Minimum Guide for TeamCentral (a web-based tracking system)
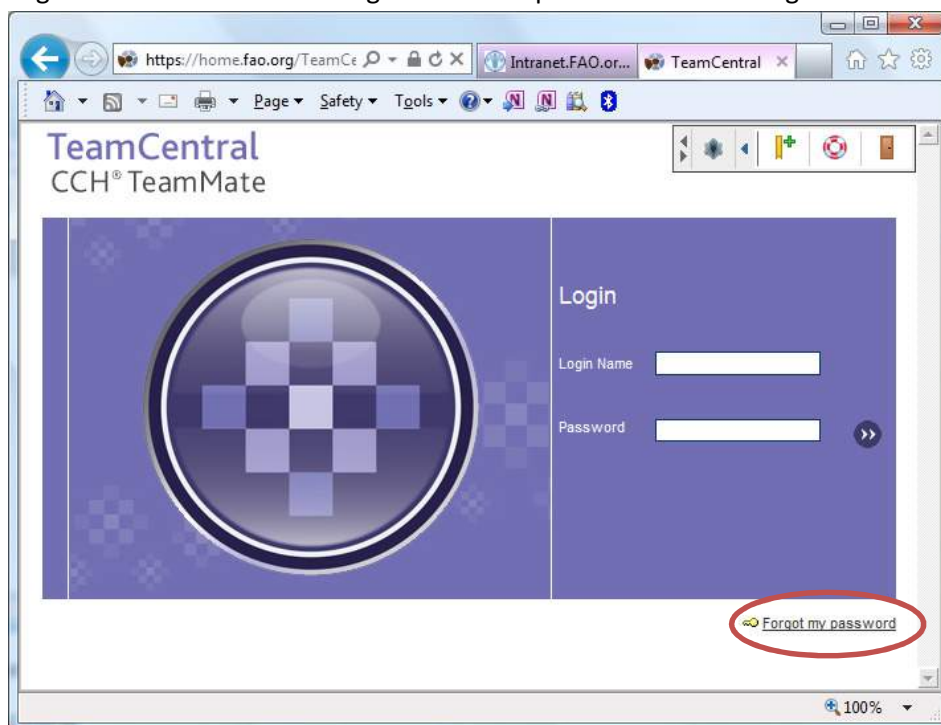
Step 1: Login to TeamCentral

For Decentralized Offices

1) Go to link: https://fao.teammatehosting.com/teamcentral
   NB: Please use Internet Explorer, not Google Chrome nor Firefox

2) Login with the TeamCentral login name and password which OIG gave:

NB: At the right-bottom, there is a link of "Forgot my password". Automated email will be sent to your office email address such as "FAO-XX@fao.org" normally. Or you can contact OIG to reset your password.

