



Refugee Assistance Information System (RAIS) Winterization Module

Developed by Data Analysis Group (DAG)

UNHCR Amman

12.Nov.2014

RAIS

- Keeps refugee information up to date
- Prevents duplication of efforts
- Helps to provide targeted assistance to persons of concern
- Reduces fraud and abuse of assistance services
- Provides efficient reporting tools
- Contains professional surveying and communication tools
- Maintains security of data

Important Terms to Remember

- u ASC
- u RC
- u POC
- u Case ID, ProGres ID or Case Number
- u MOI-ID
- u National ID
- u Assistance
- u Provided By, Provided Through and Funded By
- u Case Size or FS



المملكة الأردنية الهاشمية
إدارة الإقامة والحدود
بطاقة خدمة خاصة بالجمالية السورية
وزارة الداخلية



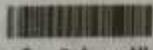
الرقم الشخصي : ٨٠٠١٤٧٥٣٣٠
 الاسم : [Redacted]
 تاريخ الميلاد : ١٩٩٧-٠١-٠١
 الجنس : أنثى
 المهنة : ربة بيت
 نوع الوثيقة : مكان صدورها :
 رقم الوثيقة : تاريخ الصدور :
 تاريخ الدخول : ٢٠١٢-١٢-٢٤ مركز الدخول : مركز حدود جابر
 مديرية شرطة : جنوب عمان - جويذة



العنوان : محافظة العاصمة مدينة عمان - منطقة خريبة السوق / جاوا / الياووده - غير محدد - غير محدد
 رقم الهاتف : [Redacted] رقم واسم المالك : ٩٨٣١٠٥٢٣١٠ - راشد عايش حسن ولد علي
 تاريخ السكن : ٢٠١٣-٠٢-٢١ ملاحظات : تحمل هوية وشهادة ولادة سورية

- يجب إبراز هذه البطاقة لاستخدامها في كافة معاملات الدوائر الرسمية وغير الرسمية
 - يجب حمل هذه البطاقة بشكل دائم وفي حالة فقدانها إبلاغ المركز الأمني
 - تسلم لأقرب مركز أمني في حال العثور عليها
 - مراجعة المركز الأمني المخصص حال تغير مكان السكن

لا تعتمد الا بختم المركز على ظهر البطاقة



NHCR Asylum Seeker Certificate

وثيقة إثبات طلب اللجوء لدى مكتب المفوضية السامية للأمم المتحدة لشؤون اللاجئين

Date of Issue: 11-02-2014
 No.: [Redacted]
 Name: [Redacted]
 Date of Birth: 01-01-1997
 Nationality: Syrian
 s Name: [Redacted]

تاريخ الإصدار: 11-02-2014
 رقم الملف: [Redacted]
 الاسم: [Redacted]
 تاريخ الميلاد: 01-01-1997
 الجنسية: Syrian
 اسم الشهرة: [Redacted]



Whom it May Concern

I hereby certify that the above-named person is an asylum seeker who is being examined by the Office of the United Nations High Commissioner for Refugees. The person of concern to the Office of the United Nations High Commissioner for Refugees, and should not be returned to a country where he stands to face threats to his life or freedom, pending a final decision on his refugee status.

يشهد مكتب المفوضية السامية للأمم المتحدة بأن الشخص المذكور أعلاه هو طالب لجوء ويقوم المكتب حاليا بدراسة طلبه (لتقرير وضعها النهائي). وصفها طالبة لجوء، فإنها تعتبر من الأشخاص المستعجلين برعايتهم مكتب المفوضية، وتوجب بشكل خاص حمايتها من العودة القسرية إلى بلدها حيث تدعي أنها تواجه تهديدا لحياتها أو لحرمتها. إلى أن يتم اتخاذ قرار نهائي بشأن طلب الحصول على صفة اللجوء.

My assistance accorded to the above-named individual would be most appreciated.

كما يربز مكتب المفوضية السامية للأمم المتحدة عن فاني تقديره لأي مساعدة تقدم إلى الشخص المذكور أعلاه.

This certificate does not entitle the holder to a residency permit or a work permit in Jordan. The issuance of such permits is solely within the competence of the Jordanian authorities.

هذه الوثيقة لا تعطي حاملها الحق في العمل أو الإقامة في الأردن. إن إصدار هذه الوثائق المتعلقة بتفاريح العمل أو الإقامة هو حصريا ضمن سلطة الحكومة الأردنية.

Questions regarding the information contained in this document may be directed to the Office of the United Nations High Commissioner for Refugees at the address above.

