

Quick Start Guide

I. Searching UNTERM Portal

Please note that for optimal results, we highly recommend using **Mozilla Firefox** or **Chrome** as your browser.

1. Go to unterportal.un.org



2. Select one of these two options:

a) **Public search (no log-in required)**. Start a public search right away by typing in your search string and pressing the blue **Search** button ; this will give you access to all public data.



OR

b) **Logged-in search (recommended)**. This will allow you to see public data PLUS records marked '*internal*', which are usually sensitive and UN-specific. This option will also allow you to see bilingual databases (mostly phraseology) and the NAMES collection of proper names (people and place names). **For this you must have an account.**



To log in: Enter your user name (usually your *first name.last name*) and password - then click **Log In**. Selecting "Keep me logged in"

will keep you logged in until you log out again.

Account Information

User name Password

Keep me logged in
 Log In

(If you do not have an account, you can get one by contacting unterm@unog.ch)

3. Once logged in, this menu at the top

The screenshot shows the UNTERM website interface. At the top, there is a navigation menu with links: Home, Search, Queue, Analysis, About, FAQ, Contact Us, Settings, Admin, and Log Off. A search bar is also present. Below the menu, the main heading reads "UNTERM The United Nations Terminology Database". There is a search input field with the placeholder "enter search" and two buttons: "search" and "advanced functions". A note below the search area states: "Please note that this version is still undergoing development and refinement. Your feedback is greatly appreciated. Please consult the previous UNTERM database in Lotus Notes or at unterm.un.org for full information on countries and related data, or to [download country information](#)". Further down, a paragraph describes UNTERM as a multilingual terminology database. At the bottom, there are three columns: "Content", "Purpose", and "Feedback", each with a brief description.

gives you the option of:

- conducting a Portal search, which most users seem to prefer, OR
- performing more advanced searches. (These advanced functions are presented in a different user guide (currently under construction). Please note that some of these functions are still under development.)

4. A few pieces of advice regarding the Portal search

The default search is an **exact phrase match**, like using quotation marks in Google. So entering *information technology* will prompt the system to look for these two words together as an exact phrase: "information technology".

Results are displayed by relevancy. You can display them in alphabetical order (ascending or descending) by clicking the arrowheads at the top of a language column (highlighted here with purple arrows).

The **database names** listed under Databases are explained below (under "Explanation of database names").

UNTERM portal

information technology

Please note that this version is still undergoing development and refinement. Your [feedback](#) is greatly appreciated.

Refine search

Databases

- UNHQ 111
- VINTARS 34
- ESCWATERM 33
- UNOG 18
- RUTERM 15
- ECLAC 14
- ECA 1

Domains

- None 24
- SPACE 47

Subjects

- Information and communication technology 67
- Job/functional titles 19
- None 24
- Organizational matters 47
- Peacekeeping and peacebuilding 22

View	✓ -IT - <i>information technology</i>	✓ - technologie de l'information	- информационная технология
View	-IT - <i>information technology</i>		
View	-IT - <i>information technology</i>	-IT - TI - technologie de l'information	
View	-IT - <i>information technology</i>		
View	✓ -ITIL - <i>Information Technology Infrastructure Library</i>	- ITIL - <i>Information Technology Infrastructure Library</i>	- ITIL - библиотека передового опыта управления ИТ
View	✓ - Kuwait <i>Information Technology Society</i>	- Kuwait <i>Information Technology Society</i>	
View	- <i>Information Technology Management Committee</i>	- <i>Information Technology Management Committee</i>	- Комитет по управлению информационными технологиями
View	- GET-IT - Graduate Entrepreneurship Training through Information Technologies	- GET-IT - Graduate Entrepreneurship Training through <i>Information Technology</i>	- ПОП ИТ - Послевузовское обучение и предпринимательства с использованием информационных технологий

5. Too many results? You can refine your search. (A one-time option, i.e. for this specific search only).

You can do this quite intuitively by clicking on the databases and/or categories that interest you; you can go back to **All** if you wish to cancel your selection.

