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When you hover over the Table of Content or the right hand menu tabs found throughout the guide a icon will appear to indicate a clickable quick link.
GETTING STARTED

LOGGING IN TO INSPIRA FOR THE FIRST TIME

a. In your web browser, go to https://inspira.un.org

b. Enter your index number as your User ID

c. Enter your year of birth followed by the first four letters of your last name in capital letters as your initial Password. For example, if you were born in 1973 and your last name is Gonzalez, your initial password would be 1973GONZ. If you were born in 1980 and your last name is Lee, your initial password would be 1980LEE.

d. Click Login

e. You will now be prompted to change your password

It is recommended that you use Internet Explorer 8, Mozilla Firefox 3.5 or above

After logging in for the first time you will be prompted to immediately change your password to something more secure.
CHECK YOUR FUNCTIONAL TITLE

a. Click **Main Menu > Self Service > Job Information > Job Information Summary**

b. Review the information which is displayed on the screen

<table>
<thead>
<tr>
<th>Job summary information as of 07 February 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polla Taylor</td>
</tr>
<tr>
<td><strong>Job Information</strong></td>
</tr>
<tr>
<td>Last Updated Date/Time: 15/12/2011 11:16:02</td>
</tr>
<tr>
<td>Status:</td>
</tr>
<tr>
<td>Active</td>
</tr>
<tr>
<td>Job Code:</td>
</tr>
<tr>
<td>3775</td>
</tr>
<tr>
<td>Functional Title:</td>
</tr>
<tr>
<td>HUMAN RESOURCES ASSISTANT</td>
</tr>
<tr>
<td>Job Family:</td>
</tr>
<tr>
<td>Human Resources</td>
</tr>
<tr>
<td>Level:</td>
</tr>
<tr>
<td>G5</td>
</tr>
<tr>
<td>Org Unit:</td>
</tr>
<tr>
<td>ESCAP IDD</td>
</tr>
<tr>
<td>Business Unit:</td>
</tr>
<tr>
<td>UNCS</td>
</tr>
<tr>
<td>Supervisor:</td>
</tr>
<tr>
<td>Justine Rosales</td>
</tr>
</tbody>
</table>

c. If the functional title is incorrect follow the instructions on page 5
CORRECT YOUR FUNCTIONAL TITLE

a. Click **Main Menu ➔ Self Service ➔ Performance Management ➔ Additional Functionality**

![Main Menu and Performance Management Interface](image)

b. Click **Functional Title Change**

![Additional Functionality](image)

c. Click **Select new Functional Title**

![Functional Title Change](image)

d. Select **Functional Title** in the **Search by** drop down box

e. Enter the first few letters of your new title in the **begins with** box and click **Look Up** (Alternatively click on the **Look Up** button for the available titles)
f. Select your new title

Look Up Functional Title

Search by: Functional Title begins with

Look Up Cancel Advanced Lookup

Search Results

<table>
<thead>
<tr>
<th>Functional Title</th>
<th>Job Family</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMMUNICATIONS TECHNICIAN</td>
<td>IST</td>
</tr>
<tr>
<td>COMPUTER INFORMATION SYSTEMS ASSISTANT</td>
<td>IST</td>
</tr>
</tbody>
</table>

g. Click Save to complete the process

h. Click Home in the top-right corner of the page to return to the Inspira home page
PROCESS OVERVIEW

The performance management process consists of three main phases: creating a work plan, conducting a mid-point review, and completing the end-of-cycle evaluation. The eight steps in this process are outlined below.

Acronym and Color Key:  SM = Staff Member  FRO = First Reporting Officer  SRO = Second Reporting Officer

PHASE 1: WORKPLAN

1. Create Workplan (SM)
2. Approve Workplan (FRO)

PHASE 2: MID-POINT REVIEW

3. Start Mid-Point Review (SM)
4. Complete Mid-Point Review (FRO)

PHASE 3: END-OF-CYCLE EVALUATION

5. Self Evaluation (SM)
6. Evaluation (FRO)
7. Approve Evaluation (SRO)
8. Acknowledge Evaluation (SM)
PHASE 1: WORKPLAN

STEP 1: CREATE WORKPLAN (SM)