1) By clicking the folder "Open", you can see all the outstanding recommendations which are assigned or relevant to you. For approvers, please look at the folder "Implemented" for your review.
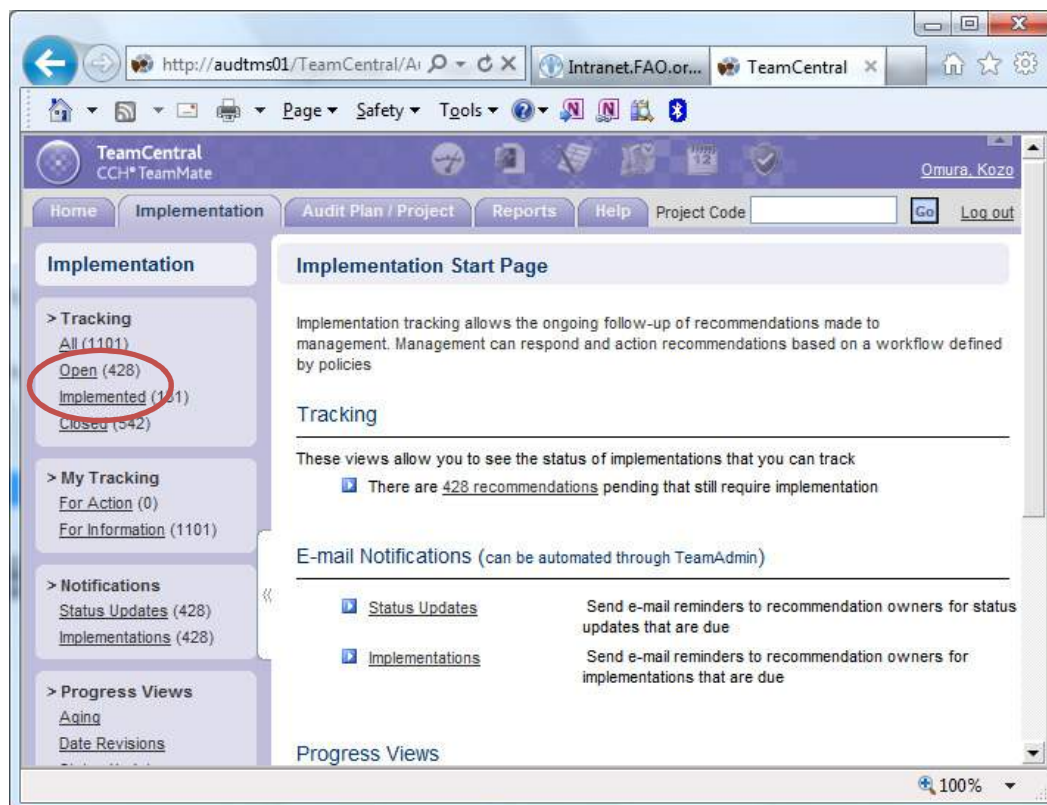
2) You can see that you are the owner of the recommendation. By clicking each recommendation title, you can go to next screen which shows details.
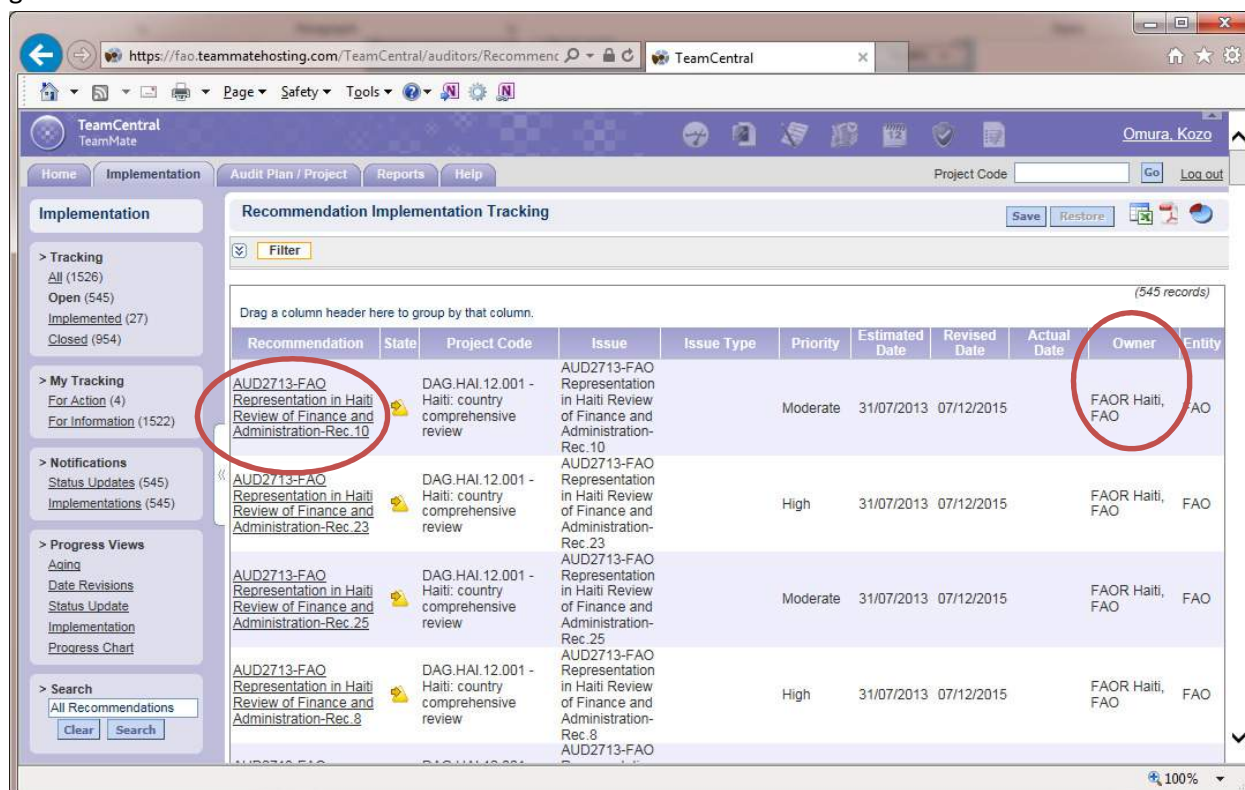