يمكن توجيه أي سؤال يتعلق بالمعلومات الواردة في هذه الوثيقة إلى مكتب المفوضية السامية للأمم المتحدة لشؤون اللاجئين على العنوان المذكور أعلاه.

This document is valid until: 13-06-2014

إن هذه الوثيقة سالتح حتى تاريخ : 13-06-2014



Login

- Go To <http://raisunhcr.org>
- Login with your username and password if you have a RAIS account.
- If you don't have RAIS account Please contact UNHCR to get your credentials.

Refugee Assistance Information System (RAIS)



User Name:

Password:

Language: English (United States)



[Forgot your password?](#)

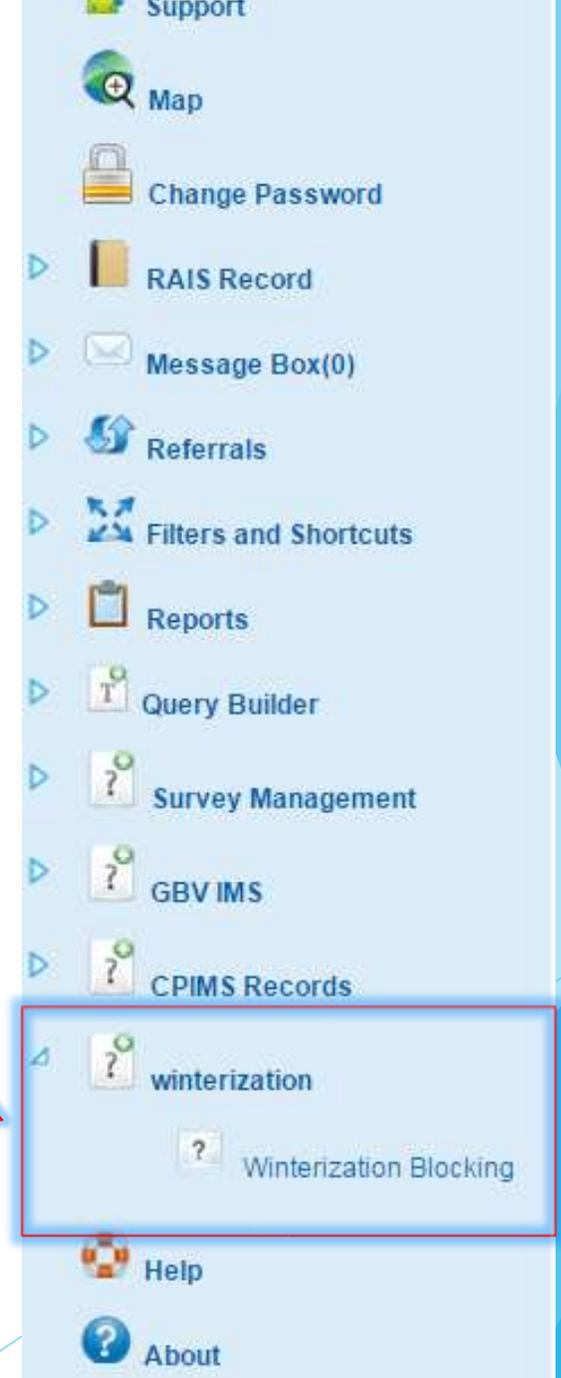
UNHCR's Refugee Assistance Information System:

- Keeps refugee information up to date
- Prevents duplication of efforts
- Helps to provide targeted assistance to persons of concern
- Reduces fraud and abuse of assistance services
- Provides efficient reporting tools
- Maintains security of data

RAIS is restricted to authorized UNHCR staff and registered users only. For assistance or further information, please contact the Data Analysis Group at joram@unhcr.org

Type username and password

Winterization Menu and Links



A screenshot of a software application's menu. The menu items are listed vertically on the right side of the image. A red arrow points from the text 'Winterization Menu and Links' to the 'winterization' menu item. The 'winterization' item is highlighted with a red box and contains a sub-item 'Winterization Blocking'. The menu items are: Support, Map, Change Password, RAIS Record, Message Box(0), Referrals, Filters and Shortcuts, Reports, Query Builder, Survey Management, GBV IMS, CPIMS Records, winterization, and Help. The 'winterization' item has a question mark icon next to it. The 'Winterization Blocking' sub-item also has a question mark icon next to it. The 'Help' item has a lifebuoy icon next to it. The 'About' item has a question mark icon next to it.

