

## How to get started with inspira

Last updated on 10 April 2018 by the Unite Service Desk

### 1. Register as an external user

---

Please note that:

- UN Secretariat staff members, including field staff members, should not register: to find out your **internal** user account access codes, kindly refer to chapter 1.2.1 of the [Instructional Manual for the Applicant](#).
  - UN Volunteers, associate experts, consultants, individual contractors, military/police personnel and interns are invited to register as **external** users using the steps below.
  - **If you have already registered** but do not remember your inspira User ID or your password, click on the “**Forgot User ID**” or “**Forgot Password**” link located on the inspira login page and follow the instructions on the screen. Make sure you check the spam/junk folder of your email account.
  - For Galaxy users, kindly note that you cannot use your Galaxy access codes to log into inspira and that it is not possible to transfer your information from Galaxy to inspira.
- i. On the UN Careers website homepage (<https://careers.un.org>) click on “**Login**” or go directly to <https://inspira.un.org>
  - ii. Click on “**Register now**”.
  - iii. Fill out the registration form, make sure your date of birth is correct and follows the **dd/mm/yyyy** format.
  - iv. Click on “**Register**”.

### 2. Update your profile

---

To update your profile, please follow the steps below:

- i. Log into [inspira](https://inspira.un.org) (<https://inspira.un.org>).
- ii. On the inspira “Home” page, click on the “**My Profile**” icon.
- iii. Fill out the three sections namely:
  - Personal Details
  - Family Details
  - Nationality & Residence
- iv. Click on “**Save**” → A warning message will appear if any required items have not been filled in. A warning message “The applicant is already registered in the system” will also appear if the **primary email address** indicated in your profile is already assigned to another inspira account registered under the same name and same date of birth.


When all required fields of your profile have been completed, the status of your profile becomes “100% Complete”.

### 3. Create your first application

---

To create your first **online application**, please follow the steps below:

- i. Log into [inspira](https://inspira.un.org) (<https://inspira.un.org>).
- ii. On the inspira “Home” page, click on the “**My Applications**” icon.
- iii. Click on the “**Create Draft Application**” button.
- iv. Answer the question by selecting the relevant value in the dropdown menu and then click on the “**Next**” button.
- v. Select one of the following 3 options to start your new online application:

**OPTION #1: “Replicate from an existing or previous application”** → Use this option to create a new online application based on the content of an existing online application. By default, the “Source Application Information” table will display the last application created. You can select a different application by clicking on the lookup icon . This option is disabled if you do not have any online application saved yet.

**OPTION #2: “Build a new application”** → Use this option to create a new online application from scratch.


**OPTION #3: “Load from file”** → Use this option to create a new online application based on the content of a fully completed Offline Application Template. (The Offline Application Template can be downloaded from the inspira “Home” page by clicking on the link “Download Offline Application Template”).


- vi. Click on the “**Next**” button.

The online application is divided into 6 main sections (plus 1 Review/Submit page):

- Screening and fitness questions (populated only when you apply to a specific job opening)
- Education
- Work Experience
- Languages
- Skills & Training
- Cover Letter (itself subdivided into “Cover Letter & Attachments”, “References”, “Last questions” and “Review My Profile”)

- vii. Click on the “**Next**” button to move from one section/subsection to the next. Complete each section and subsection to the best of your ability.

Recommendation: Click on “**Save**” regularly. The inspira system times out every **20 minutes** so clicking on “**Save**” regularly reduces the risk of losing unsaved data. When doing so, the text “**Your in-progress application has been saved**” should appear in a popup window. If a warning message appears in relation to an invalid value in a field followed by a lookup icon , clear this field and then click on the lookup icon to pick one of the predefined entries. Such a field may also be left blank if not marked as required.


- viii. Click on the “Exit” button to return to the “My Applications” page: your new draft application is now listed in the “My Applications” table. From this table, you have access to:
- The “**Creation Date**” which indicates the date the application was created;
  - The “**Application Date**” which indicates the date you submitted your application;
  - The “**View/Print PHP\***” printer icon  to access the PDF version of your application;  
\*The **PHP** or **Personal History Profile** is the PDF file resulting from the combination of your “profile” and one of your “applications”.
  - The **Status** of each application (e.g. Draft, Applied, Under Consideration, etc.)  
→ Only Draft applications can be updated.


Note: At this stage you have not applied to any job opening yet. However, by preparing your online application early and regularly updating it, you will be able to apply to a suitable job opening in just minutes.