Create the Performance Document

a. Click **Main Menu** > **Self Service** > **Performance Management** > **My Performance Documents** > **Create Document**
b. Click the **Cycle Start Year** and select the appropriate year
c. Click the **Document Type** and select **Performance Document**
d. Click **Select FRO**

Create Performance Documents

Create Performance Documents

<table>
<thead>
<tr>
<th>Document Creation Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cycle Start Year: 2017</td>
</tr>
<tr>
<td>Period: 01/04/2017 - 31/03/2018</td>
</tr>
<tr>
<td>Document Type: Performance Document</td>
</tr>
<tr>
<td>Language: English</td>
</tr>
<tr>
<td>First Reporting Officer: Select FRO</td>
</tr>
</tbody>
</table>

e. In the **Person Search** box, enter the FRO’s last name and click **Search**
f. Select the FRO’s name and click **OK**

g. Click **Create Documents** on the **Create Performance Documents** page

---

For technical help click on the 'Contact Us' link.

For non-technical help please contact:

performancemanagement@un.org

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The performance period dates are not modifiable. You may however change the **Actual Period** dates on the work plan. See page 9.
Starting the Workplan

a. Click Select/Update SRO

b. Enter the SRO’s last name and click Search

c. Select the SRO’s name and click OK

d. Click Start in the Workplan row to enter the workplan

Update Your Actual Period

a. If the dates of your evaluation period differ from the performance cycle dates, you may indicate them in the Actual Period date fields.
Enter Your Goals

a. In **Section 1** of the workplan, click **Add Goals**

![Performance Document](image)

**Workplan**
Polla Taylor, HUMAN RESOURCES ASSISTANT
Performance Cycle: 01/04/2017 - 31/03/2018
Actual Period: 01/04/2017 - 31/03/2018

| Save | Cancel | Notify FRO | Return to Document Detail |

**Section 1 - Goals**
Click on the Add Goals link to add goals
![Add Goals](image)

b. Insert a goal description (title), related actions and success criteria

c. Click **Update**

![Performance Document](image)

**Add Goals**
Polla Taylor, HUMAN RESOURCES ASSISTANT
Performance Cycle: 01/04/2017 - 31/03/2018
Actual Period: 01/04/2017 - 31/03/2018

Insert a goal description (title), related actions and success criteria

**Goal 1**

**Goal Description and Related Actions (1325 characters max.):**
Process invoices for payment
- Related Actions: a) Ensure that authorization has been provided,
- b) Enter the payment details in IMIS,
- c) Follow-up for approval

**Success Criteria (1325 characters max.):**
- a) All invoices are processed within 48 hours of receipt
- b) Claimant is informed within 24 hours of missing information
- c) Payment notification is sent to the claimant

![Update](image)

**Click the [ ] icon to check your spelling.**

![Click the icon to check your spelling.](image)

**Review Core Values**

a. Review **Section 2**, which displays the core values that apply to all staff
Add Competencies

a. In Section 3, click + Select/Add Core Competencies

Section 3 - Core Competencies
Select the Core Competencies most relevant to your goals for this cycle. It is recommended to select four or five.
+ Select/Add Core Competencies

b. Select the core competencies most relevant for this performance cycle

c. Click Update

Add Managerial Competencies

a. In Section 4, click + Add Managerial Competencies

b. Select the managerial competencies most relevant for this performance cycle

c. Click Update

Remember if you have supervisory responsibilities, you must choose Managing Performance.
Add Your Development Plan

a. In Section 5, click **Add Development Plan**

b. In the **Competency or Career Aspiration** box, enter your development objective. In the **Development Activity** box, enter the activity to support the objective.

c. Click **Update**

<table>
<thead>
<tr>
<th>Performance Document</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Add Development plan</strong></td>
</tr>
<tr>
<td><strong>Competency or Career Aspiration:</strong> Learn how to create tables in Word</td>
</tr>
<tr>
<td><strong>Development activity:</strong> Enroll in Word level 2 full day workshop offered by IT Learning Section</td>
</tr>
<tr>
<td><strong>Update</strong></td>
</tr>
</tbody>
</table>

d. Click **Save**

e. When you have completed your workplan, click **Notify FRO** to inform your supervisor that it is ready for approval

f. Click **Return to Document Detail**

![](image.png)
STEP 2: APPROVE WORKPLAN (FRO)

a. Click **Main Menu > Manager Self Service > Performance Management > Performance Documents > Current Documents**

b. Click **Performance Document** in the row that corresponds to the staff member and performance cycle you wish to review

