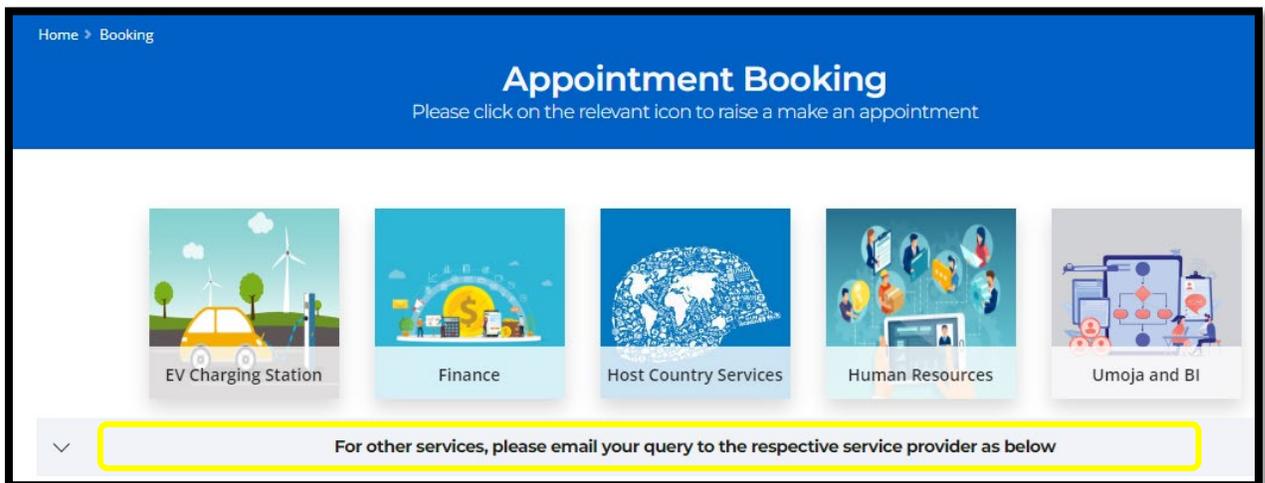
Request Appointment

You can make an appointment with ESCAP agents from the available service areas.

1. Click **“Request Appointment”**.



2. Click on the service that you would like to make an appointment. The appointment can be either virtual or a face-to-face meeting.



Or for other services, click on the grey box. Contact emails will appear.

For other services, please email your query to the respective service provider as below

> Bangkok Service Management: ESCAP-BSM@un.org	> Parking/Transport Services: escap-transport-service@un.org
> Conference Services: escap-uncc@un.org	> Procurement: escap-pu@un.org
> Finance Services: escap-finance@un.org	> Seismic Mitigation Project: escap-smp@un.org
> Host Country Services: escap-da-hcru@un.org	> Travel Services: escap-travel-unit@un.org
> Human Resources Services: escap-hrms@un.org	> Umoja and BI: escap-btcm@un.org
> IT Services: ineedservice@un.org	> UN Medical Centre: bkkmedservice@un.org
> IT Service Desk: escap-imcts-support@un.org	> UN Safety and Security: escapsecurity@un.org
> Mail Operations: mou-registry@un.org	> Unite Service Desk 24/7: servicedesk@un.org

Example: To request an appointment with ESCAP Human Resources.

Select the icon 'Human Resources'.

Home > Booking

Appointment Booking

Please click on the relevant icon to raise a make an appointment



EV Charging Station



Finance



Host Country Services



Human Resources



Umoja and BI

For other services, please email your query to the respective service provider as below

Select a date and time (This booking is fully integrated with Outlook. Therefore, only the available timeslots are shown).

Fill in the name, email and phone number. Provide additional information and click **"Book"** to make an appointment.

