



Refugee Assistance Information System (RAIS)

Winterization Module

Developed by Data Analysis Group (DAG)

UNHCR Amman

12.Nov.2014

RAIS

- υ Keeps refugee information up to date
- υ Prevents duplication of efforts
- υ Helps to provide targeted assistance to persons of concern
- υ Reduces fraud and abuse of assistance services
- υ Provides efficient reporting tools
- υ Contains professional surveying and communication tools
- υ 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 / الياودود - 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 إرفاق هذه البطاقة لاستخدامها في كافة معاملات الدوائر الرسمية وغير الرسمية
 - يجب حمل هذه البطاقة بشكل دائم وفي حالة فقدانها إبلاغ المركز الأمني
 - تسليم البطاقة في حال العثور عليها
 - مراجعة المركز الأمني المختص حال تغيير مكان السكن

لا تعتمد الا بختم المركز على ظهر البطاقة



United Nations High Commissioner for Refugees
 Haut Commissariat des Nations Unies pour les réfugiés

Halle Abu-El-Hajja Street (53)
 Deir Ghbir - Amman - J.
 Telephone : 9662 5502341
 Fax : 9662 5 50 1558
 e-mail : jordan@unhcr.org



NHCR Asylum Seeker Certificate

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

Date of Expiry : 13-06-2014

تاريخ الاصدار : 11-02-2014

No. : [REDACTED]

رقم الملف : [REDACTED]

Name : [REDACTED]

الاسم : [REDACTED]

Date of Birth : 01-01-1997

تاريخ الميلاد : 01-01-1997

Nationality : Syrian

الجنسية : Syrian

Full Name : [REDACTED]

اسم الشهرة : [REDACTED]

Whom it May Concern

إلى من يهمه الأمر

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. As an asylum seeker, she is a person of concern to the Office of the United Nations High Commissioner for Refugees, and should, if possible, be allowed to return to a country where he/she is not at risk to her life or freedom, pending a final decision on her refugee status.

يشهد مكتب المفوضية السامية للأمم المتحدة بأن الشخص المذكورة أعلاه هي طالبة لجوء ويقوم المكتب حاليا بدراسة طلبها (لتقرير وضعها النهائي). وصفها طالبة لجوء، فإنها تعتبر من الأشخاص المصنوعين برعاية مكتب المفوضية، و بموجب 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 according 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 تعول جديدا الحصول على تصريح عمل أو إقامة في الأردن. إن إصدار هذه الوثائق المتعلقة بمماريع العمل أو الإقامة يقع 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 صالحة 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.

Type username and
password

Refugee Assistance Information System (RAIS)




UNHCR
The UN Refugee Agency

User Name:

Password:

Language: English (United States)

 Login

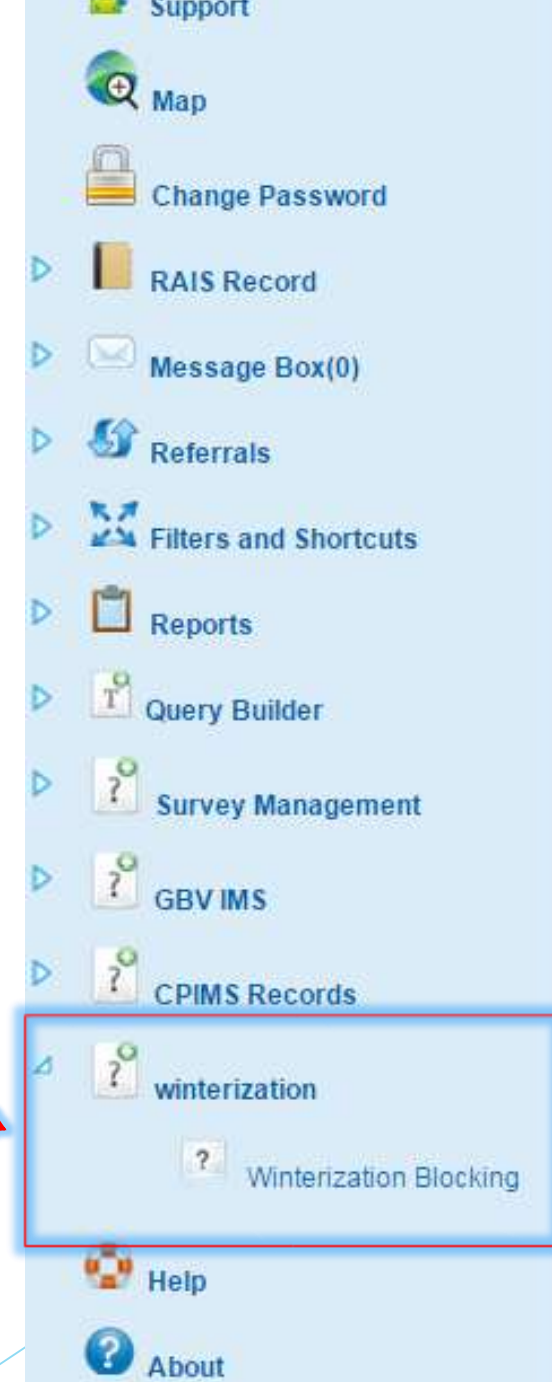
Forgot your password?