<table>
<thead>
<tr>
<th>Performance Documents</th>
<th>Customize</th>
<th>Find</th>
<th>View All</th>
<th>First</th>
<th>Last</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Member</td>
<td>FRO</td>
<td>SRO</td>
<td>Document Type</td>
<td>Begin Date</td>
<td>End Date</td>
</tr>
<tr>
<td>Polla Taylor</td>
<td>Justine Rosales</td>
<td>Edouard Constantin</td>
<td>Performance Document</td>
<td>01/04/2017</td>
<td>31/03/2018</td>
</tr>
</tbody>
</table>

C. Click **Review/Approve** in the **Workplan** row

If you want the staff member to make changes to the workplan, click **Return to SM** instead.

d. Review **Sections 1 - 5** of the workplan. When you are finished, click **Approve ▶ Approve** to approve
PHASE 2: MID-POINT REVIEW

STEP 3: START MID-POINT REVIEW (SM)

a. Click **Main Menu > Self Service > Performance Management > My Performance Documents > Current Documents**

b. Click **Performance Document** in the row that corresponds to the performance dates you wish to review

c. Click **Start/Edit** in the **Mid-Point Review** row

d. Scroll down to **Section 6** at the bottom of the page

---

For technical help click on the 'Contact Us' link.

For non-technical help please contact: performancemanagement@un.org

Save often
e. In **Section 6**, Click the 🖊️ icon in the **Staff Member** box to input your comments

f. Click **Update**

![Performance Document](image)

**Edit Mid-Point Comments**

Polla Taylor, HUMAN RESOURCES ASSISTANT
Performance Cycle: 01/04/2017 - 31/03/2018
Actual Period: 01/04/2017 - 31/03/2018

Please remember: staff members and supervisors must have ongoing dialogue throughout the performance cycle, as well as meetings at the work plan, mid-point review and end-of-cycle stages.

**Comments:** All of my goals have been progressing as expected. Additionally, effective 1 September, I assumed the responsibility to update the section’s website.

[Update] [Return to Workplan]

- [Save] when you are finished entering your comments and are ready for your FRO to complete the Mid-Point review
STEP 4: COMPLETE MID-POINT REVIEW (FRO)

a. Click **Main Menu > Manager Self Service > Performance Management > Performance Documents > Current Documents**

b. Click **Performance Document** in the row that corresponds to the Staff Member and performance cycle you wish to review

c. Click **Edit/Complete** in the **Mid-Point Review** row

d. In **Section 6**, review the staff member’s comments at the bottom of the page

e. Click the icon in the **FRO** box to add your own comments

Section 6 - Mid-Point Comments

**Staff Member**

**Description:** All of my goals have been progressing as expected. Additionally, effective 1 September, I assumed the responsibility to update the section’s website.

**FRO**

**Description:**
f. When you are finished, click \[\text{Update} \rightarrow \text{Complete} \rightarrow \text{Complete}\] to complete the mid-point review.

Performance Document

Edit Mid-Point Comments

Polla Taylor, HUMAN RESOURCES ASSISTANT
Performance Cycle: 01/04/2017 - 31/03/2018
Actual Period: 01/04/2017 - 31/03/2018

Please remember: staff members and supervisors must have ongoing dialogue throughout the performance cycle, as well as meetings at the work plan, mid-point review and end-of-cycle stages.

Comments: As of the mid-point review time, Polla has made significant progress toward achieving all her goals. She has also assumed responsibility for updating the section's website. Keep up the good work!

