

# Humanitarian ID (HID)

## SOPs for OCHA IMUs

- The Head of IMU **chooses a manager** for HID, the manager should **get in touch with FIS Platforms Team** to get Global Manager role within the platform and get training.
- **The Global Manager**, in consultation with the Head of IM, **creates the relevant lists for their operation.**
  - Each list is under the responsibility of a list manager, in the office or among clusters/partners. The Global Manager adapts the present SOP for his/her operation and adds a table with local list managers. S/he also trains the list managers on the SOPs and on the use of HID.
- **The Global Manager** connects HID contact lists with related Mailchimp distributions lists. Watch the [tutorial](#) and/or get in touch with FIS Platforms Team if you need support.
- **The Global Manager**, in consultation with the Head of IM, develops a plan to register **OCHA colleagues and partners on Humanitarian ID**. Promotional material is available on [HID About site](#).
- **The Global Manager and list managers add OCHA colleagues and partners** into the Operation list and other relevant lists
  - Note: In case you want to add to a list a person who is not yet on HID, the **Global Manager can create a profile and add the person**. We encourage all users to register themselves, but exceptionally Global managers can do it for them.
- **Once a month the Global Manager checks the country's operation contact list.** Add new people and remove those no longer working within the operation.
- **Once a month the Global Manager should also check users within your country** (go to “Humanitarian Contacts” and use the “location” filter). Add them into the operation list and other relevant lists.
- **Help FIS Platforms Team verify users within your country**
  - **Verify users who request to be verified (if appropriate)**
  - **Monthly check existing unverified users within your country and verify them (if appropriate)**

- **Report to FIS Platforms Team any issue with users profiles within your country (or contact the user directly)**
- **Closing down of an Operation:** When an operation ends contact FIS Platforms team to identify list that need to be discontinued.
- **Keep in touch with FIS Platforms Team (let's open a dedicated skype group)! And** when the Global Manager leaves, a new one should be appointed and trained... so don't forget to let us know.

**FIS Platforms team**

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