## 4. Search and apply for a job


---

To search and apply for a job in [inspira](https://inspira.un.org), please follow the steps below:

- i. Log into [inspira](https://inspira.un.org) (<https://inspira.un.org>).
- ii. On the inspira “Home” page, click on the “**Job Search**” icon.
- iii. Enter your search criteria and then click on the “**Search**” button.
- iv. Click on the relevant search result, read its full description and click on “**Apply Now**” if you wish to apply.
- v. Answer the question by selecting the relevant value in the dropdown menu and then click on the “**Next**” button.
- vi. Select one of the following 3 options to start your new online application:
  - OPTION #1: “Replicate from an existing or previous application”** → Use this option to create a new online application based on the content of an existing online application.  
By default, the “Source Application Information” table will display the last application created but you can pick a different one by clicking on the lookup icon . This option is disabled if you do not have any online application saved yet.
  - OPTION #2: “Build a new application”** → Use this option to create a new online application from scratch.
  - OPTION #3: “Load from file”** → Use this option to create a new online application based on the content of a fully completed Offline Application Template (the Offline Application Template can be downloaded from the inspira “Home” page by clicking on the link “Download Offline Application Template”) and then click on “**Next**”.
- vii. Answer the “**Screening Questions**”, then click on “**Save**”, “**OK**” (in the popup window) and “**Next**”.
- viii. Complete/update each section and subsection of the application. Click on the “**Next**” button or the “**Previous**” button to move between sections/subsections.

Recommendation: Click on “**Save**” regularly. The inspira system times out every **20 minutes** so clicking on “**Save**” regularly reduces the risk of losing unsaved data. When doing so, the text “**Your in-progress application has been saved**” should appear in a popup window. If a warning message appears in relation to an invalid value in a field followed by a lookup icon , clear this field and then click on the lookup icon to pick one of the predefined entries. Such a field may also be left blank if not marked as required.

- ix. When you are ready to submit your application, click on the “**Next**” button until you reach the “**Review/Submit**” step.: This step gives you an opportunity to review all the sections of your application before submitting your application. Once an application has been submitted, it cannot be updated.

If a subsection needs to be updated, click on the pen icon  associated to it, update the information, click on “**Save**”, “**OK**” and then click on the “**Review/Submit**” link in the upper section of your screen.

When your application does not need any additional update(s) and is ready for submission, click on the “**Submit Application**” button.

Carefully read the **Terms and Agreements**, then select “**I agree to these terms**” and finally click on the button “**Certify and Submit Application**”. Immediately after submitting your application, the message “**Your job application has been successfully submitted.**” should appear on your screen.

When you click on the “**Return to Job Search**” link and then on the “**My Applications**” link (in the upper part of the screen): In the “**My Applications**” table, the status of the application that you have just submitted should appear as “**Applied**”.



#### **Important notes:**

- You can submit only one application per job opening. You cannot update it after submission.
- Withdrawing your application will not allow you to submit a new application for the same job opening. Do not withdraw an application unless you are no longer interested in this job opening.
- It is recommended to always apply **well in advance of the application deadline date.**

→ For more details and guidance on how to apply for a job in inspira, please refer to the [Instructional Manual for the Applicant](#) accessible by clicking on the “**Manuals**” link when logged in inspira.

## **5. Activate Job alerts [optional]**

---

- i. Log into [inspira](https://inspira.un.org) (<https://inspira.un.org>).
- ii. On the inspira “Home” page, click on the “**Job Search**” icon.
- iii. Enter your search criteria.

Note: The first time you perform this job search, you may consider running it with the field “**Find Jobs Posted Within**” set to “**Anytime**” so that you can find all current job openings matching your other search criteria.

- iv. Click on the “**Save Search Criteria**” button.
- v. Name your search.

- vi. Tick the checkbox [x] **Use as Job Alert**
- vii. Type an email address in the “**Send Job Alerts notification to**” field.
- viii. Click on the “**Save Search**” button.

Please note that:

- Saved searches and job alerts remain valid for 6 months;
- The maximum number of active saved searches is 5.

## 6. FAQ

---

### i. **Why can't I submit my application online?**

The “**Submit Application**” button is available only at the “**Review/Submit**” step of the online application process (step 8 of 8). This button is only active when your application is linked to a job opening.

If the “**Submit Application**” button is disabled/greyed out and the top of the page says “**Applying for: You have not selected a job**”, click on “**Exit**” and then “**Job Search**” to find a suitable job opening. Once you have found such a job opening, click on the “**Apply Now**” button in the considered job posting.

Please note that to be able to submit an application, all the required fields must be filled, and the considered job opening should not be closed, cancelled or filled with roster candidates.

### ii. **Why is the list of screening questions empty?**

Screening questions appear only when you apply to a job opening. They do not appear if you create an application that is not linked to any job opening when using the “Create Draft Application” button (as explained in section 3 of this document). Screening questions are specific to the job opening and must be answered before submitting your application.