[Update] [Return to Workplan]
PHASE 3: END-OF-CYCLE EVALUATION

STEP 5: SELF-EVALUATION (SM)

a. Click Main Menu ➔ Self Service ➔ Performance Management ➔ My Performance Documents ➔ Current Documents

b. Click Performance Document in the row that corresponds to the performance cycle dates you wish to review

c. Click Start in the SM Self Evaluation row

d. Enter your comments in Sections 1-7 (where applicable)

e. When you are finished, click Complete ➔ Complete ➔ OK to send the self-evaluation to your FRO

Although it is optional, staff are encouraged to complete their self-evaluation in the end-of-cycle.

Save often

For technical help click on the 'Contact Us' link.
For non-technical help please contact: performance.management@un.org
STEP 6: EVALUATION (FRO)

a. Click Main Menu > Manager Self Service > Performance Management > Performance Documents > Current Documents

b. Click Performance Document in the row that corresponds to the performance cycle dates you wish to review

c. Click Start in the FRO Evaluation row
d. Enter your comments and ratings in **Sections 1-7**

**Section 1 - Goals**

**Goal 1**

**Description and Related Actions:**
Process invoices for payment

**Related Actions:**
- a) Ensure that authorization has been provided.
- b) Enter the payment details in IMIS.
- c) Follow-up for approval

**Success Criteria:**
- a) All invoices are processed within 48 hours of receipt
- b) Claimant is informed within 24 hours of missing information
- c) Payment notification is sent to the claimant

**Goals Summary**

**Comments:** Polla’s handling of the invoices this year has been truly exceptional. A recent survey of our clients showed a 98% customer satisfaction. We could never have achieved this without her hard work.

**Section 2 - Core Values**

**CORE VAL-integrity**

Demonstrates the values of the United Nations in daily activities and behaviours. Acts without consideration of personal gain. Resist undue political pressure in decision-making. Does not abuse power or authority. Stands by decisions that are in the Organization’s interest, even if they are unpopular. Takes prompt action in cases of unprofessional or unethical behaviour.

**Rating:**

**CORE VAL-Proficiency**

Shows pride in work and demonstrates professional competence and mastery of subject matter. Efficient in meeting commitments, observing deadlines, and meeting customer expectations. Assisted by professional rather than personal contacts. Handles complex and difficult problems or challenges.

**Rating:** B - Fully Competent

**CORE VAL-Respect for Diversity**

Works effectively with people from all backgrounds. Treats all people with dignity and respect. Treats men and women equally. Shows respect for and understanding of diverse points of view and demonstrates this understanding in daily work and decision-making. Examines own biases and behaviours to avoid stereotypical responses. Does not discriminate against any individual or group.

**Rating:** B - Fully Competent

**Core Values Summary**

**Comments:** Polla has consistently demonstrated the UN’s core values.

e. When you have finished inserting your comments and ratings, click **Submit to SRO** to send the evaluation to the staff member’s SRO for approval.
STEP 7: APPROVE EVALUATION (SRO)

a. Click *Main Menu > Manager Self Service > Performance Management > Performance Documents > Current Documents*

b. Click the *Where I Am SRO* tab at the top of the page

c. Click *Performance Document* in the row that corresponds to the performance cycle dates you wish to review

d. Click *View/Approve* in the *SRO Approval* row
e. Review the evaluation in Sections 1-7 and input your comments in Section 8 at the bottom of the page.

f. When you are finished, click Approve to approve the evaluation which will then be sent to the staff member for acknowledgment.
STEP 8: ACKNOWLEDGE EVALUATION (SM)

a. Click Main Menu > Self Service > Performance Management > My Performance Documents > Current Documents

b. Click Performance Document in the row that corresponds to the performance cycle dates you wish to review

c. Click View/Acknowledge in the SM Acknowledgement row

d. Review the FRO’s evaluation and SRO’s comments, then enter any additional overall comments you may have in Section 9 at the bottom of the page

e. When you are finished, click Acknowledge Review > OK to acknowledge the evaluation.
ADMINISTRATIVE ACTIONS

CHANGE THE FIRST REPORTING OFFICER (FRO)

a. Click Main Menu > Manager Self Service > Performance Management > Performance Documents > Current Document

b. Click Performance Document in the row that corresponds to the staff member and performance cycle you wish to review

c. Click Transfer to Another FRO

Changes to the FRO must be made by the FRO listed on the document.