3) You can see all details of the recommendation by clicking the tabs. Most of the recommendations to country offices have FAOR as owner of recommendation and regional focal point as approver:
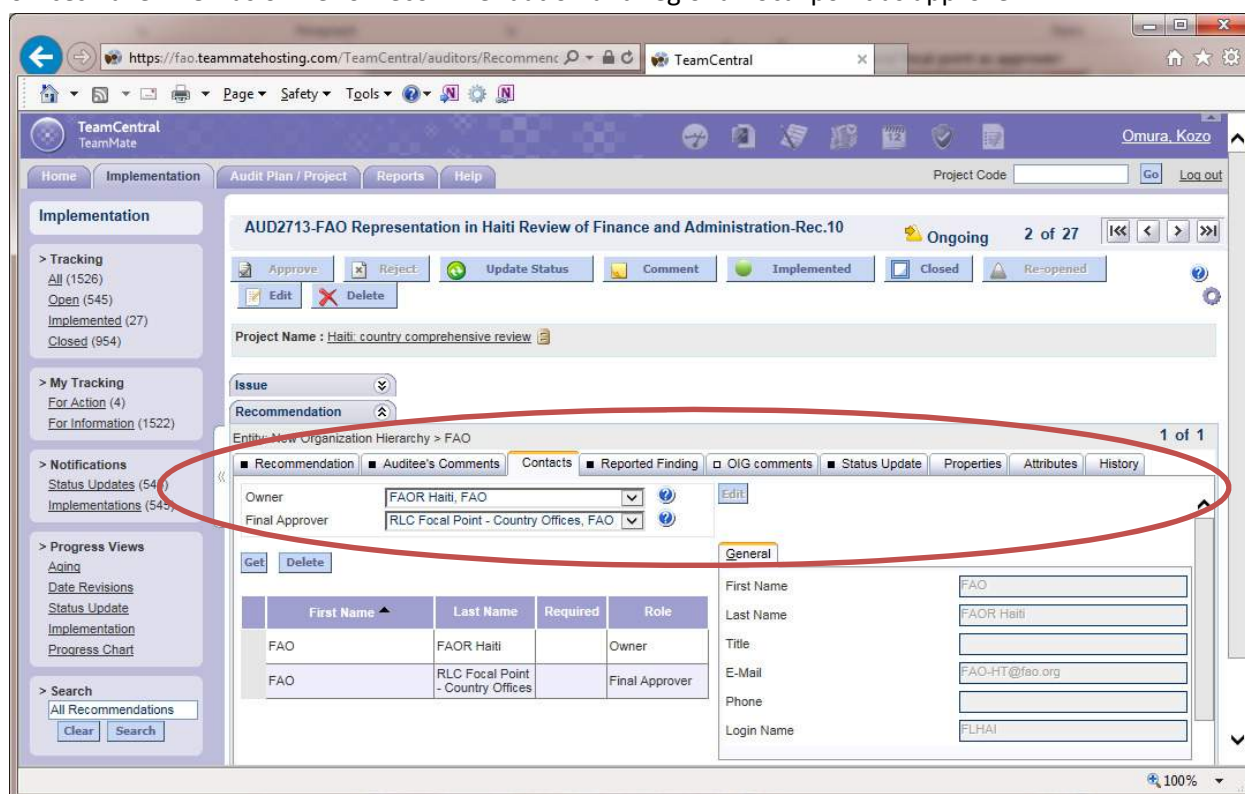
NB: The tab "Auditee's Comments" simply shows the management comments in the audit report and the tab "Status Updates" only shows the latest updates. In order to see all updates, please click the tab "History".