- Support
- Map
- Change Password
- ▶ RAIS Record
- ▶ Message Box(0)
- ▶ Referrals
- ▶ Filters and Shortcuts
- ▶ Reports
- ▶ Query Builder
- ▶ Survey Management
- ▶ GBV IMS
- ▶ CPIMS Records
- ▶ ? winterization
 - ? Winterization Blocking
- Help
- About

- Create New shortcut

Language English (United States)

UNHCR
The UN Refugee Agency

Refugee Assistance Information System (RAIS)

Summary Report Customer Support RAIS Record Message Box Referrals Filters and Shortcuts Reports Query Builder Help About Log Out

Navigate here: Search Shortcuts Welcome: nos from UNHCR-UNHCR FIELD Unit

Shortcut Name Shortcut Types All

Assistance Type All

Shortcut Name	Shortcut Type Name	Assistance Type Name		
Blanket1-10	UNHCR Cases	Blankets + NFI vouchers		
Blanket100-200	UNHCR Cases	Blankets + NFI vouchers		
Heater0-20	UNHCR Cases	Heater / Cylinder / Refills		



Refugee Assistance Information System (RAIS)

Summary Report Customer Support RAIS Record Message Box Referrals Filters and Shortcuts Reports Query Builder Help About Log Out

Navigate here: Search Shortcuts Welcome: nos from UNHCR-UNHCR FIELD Unit

Type The Shortcut Name

Select from the dropdown (UNHCR Case Or MOI/National ID)

Select Assistance Type

Copy and paste Case ID

Copy and paste Case ID

Add new Shortcut For Winterization Blocking

Shortcut Name:

Shortcut Types:

Assistance Types:

Enter List OF Cases

165-13C04116
165-13C04121
165-13C04148
165-13C04164
165-13C04322
165-13C04391
165-13C04428
165-13C04429
165-13C04489
165-13C04490
165-13C04492
165-13C04494
165-13C04495
165-13C04513
165-13C04636

Checked Cases Save Back

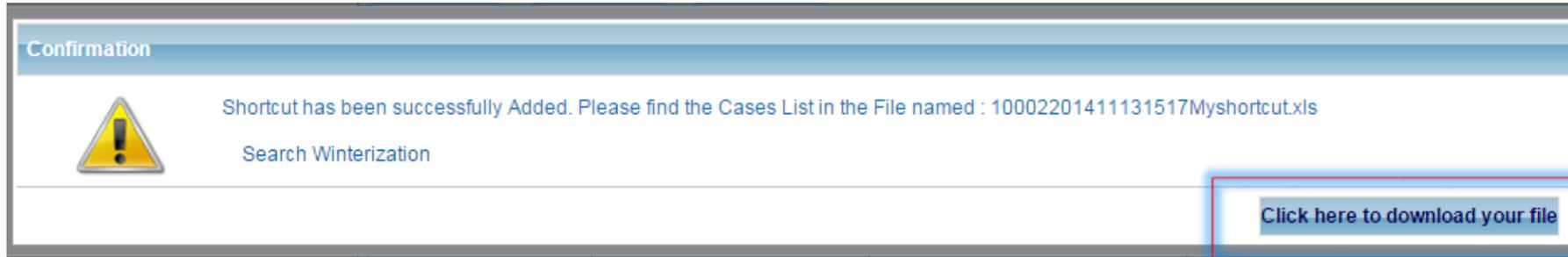
Wrong Case Number or Not found
 Found and Not assisted