d. Select the name of the staff member whose document you want to transfer.

e. Click Continue
f. Click **Select FRO** on the **Confirm Transfer** page

g. Enter the last name of the FRO and click **Search**

h. Select the name of the FRO and click **OK**

i. Click **Save** then **OK** to complete the transfer
CHANGE THE SECOND REPORTING OFFICER (SM)

a. Click Main Menu > Self Service > Performance Management > My Performance Documents > Current Documents

b. Click Select/Update SRO

c. Enter the SRO's last name and click Search

d. Select the SRO's name and click OK
ADDITIONAL SUPERVISOR FUNCTIONS

The additional supervisor process involves the following three actions/steps:

1. **Select an Additional Supervisor (SM)**
   a. Click *Main Menu ➔ Self Service ➔ Performance Management ➔ My Performance Documents ➔ Current Documents*
   b. Click on Select/Update Addit. Supervisor
   c. Click on Add Additional Supervisor

2. **Additional Supervisor(s)**
   - Accepts the request and makes comments

3. **SM, FRO and SRO**
   - Review Additional Supervisor comments

---

**Nominate Additional Supervisor**

Polla Taylor, HUMAN RESOURCES ASSISTANT
Performance Cycle: 01/04/2017 - 31/03/2018
Actual Period: 01/04/2017 - 31/03/2018

- **Participant Role:** Additional Supervisor
- **Maximum:** 2
- **Nominations**
  - Currently there are no nominees in your nomination list.
  - Click [Add Additional Supervisor](#)
d. Enter the Additional Supervisor's last name and click Search.

e. Select the Additional Supervisor and press OK.

### Person Search

- **Last Name**: ROSALES
- **First Name**: Justine Rosales

### Search Results

- Justine Rosales

### OK  Cancel

f. Repeat steps c. – e. in order to add a second Additional Supervisor.

g. When you are finished, click on Save and Submit.

### ACCEPT THE REQUEST AND COMMENT (ADDITIONAL SUPERVISOR(S))

#### Step 1: Accept the Evaluation Request

a. Click **Main Menu > Self Service > Performance Management > Additional Supervisor Functions > Pending Evaluation Requests**

b. Check the box next to the staff member’s name and click Accept.

### Pending Evaluation Requests

<table>
<thead>
<tr>
<th>Name</th>
<th>Document Type</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Polia Taylor</td>
<td>Performance Document</td>
<td>31/03/2019</td>
</tr>
</tbody>
</table>

### Step 2: Provide Comments

a. Click **Main Menu > Self Service > Performance Management > Additional Supervisor Functions > Current Evaluations**
b. Click **Performance Document** in the row that corresponds to the *staff member* for whom you wish to provide comments for

**My Current Evaluations for Others**

Listed below are your current evaluations for which you are providing feedback.

| Current Evaluations for Others |
|------------------------------|------------------|----------------|---------|--------|
| **Staff Member** | **Document Type** | **Begin Date** | **End Date** | **Status** |
| Polla Taylor | Performance Document | 01/04/2017 | 31/03/2018 | In Progress |

c. Enter your comments

**Section 1 - End-of-Cycle Comments**

End-of-Cycle Comments Summary

**Comments:** Good Job

d. When you are finished, click on [Complete] > [Complete]

**REVIEW ADDITIONAL SUPERVISOR COMMENTS (SM)**

a. Click **Main Menu ➔ Self Service ➔ Performance Management ➔ Performance Documents ➔ Current Documents**

b. Click **Performance Document** in the row that corresponds to the performance cycle date you wish to review

c. Click **View** in the *Additional Supervisor Evaluation* row

**Current Performance Document**

- **Document ID:** 1623
- **First Reporting Officer:** Justine Rosales
- **Second Reporting Officer:** Edouard CONSTANTIN
- **Additional Supervisor(s):** Shiva Kumar

**Document Progress**

<table>
<thead>
<tr>
<th>Step</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workplan</td>
<td>Approved</td>
<td>View</td>
</tr>
<tr>
<td>Midpoint Review</td>
<td>Not Started</td>
<td>Start</td>
</tr>
<tr>
<td>SM Self Evaluation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FRO Evaluation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SRO Approval</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SM Acknowledgement</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Additional Supervisor**