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

Winterization Menu and Links



- Create New
shortcut

UNHCR The UN Refugee Agency

Refugee Assistance Information System (RAIS)

Language: English (United States)

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

Navigate here:

- 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

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)



Navigate here:

Search Shortcuts

Welcome: nos from UNHCR-UNHCR FIELD Unit

- Summary Report
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- GBV IMS
- winterization

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

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

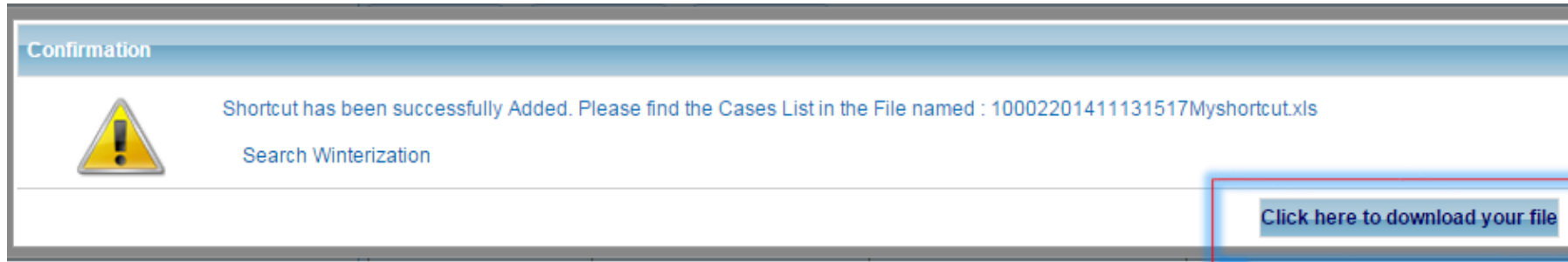
Wrong Case Number or Not
found
Found and Not assisted