4) If the recommendation is fully implemented, no longer applicable or management accepts the risk, click the button "IMPLEMENTED" so that the system will trigger further review by approvers. Please summarize what action was taken and attach the supporting documents as proof.
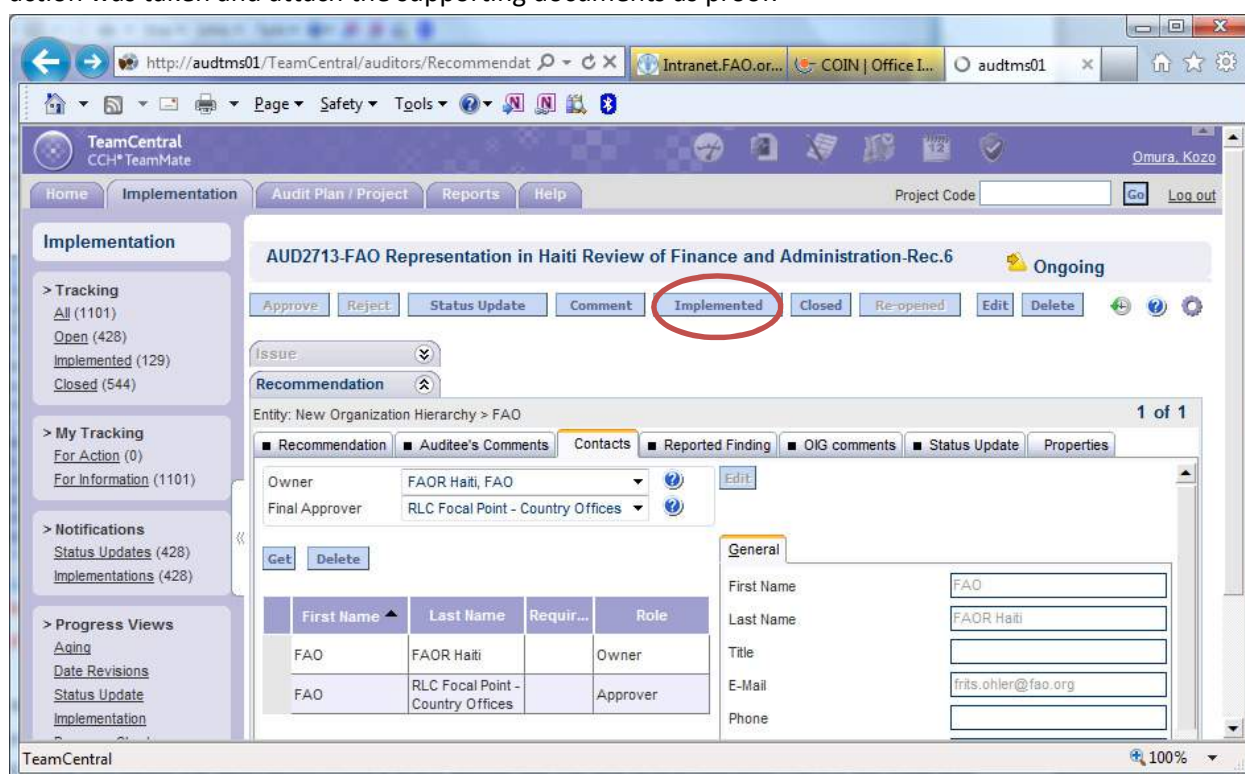
NB:

- *If your attachment is more 3 MG please send it to OIG via email.*
- *If you have more than one attachment to be uploaded, please make a zip file to contain all. If it's difficult, please send them to OIG by email.*
- *If you need to copy and paste the description from a draft, please use the key board function: Ctrl + C for copy and Ctrl + V for paste.*
- *The description and the supporting documents will be reviewed by approver and then by OIG for closure of the recommendation.*

5) If the recommendation is not fully implemented but there are some updates, please click the button "Status Update".

6) Please briefly describe the current progress. If applicable, please also indicate the revised estimated date, percentage of the progress and attach supporting documents:

NB: In case of Status Update, you can upload several supporting documents by repeating to click the Status Update button.

7) You can see your entries and all the logs by clicking the tab "History".