Blocked by other partner

Found and assisted

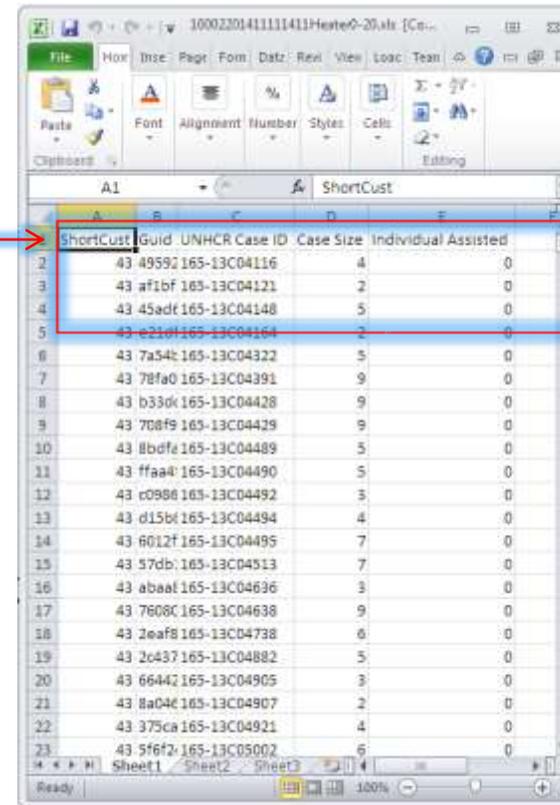
Had the same assistance

RaisCaseID	ProgresCaseID	BlockBY	AssistBeforeBY	Assist1	Assist2	Assist3	Assist4	Assist5	IsBocked	Note:
0	111-13C04738								5	Not Found
220122	165-13C04738								1	
218103	165-13C04882								1	
220723	165-13C04905								1	
212083	165-13C05101	UNHCR							2	Had been Bloced
219895	165-13C05104	UNHCR							2	Had been Bloced
220428	165-13C05106	UNHCR							2	Had been Bloced
226945	165-13C02040			"Mattresses and Blankets": UNHCR : 0					1	
262807	165-13C02219			"Mattresses and Blankets": UNHCR : 0					1	
221329	165-13C02251			"Mattresses and Blankets": UNHCR : 0					1	
228835	165-13C01810		UNHCR	"Blankets + NFI vouchers": UNHCR : 0					3	Had been Assisted
199511	165-13C01864		UNHCR	"Blankets + NFI vouchers": UNHCR : 0					3	Had been Assisted
204464	165-13C01900		UNHCR	"Blankets + NFI vouchers": UNHCR : 0					3	Had been Assisted



- Click on the link to download the Excel file.
- You need to have MS Excel 2003 to open the file.
- Part of the Excel file has the shortcut name which should not be changed at all.
- Creating a shortcut will block the list of cases from being assisted by another partners for two weeks.

- These cells are protected and can't be edited. Only the number of Assisted individuals column "E" is editable.
- Zero value "0" in column "E" will prevent the system to save the case as assisted and will unblock the case.



The screenshot shows an Excel spreadsheet with the following data:

ShortCust	Guid	UNHCR Case ID	Case Size	Individual Assisted
43 49592	165-13C04116		4	0
43 af1bf	165-13C04121		2	0
43 45adf	165-13C04148		5	0
43 e21af	165-13C04164		2	0
43 7a54b	165-13C04322		5	0
43 78fa0	165-13C04391		9	0
43 b33df	165-13C04428		9	0
43 70df9	165-13C04429		9	0
43 8bdfa	165-13C04489		5	0
43 ffaa4	165-13C04490		5	0
43 c0986	165-13C04492		3	0
43 d15bf	165-13C04494		4	0
43 6012f	165-13C04495		7	0
43 57db1	165-13C04513		7	0
43 abaa1	165-13C04636		3	0
43 7608c	165-13C04638		9	0
43 2eaf8	165-13C04738		6	0
43 2c437	165-13C04882		5	0
43 66442	165-13C04905		3	0
43 8a04e	165-13C04907		2	0
43 375ca	165-13C04921		4	0
43 5f6f2	165-13C05002		6	0

Language: English (United States)

Refugee Assistance Information System (RAIS)

Welcome: nos from UNHCR.UHCR FIELD Unit

Search Shortcuts

Shortcut Name:

Shortcut Types:

Assistance Types:

FirstName	LastName	FatherName	Nationality	Document Type	Document Number	IssueDate	ExpiryDate	DateofBirth	Gender	IsNew	Not
First Name8	Last Name8		BYR	MOI-ID	3333333333	1/8/2006 12:00:00 AM	1/15/2010 12:00:00 AM	1/22/1980 12:00:00 AM	Male	1	
First Name9	Last Name9		SYR	MOI-ID	2222222222	1/8/2006 12:00:00 AM	1/18/2010 12:00:00 AM	1/23/1980 12:00:00 AM	Male	2	New Cas
First Name10	Last Name10		JOR	National ID	1111111111	1/10/2006 12:00:00 AM	1/17/2010 12:00:00 AM	1/24/1983 12:00:00 AM	Male	2	New Cas
First Name4	Last Name4		BYR	MOI-ID	8002380074	1/4/2006 12:00:00 AM	1/11/2010 12:00:00 AM	1/18/1980 12:00:00 AM	Male	1	
First Name5	Last Name5		BYR	MOI-ID	8002358396	1/5/2006 12:00:00 AM	1/12/2010 12:00:00 AM	1/19/1988 12:00:00 AM	Male	1	

Buttons: Create Cases, Save, Back

- Registered
- Not Registered
- Registered
- Click on this to register cases in RED before blocking for adding assistance

- The values used for recognizing cases

- Check cases from being assisted or Blocked

- Save shortcut to Excel to block the list Below in “green”

Search Shortcuts

Shortcuts Name:

Shortcut Type:

Assistance Type:

First Name	Last Name	Father Name	Nationality	Document Type	Document Number	Issue Date	Expiry Date	Date of Birth	Gender	Religion	No
First Name1	Last Name1		SYR	MOI-ID	3333333333	1/15/2010 12:00:00 AM	1/15/2010 12:00:00 AM	1/22/1980	Male		1
First Name2	Last Name2		SYR	MOI-ID	2222222222	1/9/2010 12:00:00 AM	1/15/2010 12:00:00 AM	1/23/1980	Male		1
First Name10	Last Name10		JOR	National ID	1111111111	1/18/2010 12:00:00 AM	1/18/2010 12:00:00 AM	1/24/1980	Male		1
First Name4	Last Name4		SYR	MOI-ID	8032359074	1/4/2010 12:00:00 AM	1/11/2010 12:00:00 AM	1/16/1980	Male		1
First Name1	Last Name1		SYR	MOI-ID	8002358398	1/5/2010 12:00:00 AM	1/12/2010 12:00:00 AM	1/18/1980	Male		1

Checked By: Save Save

Cases Cases	Assist1	Assist2	Assist3	Assist4	Assist5	IsBlocked	Note
3333333333							
2222222222							
1111111111							
8032359074	"Mattresses and Blankets"	UNHCR	1				
8002358398	"Mattresses and Blankets"	UNHCR	1				
1002906351	"Mattresses and Blankets"	UNHCR	1				
8001358571	"Mattresses and Blankets"	UNHCR	1				

sss	UNHCR Cases	Blankets + NFI vouchers			
TestOk	UNHCR Cases	Blankets + NFI vouchers			
fdgdfg	UNHCR Cases	Blankets + NFI vouchers			
sadسد	UNHCR Cases	Blankets + NFI vouchers			
qq	UNHCR Cases	Blankets + NFI vouchers			
testFileDownload	UNHCR Cases	Blankets + NFI vouchers			
Myshortcut	UNHCR Cases	Blankets + NFI vouchers	10002201411131517Myshortcut.xls		

- You can at anytime click to download your excel file from “shortcut Page”

- After working on the excel sheet by modifying the total number of individual assisted save the excel file and keep the original name as is.

The screenshot shows an Excel spreadsheet with the following data:

	A	B	C	D	E
1	ShortCust	Guid	UNHCR Case ID	Case Size	Individual Assisted
2		43 49592	165-13C04116	4	4
3		43 af1bf	165-13C04121	2	2
4		43 45ad6	165-13C04148	5	5
5		43 e21df	165-13C04164	2	2
6		43 7a54b	165-13C04322	5	5
7		43 78fa0	165-13C04391	9	9
8		43 b33dc	165-13C04428	9	9
9		43 708f9	165-13C04429	9	9
10		43 8bdfe	165-13C04489	5	5
11		43 ffaa4	165-13C04490	5	5
12		43 c0986	165-13C04492	3	3
13		43 d15b8	165-13C04494	4	4
14		43 6012f	165-13C04495	7	7
15		43 57db0	165-13C04513	7	7
16		43 abaa8	165-13C04636	3	3
17		43 76080	165-13C04638	9	9
18		43 2eaf8	165-13C04738	6	6
19		43 2c437	165-13C04882	5	5
20		43 66442	165-13C04905	3	3
21		43 8a046	165-13C04907	2	2
22		43 375ca	165-13C04921	4	4
23		43 5f6f2	165-13C05002	6	6

Language English (United States)

UNHCR The UN Refugee Agency

Refugee Assistance Information System (RAIS)

Summary Report Customer Support RAIS Record Message Box Referrals Filters and Shortcuts Reports Query Builder Help About Log Out

Navigate here: Search Shortcuts Welcome: nos from UNHCR-UNHCR FIELD Unit

- Summary Report
- Support
- Map
- Change Password
- RAIS Record
- Message Box(0)
- Referrals
- Filters and Shortcuts
- Reports
- Query Builder
- Survey Management
- GBV IMS
- winterization
- Help
- About

Import_List_From_Excel No file selected.

Shortcut Name:

Assistance Types:

Provided by:

Provided Through:

Governorate:

Funded by:

- Click on browse button to locate your file and then upload it

- Specify the assistance details and the Governorate of distributed assistance

Contact Details

- Ms. Nisreen Abo Sammour +962 6 5302616
- Email: abosammo@unhcr.org
- Mr. Murad Alsamhourri +962 6 5302615
- Mobile: +962 79 565 2607 Email: Alsamhou@unhcr.org
- Ms. Angeliki Panagoulia +962798742319
- panagoul@unhcr.org

Thank You!