Blocked by other partner

Found and assisted

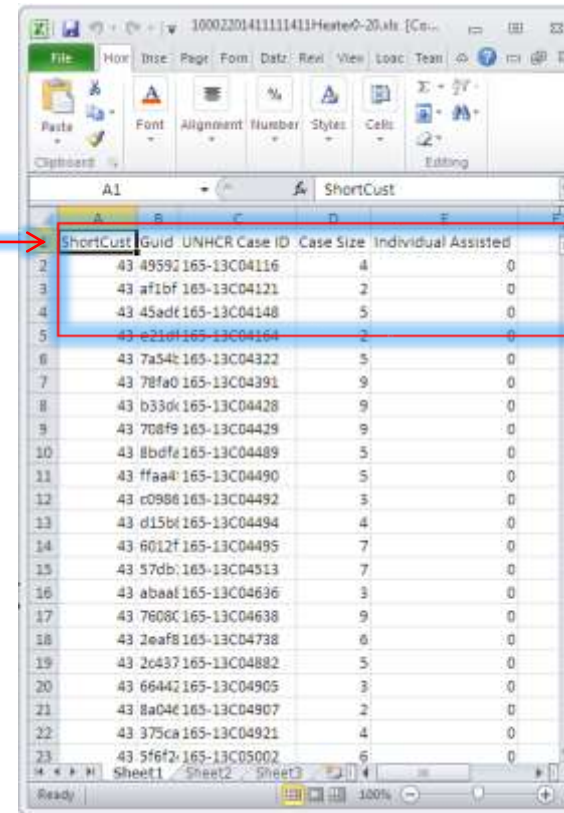
Had the same assistance

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
2	43	49592	165-13C04116	4	0
3	43	a71bf	165-13C04121	2	0
4	43	45adt	165-13C04148	5	0
5	43	e21d0	165-13C04164	2	0
6	43	7a54b	165-13C04322	5	0
7	43	78fa0	165-13C04391	9	0
8	43	b33d0	165-13C04428	9	0
9	43	708f9	165-13C04429	9	0
10	43	8bdfe	165-13C04489	5	0
11	43	ffaa4	165-13C04490	5	0
12	43	c0986	165-13C04492	3	0
13	43	d15b1	165-13C04494	4	0
14	43	6012f	165-13C04495	7	0
15	43	57db1	165-13C04513	7	0
16	43	abaal	165-13C04636	3	0
17	43	7608c	165-13C04638	9	0
18	43	2eaf8	165-13C04738	6	0
19	43	2c437	165-13C04882	5	0
20	43	66442	165-13C04905	3	0
21	43	8a04e	165-13C04907	2	0
22	43	375ca	165-13C04921	4	0
23	43	5f6f2	165-13C05002	6	0

- For the Cases Not Registered with UNHCR (use MOI-ID/National ID)
- List your cases in the Excel file with the required columns Template is available to used for this.
- Name the shortcut and upload the excel directly to the system



WinterCasImportTemplate.xls [Compatibility Mode] - Microsoft Excel

	A	B	C	D	E	F	G	H	I	J
	FirstName	LastName	FatherName	Nationality	Document Type	Document Number	IssueDate	ExpiryDate	DateOfBirth	Gender
1	First Name1	Last Name1		SYR	MOI-ID	8003353992	1 January 2000	8 January 2010	15 January 1980	Male
2	First Name2	Last Name2		SYR	MOI-ID	1008991718	2 January 2000	9 January 2010	16 January 1980	Male
3	First Name3	Last Name3		SYR	MOI-ID	8002321376	3 January 2000	10 January 2010	17 January 1980	Male
4	First Name4	Last Name4		SYR	MOI-ID	8002359074	4 January 2000	11 January 2010	18 January 1980	Male
5	First Name5	Last Name5		SYR	MOI-ID	8002356396	5 January 2000	12 January 2010	19 January 1980	Male
6	First Name6	Last Name6		SYR	MOI-ID	1002808351	6 January 2000	13 January 2010	20 January 1980	Male
7	First Name7	Last Name7		SYR	MOI-ID	8001358571	7 January 2000	14 January 2010	21 January 1980	Male
8	First Name8	Last Name8		SYR	MOI-ID	9990009999	8 January 2000	15 January 2010	22 January 1980	Male
9	First Name9	Last Name9		SYR	MOI-ID	8880008888	9 January 2000	16 January 2010	23 January 1980	Male
10	First Name10	Last Name10		JOR	National-ID	7770007777	10 January 2000	17 January 2010	24 January 1980	Male
11	First Name11	Last Name11		SYR	MOI-ID	6660006666	11 January 2000	18 January 2010	25 January 1980	Male
12	First Name12	Last Name12		SYR	MOI-ID	1000111000	8 January 2000	15 January 2010	22 January 1980	Female
13	First Name13	Last Name13		JOR	National-ID	2006222000	9 January 2000	16 January 2010	23 January 1980	Female
14	First Name14	Last Name14		JOR	National-ID	3006333000	10 January 2000	17 January 2010	24 January 1980	Male
15	First Name15	Last Name15		SYR	MOI-ID	4000444000	11 January 2000	18 January 2010	25 January 1980	Male