UNTERM portal

information technology

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Refine search

Databases

UNHQ	111
VINTARS	34
ESCWATERM	33
UNOG	18
RUTERM	15
ECLAC	14
ECA	1

Domains

None	24
SPACE	17

Subjects

Information and communication technology	67
Job/functional titles	19
None	24
Organizational matters	47
Peacekeeping and peacebuilding	22

View - IT - information technology - technologie de l'information - информационная технология

View - IT - information technology

View - IT - information technology - IT - TI - technologie de l'information

View - IT - information technology

View - ITIL - Information Technology Infrastructure Library - ITIL - Information Technology Infrastructure Library - ITIL - библиотека передового опыта управления ИТ

View - Kuwait Information Technology Society - Kuwait Information Technology Society

View - Information Technology Management Committee - Information Technology Management Committee - Комитет по управлению информационными технологиями

View - GET-IT - Graduate Entrepreneurship Training through Information Technologies - GET-IT - Graduate Entrepreneurship Training through Information Technology - ПОП ИТ - Послевузовское обучение на предпринимательства с использованием информационных технологий

Refine search can mean

- looking only in **acronyms** or **country names**; or
- searching only in **selected languages**. This will eliminate the uninteresting results caused by identical words in non-relevant languages. Think for example of the interference the French word *marine* might cause in an English search.

Refine by search type... **...by database...** **...by domain or subject**

Refine search

Fewer results

Hide bilingual dbs

Looking for

- Acronym
- Term/Title
- Phraseology
- Country name

Search in language

- English
- French
- Russian

Databases

UNHQ	111
VINTARS	34
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UNOG	18
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ECLAC	14
ECA	1

Domains

None	24
SPACE	17

Subjects

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None	24

Explanation of database names:

UNHQ: collection of the United Nations Headquarters (New York)

VINTARS: collection of the United Nations Office at Vienna

UNOG: collection of the United Nations Office at Geneva (UNOGTERM)

ECA: collection of the Economic Commission for Africa

ECLAC collection of the Economic Commission for Latin America and the Caribbean (Santiago)

ESCAP: collection of the Economic and Social Commission for Asia and the Pacific (Bangkok)

ESCWA: collection of the Economic and Social Commission for Western Asia (Beirut)

DETERM: collection of the German Translation Section (New York)

Internal users (logged in) can also access these internal databases:

RUTERM: Russian phraseology (Russian translation)

ARABTERM: Arabic phraseology (Arabic translation)

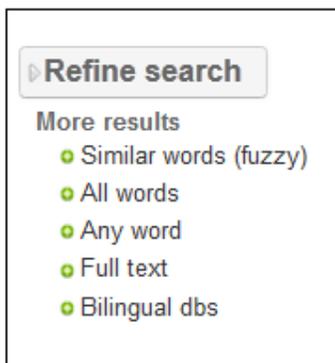
CHTERM: Chinese phraseology (Russian translation)

FRASEO: French phraseology (French translation)

ESPATERM: Spanish phraseology (Spanish translation)

NAMES: names of places and people (multilingual)

6. Not enough results? You can *broaden your search*. (A one-time option, i.e. for this specific search only).



Similar words (fuzzy) will give you more results (many more results) by looking for many similar entries.

All words will look for all the words in your search string in the term/title field but in no specific order. (It will find information technology in phrases such as: information technology, technology information and information processing technology).

Any word will find information OR technology in the term/title field.

Full text will find information OR technology in all fields.

Bilingual dbs will also search the local databases in New York, which, until further notice, will produce many duplicates.

7. Results not quite what you are expecting? If you are a logged-in user, try changing your default personal settings so they can be saved for you on the terminology server; this will also give you slightly more advanced choices.

II. Changing your default personal search settings

If your searches are not producing satisfactory results, we suggest adjusting your settings, based on your personal preferences and habits.

These will be your default settings until you modify them. On this page we will explain all the settings options. Feel free to experiment with these and combine them as you wish.

Scroll all the way down to browse, or click on an item to get to the section of your choice

1. Settings
2. Display
3. Record edit options
3. Languages
4. Search type
5. Search behavior
6. Search content
7. Databases
8. Advanced/Experimental options
9. Change your password
10. Saving your settings

How to do this

1. **Settings.** Click on **Settings** up top...