### iii. **What is a "Recruit from Roster" job opening? How can I become a roster applicant?**

"Recruit from Roster" job openings are only open to roster applicants who have been placed on pre-approved rosters, following a review by a United Nations Central Review Body. Only roster applicants who were placed on rosters with similar functions at the same level are considered to be eligible candidates.

For more information about rosters and roster management, please refer to the:

- UN Careers website (under “[Application process](#)” > “7. Selection notification”);
- [Instructional Manual for the Applicant](#), Chapter 14;
- HR Portal (<https://hr.un.org>).

### iv. **I have just submitted my application, but I did not receive an email confirmation, How do I know if my application has been received?**

To check if your application has been received, you may check its status online.

To do so, log into inspira and click on the “**My Applications**” icon:

All your applications along with the ID numbers of the job openings you applied to are listed under the "My Applications" table. If the status of your application is "**Applied**" or "**Under Consideration**", then your application has been received. If you cannot find your application, select "**All Applications**" in the "**Display applications from**" dropdown menu and click on "**Refresh**".

You may also want to check that the email address recorded in your profile is correct and that the **spam/junk filter** of your email account is configured to allow emails sent from the **un.org** domain.

**v. When I click on the "View/Print PHP" printer icon , nothing happens. What should I do?**

To use this feature, make sure you check all the items listed below:

- You access inspira using a [compatible browser](#) (Firefox or Internet Explorer for PC users, Firefox or Safari for MAC users)
  
- A **PDF reader** is installed on your computer/device
  
- Internet browsers configured with a **pop-up blocker** is turned **off** when browsing the **un.org** domain
  
- For users of Internet Explorer,
  - Go to "Tools" > "Internet Options"
  - In the "Security" tab, click on "Custom Level"
  - Scroll down and select <Enable> for the option "Downloads" > "Automatic prompting for file downloads"
  - Click on "OK" to confirm

**vi. What should I do when the system logs me out immediately after I authenticate?**

You may need to configure your browser so that the **un.org** domain is always allowed to use cookies.

For Internet Explorer users,

- Go to "Tools" > "Internet Options"
- In the "Privacy" tab, click on "Sites"
- In the "Address of website" field, enter **un.org** and then click on "Allow"
- Click on "OK" to confirm

Note: The session times out automatically every 20 minutes so make sure you click on "Save" regularly. It is also recommended that you prepare offline your cover letter, list of duties and list of achievements for each employment record so that you can copy-and-paste this information into your inspira application.

**vii. I am unable to upload my files in inspira., What should I do?**

To be able to upload files, please make sure that you check all the items listed below:

- File size** is less than 1 Mb (if your file is larger, please scan it in a lower resolution)
- File name** is short and without any special characters (for instance, *Initials\_Bachelor-degree.pdf*)

**viii. Can I withdraw an application in inspira?**

Yes, you can withdraw an application from the "My Applications" table of your inspira account. Please note that an application is withdrawn, the system will not allow you to submit a new application for the same job opening.


**ix. Can I update an application that has already been submitted?**

As indicated in the Terms and Agreements, no changes can be made after the application has been submitted.

**x. What should I do if I cannot find my university when adding my education details?**

For post-secondary education, a database of degrees from 16,000 university-level institutions compiled by UNESCO and the International Association of Universities (IAU) is used to streamline the validation of degrees through inspira.

If you cannot find your university or school when adding your education details to your application, we recommend the following steps:

- a) Click on the look-up icon  at the end of the "**Name of Institution**" field.
- b) Click on the "**Advanced Lookup**" link.
- c) Select "**contains**" in the "Long Description" dropdown menu and then enter part of the name of your institution (for example *Chicago* if you are looking for *University of Chicago*).
- d) If no result is found, search for "**Other/I cannot find my school**".

Please note that should your degree not be part of the UNESCO and IAU's database, it will not prejudice your application. Under such circumstances, HR practitioners will conduct further checks during the background verification stage.

## 7. Need Help?

---

For **technical** support in relation to inspira or the UN Careers website, contact the **United Nations Unite Service Desk** by clicking on the "**Contact us**" link found in [inspira](#) and on the [UN Careers website](#).

To help us identify your concern, make sure your online enquiry always includes:

- a) Your **full name** and **User ID** (do not disclose your password);
- b) The **ID number** of the job opening you are trying to apply to (please do not attach your CV);
- c) In the event that you are reporting a technical problem, the **steps** leading to this problem, one or more [screenshots](#) of the error/warning message and of the page on which it appeared.

Please note that the United Nations Unite Service Desk provides **technical** support only. It does not process applications and therefore cannot consider CV/resumes or provide updates on application status.

\*\*\*\*\*