UNHCR The UN Refugee Agency

Refugee Assistance Information System (RAIS)

Language: English (United States)

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

Navigation Menu:

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Welcome: nos from UNHCR-UNHCR FIELD Unit

Search Shortcuts

Shortcut Name: OtherCasesCash

Shortcut Types: BDI Cards and/or National ID

Assistance Types: Cash assistance equivalent to pack

FirstName	LastName	FatherName	Nationality	Document Type	Document Number	IssueDate	ExpiryDate	DateOfBirth	Gender	IsNew	Not
First Name8	Last Name8		SYR	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	1/16/2010 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		SYR	MOI-ID	8002380074	1/4/2006 12:00:00 AM	1/11/2010 12:00:00 AM	1/16/1980 12:00:00 AM	Male	1	
First Name5	Last Name5		SYR	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	

Checked Cases 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”

Navigation Menu: Summary Report, Support, Map, Change Password, RAS Record, Message Box(s), Referrals, Reports, Query Builder, Survey Management, GBV IMS, Immunization, Help, About

Search Shortcuts: Welcome, not from UNHCR-UNHCR FIELD User

Shortcut Name: Other Cases Cash

Shortcut Type: VCI Cards and/or National ID

Assistance Type: Cash assistance equivalent to cash

First Name	Last Name	Father Name	Nationality	Document Type	Document Number	Issue Date	Expiry Date	Date of Birth	Gender	Religion	Is
First Name1	Last Name1		SYR	MOI-ID	3333333333	1/15/2010 12:00:00 AM	1/15/2010 12:00:00 AM	1/20/1980	Male	1	
First Name2	Last Name2		SYR	MOI-ID	2222222222	1/15/2010 12:00:00 AM	1/15/2010 12:00:00 AM	1/23/1980	Male	1	
First Name3	Last Name3		JOR	National ID	1111111111	1/10/2010 12:00:00 AM	1/10/2010 12:00:00 AM	1/24/1980	Male	1	
First Name4	Last Name4		SYR	MOI-ID	8032359074	1/4/2005 12:00:00 AM	1/11/2010 12:00:00 AM	1/16/1980	Male	1	
First Name5	Last Name5		SYR	MOI-ID	8002358388	1/5/2005 12:00:00 AM	1/12/2010 12:00:00 AM	1/18/1980	Male	1	

Checked Cases: Save

Create Case: Save

RasCaseID	Document Number	Document Type	Assist1	Assist2	Assist3	Assist4	Assist5	IsBlocked	Note
339535	3333333333							1	
339536	2222222222							1	
339537	1111111111							1	
270012	8002359074	"Mattresses and Blankets" UNHCR : 1						1	
270013	8002358388	"Mattresses and Blankets" UNHCR : 1						1	
270014	1002908351	"Mattresses and Blankets" UNHCR : 1						1	
270015	8001358571	"Mattresses and Blankets" UNHCR : 1						1	

sss	UNHCR Cases	Blankets + NFI vouchers			
TestOk	UNHCR Cases	Blankets + NFI vouchers			
fdgdfg	UNHCR Cases	Blankets + NFI vouchers			
sadsd	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.

	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	8bdfa	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	57db1	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

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

- Specify the assistance details and the Governorate of distributed assistance

Language: English (United States)

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: OtherCasesCash

Assistance Types: Cash assistance equivalent to pack

Provided by: UNHCR

Provided Through: UNHCR

Governorate: Ajloun

Funded by: UNHCR

Contact Details

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

The background features abstract, overlapping geometric shapes in various shades of blue, ranging from light sky blue to deep navy blue. These shapes are primarily located on the right side of the frame, creating a modern, dynamic feel. The rest of the background is a solid, very light blue-grey.

Thank You!