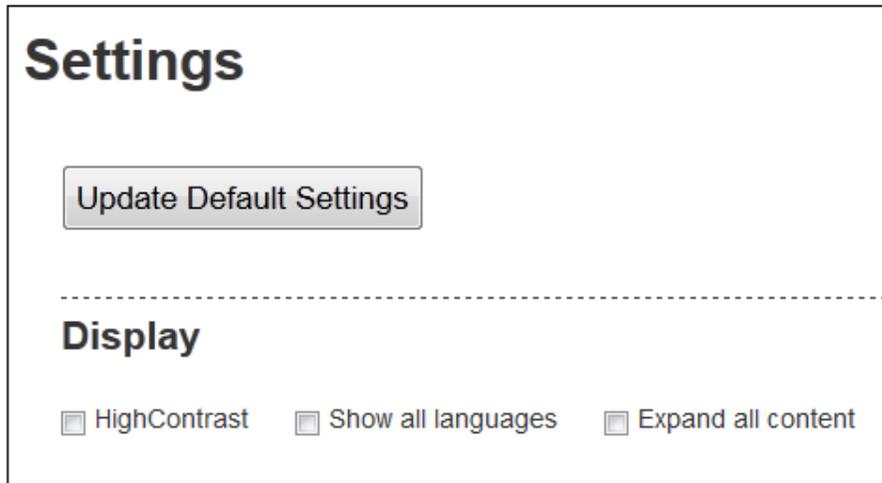
And you will get these different parameters. We have tried to provide recommendations below, but do feel free to experiment - or contact us for help at **unterm@unog.ch**.

2. Display:

High Contrast is recommended only for visually impaired users.

Show all languages displays all existing languages for a record.

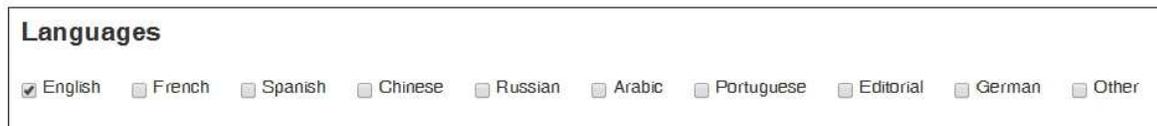
Expand all content displays full content of fields regardless of length (if unselected long fields can be displayed by clicking on the more button).



The screenshot shows a 'Settings' window with a title bar. Below the title is a button labeled 'Update Default Settings'. A dashed horizontal line separates the 'Settings' section from the 'Display' section. Under 'Display', there are three checkboxes: 'HighContrast', 'Show all languages', and 'Expand all content', all of which are currently unchecked.

3. Languages: select the languages you normally work with for searches. **English is the one language you cannot de-select.**

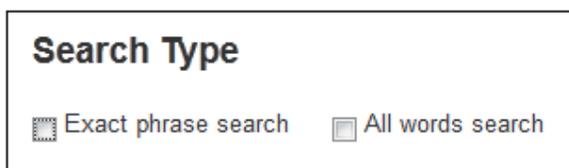
You can always add languages on the fly during searches.



The screenshot shows a 'Languages' section with a list of language options, each with a checkbox. The 'English' checkbox is checked, while all other checkboxes are unchecked. The languages listed are: English, French, Spanish, Chinese, Russian, Arabic, Portuguese, Editorial, German, and Other.

4. Search type

- "Exact phrase search" means if you enter "human resources" (without quotation marks), you will *only* find records containing those words *in that sequence* in the area you have defined (see Search Content, below). This is like using quotation marks in a Google search.
- "All words search" means, with the same search string ("human resources" without quotation marks), you would find all records containing those words, *not necessarily in that sequence*, in the area you have defined. This is like NOT using quotation marks in a Google search.



The screenshot shows a 'Search Type' section with two radio button options: 'Exact phrase search' and 'All words search'. The 'Exact phrase search' radio button is selected.

5. Search behaviour

- **Automated Re-Search**
- **Fuzzy Search** broadens your search by looking at possible variant spellings and other slightly different forms of words in your search string. This seldom produces meaningful results.

Search Behaviour

Automated Research Fuzzy search

6. Search content. This parameter instructs the search engine where you wish to focus your search. You **can** select more than one value.

- **Full text**
- **Term/Title:** this refers to the main term/title field, where you are most likely to find the content you are looking for.
- **Acronym:** this refers to the specific acronym field. You can use this on its own, or (more likely) make sure it is clicked on to make sure you *also* find acronyms in your standard searches.
- **Phraseology**
- **Footnote**

Search Content

Full text Term/Title Acronym Phraseology Footnote

7. Databases. Here you have only one option.

- **Selecting "Local databases"** allows you to decide whether you usually want to include or exclude local (in-service/bilingual) databases in your searches. You may want to de-select these if you find over time they are creating noise (unnecessary results).
- **Selecting "External databases"** allows you to decide whether you want to include or exclude external databases in your searches. (for example: IATE, IMO).

Databases

Local databases External databases

8. Advanced/Experimental options. These features will be of interest if you are quite familiar with the content of the database.