<table>
<thead>
<tr>
<th>Step</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional Supervisor Evaluation</td>
<td>Completed</td>
<td>View</td>
</tr>
</tbody>
</table>

*Return to Current Documents*
d. Click on the **Additional Supervisor’s** name to view the comments

e. When you are finished, click on **Return to Current Documents**

---

**Review Participant Evaluations**

Polla Taylor, HUMAN RESOURCES ASSISTANT  
Performance Cycle: 01/04/2017 - 31/03/2018  
Actual Period: 01/04/2017 - 31/03/2018

<table>
<thead>
<tr>
<th>Performance Document Details</th>
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</thead>
<tbody>
<tr>
<td>Document ID:</td>
</tr>
<tr>
<td>First Reporting Officer:</td>
</tr>
<tr>
<td>Second Reporting Officer:</td>
</tr>
<tr>
<td>Additional Supervisor(s):</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Participant</th>
<th>Role</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shiva Kumar</td>
<td>Additional Supervisor</td>
<td>Completed</td>
</tr>
</tbody>
</table>

**Review Additional Supervisor Comments (FRO, SRO)**

a. Click **Main Menu > Manager Self Service > Performance Management > Performance Documents > Current Documents**

b. Click **Performance Document** in the row that corresponds to the performance cycle date you wish to review

c. Click **View** in the **Additional Supervisor Evaluation** row
d. Click on the **Additional Supervisor’s** name to view the comments

**Performance Document**

**Additional Supervisor Evaluation**

Polla Taylor, HUMAN RESOURCES ASSISTANT  
Performance Cycle: 01/04/2017 - 31/03/2018  
Actual Period: 01/04/2017 - 01/04/2018

---

**Section 1 - End-of-Cycle Comments**

**End-of-Cycle Comments Summary**

| Comments: | Good job. |

---

e. When you are finished, click on **Return to Current Documents**

**Performance Document Details**

Document ID: 1623  
First Reporting Officer: Justine Rosales  
Second Reporting Officer: Edouard CONSTANTIN  
Additional Supervisor(s): Shiva Kumar

<table>
<thead>
<tr>
<th>Participant</th>
<th>Role</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shiva Kumar</td>
<td>Additional Supervisor</td>
<td>Completed</td>
</tr>
</tbody>
</table>

---

**Return to Current Documents**
PRINT A COMPLETED DOCUMENT (SM)

a. Click **Main Menu ➔ Self Service ➔ Performance Management ➔ My Performance Documents ➔ Historical Documents**

b. Click **Performance Document** in the row that corresponds to the performance cycle date you wish to print

c. Click **View** in the **SM Acknowledgement** row

d. Click the 📡 icon at the top or bottom of the page. A printable version of the document appears

e. In your browser’s menu, click **File ➔ Print** and follow your usual procedure to print a document

---

**United Nations**

**Performance Document**

Performance Cycle: 2017 - 2018  
Performance Period: 01/04/2017 - 31/03/2018  
Status: Completed

---

**Taylor, Polla**  
Functional Title: HUMAN RESOURCES ASSISTANT  
Org Unit: ESCAP IDD  
Index Number: 59899  
Gender: Female  
Category: G-5

---

**Section 1 - Goals**

**End of Cycle Goal Summary**

<table>
<thead>
<tr>
<th>S/M Comments:</th>
<th>Comment inserted here...</th>
</tr>
</thead>
<tbody>
<tr>
<td>FRO Comments:</td>
<td>Evaluation comments inserted here...</td>
</tr>
</tbody>
</table>
PRINT A COMPLETED DOCUMENT (FRO)

a. Click **Main Menu > Manager Self Service > Performance Management > Historical Documents**

b. Click **Performance Document** in the row that corresponds to the performance cycle date you wish to print

c. Click **View** in the **SM Acknowledgement** row

d. Click the 📄 icon at the top or bottom of the page. A printable version of the document appears

e. In your browser’s menu, click **File > Print** and follow your usual procedure to print a document