Add your details

First and last name *

Email *

Phone number *

Provide additional information

1. What type of HR service do you need ?

--select an option--

2. What documents would you submit/pick up ?

--select an option--

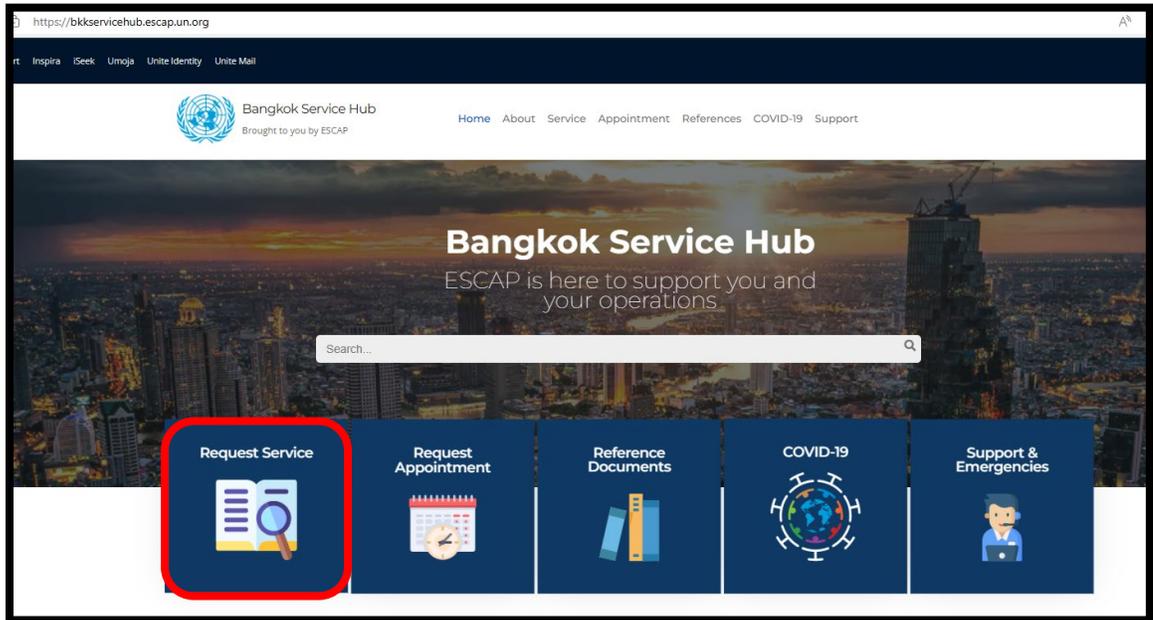
3. Please specify the document you would like to submit/pick up.

4. Please provide additional details.

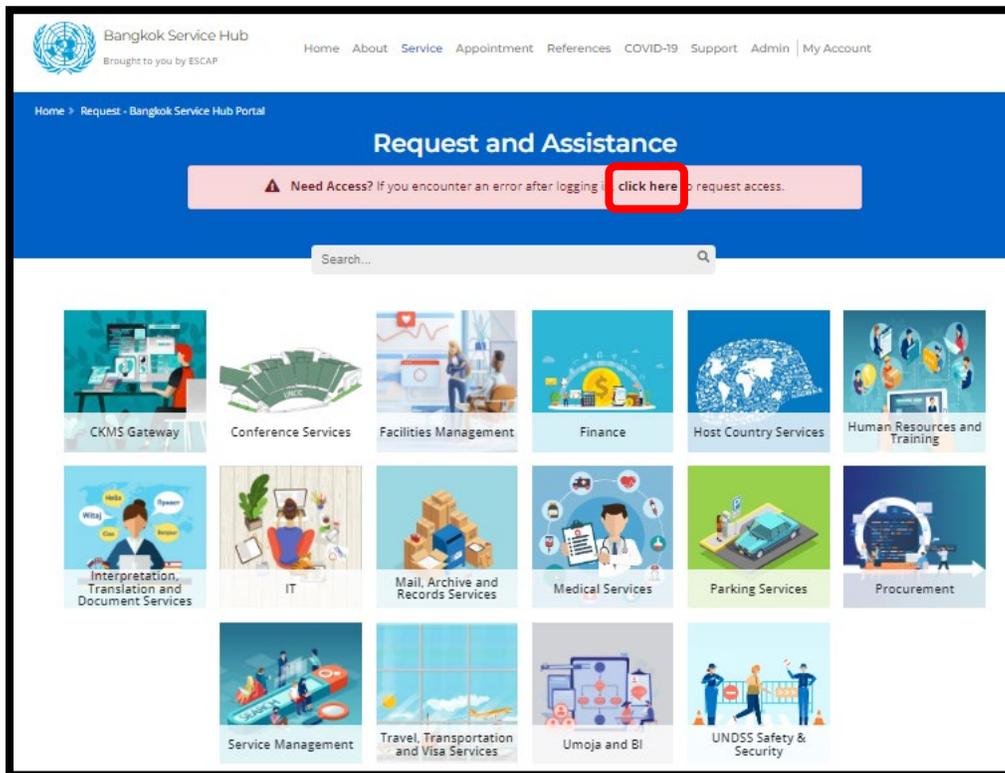
Book

Bangkok Service Hub; Request Access

1. Go to <https://bkkservicehub.escap.un.org/>
2. Select **'Request Service'**



3. If you can not access the service request page, **'Click here'**.



4. Fill in the form and submit.

Bangkok Service Hub
ESCAP is here to support you and your operations

Bangkok Service Hub (BSH) Access Request

The survey will take approximately 4 minutes to complete. Dear colleagues, if you cannot access Bangkok Service Hub (<https://bkkservicehub.escap.un.org/>), please submit your request through this form

* Required

1. Entity *

Select your answer

2. Type of Personnel *

Select your answer

5. ESCAP will send an email notification to notify the email filled in the form above that access has been granted. Usually, access will be granted within 24 hours. If you do not receive any feedback or encounter any technical issues, please contact **ESCAP-BIDA <escap-bida@un.org>**.
6. Once access is granted, you will be able to request the services from the items below.