- **Hide internal records** gives you the option of not seeing records with the "Internal label" (typically, these contain politically sensitive information, e.g. regarding certain States or groups).
- **Hide empty entries** will ignore records that are empty in the languages you have selected (see Section 3). This may help to produce more meaningful results.
- **Hide English entries in non-English fields** will ignore records on which there is identical English content in the English main field and in the other languages you have chosen. Typically, this would be for the title of a document or legal instrument produced by an English-language entity, and for which there is no UNTERM translation in your language.

Advanced / Experimental

Hide internal records Hide empty entries Hide English entries (in non-English fields)

9. Change password: use this to... change your password.

Change Password

[Change Password](#)

10. Finally, if you have updated your settings, be sure to hit **Update Default Settings** to save your changes. These individual settings will stay the same every time you log in.

Settings

Update Default Settings

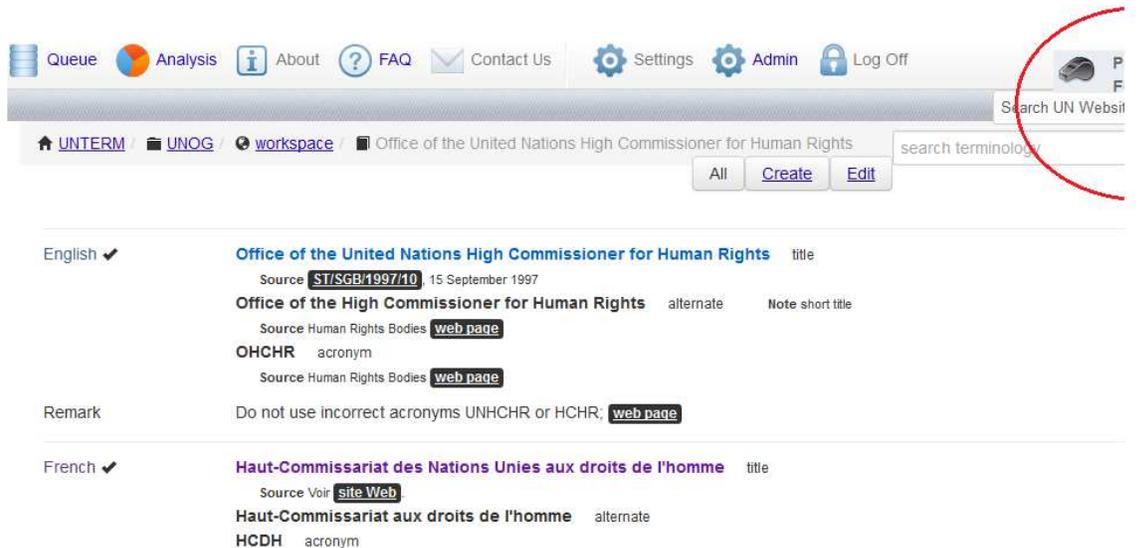
Display

HighContrast Show all languages Expand all content

III. Feedback

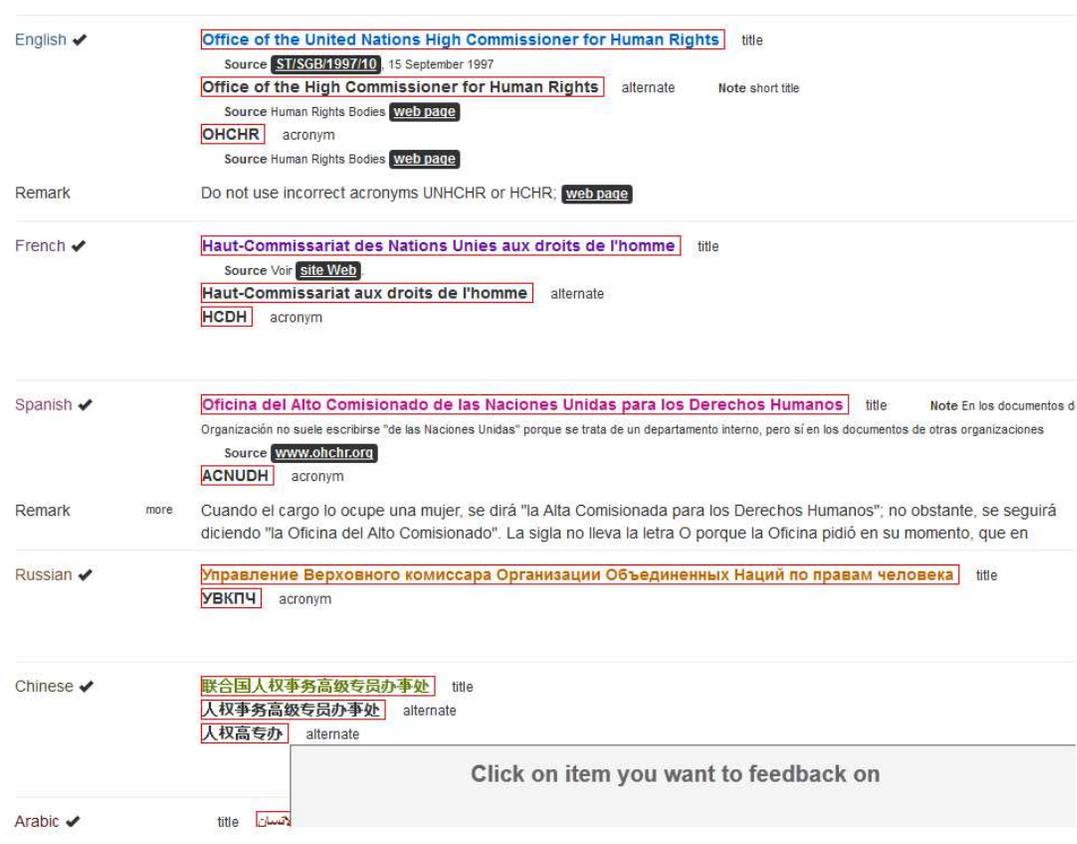
A. Providing feedback on an existing entry - term or title

1. To provide feedback on an already existing term or title, you must be logged in the Portal and display the particular record on which you want to provide feedback. In the upper right corner of the record click on "Provide Feedback":



The screenshot shows the UNTERM interface with a navigation bar at the top containing links for Queue, Analysis, About, FAQ, Contact Us, Settings, Admin, and Log Off. Below the navigation bar is a search bar with the text 'Search UN Website' and a search icon. The main content area displays a record for the 'Office of the United Nations High Commissioner for Human Rights' in English. The record includes the title, source (ST/SGB/1997/10), and various alternate titles and acronyms. A red circle highlights the 'Provide Feedback' button in the top right corner of the record.

2. At that point, all the entries of the record will be circled by a red line. Please click on the entry that you want to provide feedback on (as the comment at the bottom of your screen indicates you):



The screenshot shows the same record as above, but with all entries circled in red. A grey box at the bottom contains the text 'Click on item you want to feedback on'. The record is displayed in multiple languages: English, French, Spanish, Russian, Chinese, and Arabic. Each language entry includes the title, source, and various alternate titles and acronyms.

3. By clicking on the entry (term or title) a new window will appear as shown below. The first field "Current term/title" will already contain the entry you clicked on. The second field "Your suggestion" is where you can enter your feedback, whether it is a suggested correction, a synonym, an alternate title or any other type of comment that you consider relevant.

If available, please provide a source in the corresponding field and you also have the possibility at the bottom of the window to click on the appropriate category your feedback fits in. Don't forget to press "Send" once you're done!

B. Requesting new record - term or title

If the record you're looking for (term or title) doesn't exist, you can suggest to add it to the termbase.

1. From the welcome screen, click on "Request new record" under "Contact us":

2. You will then get the "Entry Suggestion" form to enter the term or title that you want to suggest. In the first field "English Term", enter the term or title and make sure to enter a source, i.e. a UN document symbol, in the corresponding field. In the "Target Language" field, choose from the scroll-down menu the language for which you are suggesting a translation. The translated term or title itself needs to be inserted in the field "Target Term". If available, also provide a source here in the corresponding field.

"Context" and "Remark" fields will allow you to make additional comments on the original term/title or on the translation.

Please don't forget to click on the "send suggestion" button at the bottom of the form when your form is complete:

Entry Suggestion

This form gives you the opportunity to send a suggestion for a new entry to the United Nations terminology team. Please be as specific as possible. The more information you provide, the more it will be possible to implement your suggestion. Thank you for your time.

Fill in the form to suggest a new entry

English Term	<input type="text"/>
Context	<input type="text"/>
Source	<input type="text"/>
Target Language	French <input type="button" value="v"/>
Target Term	<input type="text"/>
Context	<input type="text"/>
Source	<input type="text"/>
Remark	<input type="text"/>
Your Name	<input type="text" value="Miguel MORENO"/>
Your Email	<input type="text" value="mmoreno@unog.ch"/>
<input type="button" value="send suggestion"/>	