

# SOP – Using the Visa Support Letter and Registration letter templates in INDICO

Business rules to follow with regards to the generation of letters to facilitate the attendance of participants to meetings held in **Switzerland**.

There are two types of letters so that the Swiss Embassy/Consulate general can assess the visa application based on accurate and clear information:

1. visa support letters (Template: Visa Support Letter) for participants invited by WHO, ICC and UNAIDS; and
2. confirmation letter of registration (Template: Registration Letter).

Explanation on the difference between the two templates and how they should be used is described in the table below<sup>1</sup>:

**HR Table n°1**

Type of letter	When to use this type of letter?	Who can receive this type of letter?
Visa support letter	For individuals <b>invited and requested</b> by WHO/UNAIDS/ICC to attend meetings in Switzerland, whether WHO/UNAIDS/ICC funds their travel/per diem or not, and for whom WHO/UNAIDS/ICC applies the Host Agreement for entry into Switzerland as their <b>presence is essential</b> to the meeting.	<ul style="list-style-type: none"> <li>- Meeting participants fully/partially funded by the Organization</li> <li>- Members of Expert Committees, Study Groups and Scientific Groups</li> <li>- Temporary advisers</li> </ul>
Confirmation letter of registration	For individuals who may participate, however, WHO/UNAIDS/ICC did <b>not specifically request</b> the individual to attend meetings in Switzerland, their <b>presence is not essential</b> . Request for Swiss Mission's assistance for entry into Switzerland is not applicable.	Individuals who register to attend a meeting whose attendance is not essential; e.g. participants to open WHO/UNAIDS/ICC meetings.

***In this respect, there is no change; the responsibility to make sure that the correct template is used and provided to the meeting participant remains with the responsible officer organizing the meeting.***

<sup>1</sup> Information Note \_??/2019 refers

Kindly, note the following:

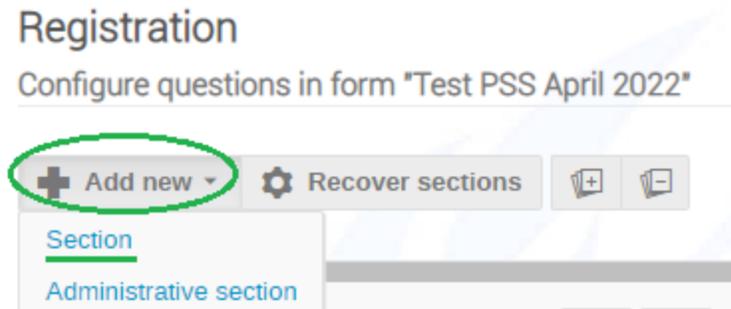
- a. The templates uploaded in INDICO have been cleared and approved by the Swiss Mission in Geneva and they have informed their embassies and consulates of the new format of visa support letters and registration letters. Accordingly, the old templates for meeting participants will no longer be available on the intranet and the HR Liaison Services team will not be signing them anymore.
- b. Should a WHO Office wish to use these templates to present them to embassies/consulates ***other than the Swiss Embassy/Consulate General***, they need to verify with the respective authority if these templates are acceptable.
- c. Only visa support letters for **consultants, interns and volunteers** to support their application for a visa for the duration of their assignment will continue to be **manually issued by the unit concerned and signed by the HR Liaison Services team**.
- d. Visa support letters and registration letters in INDICO will only be available in English.

## A. To setup the meeting tools to enable the issuance of letters

### 1. Add Section “VISA” in the Registration Form

The Visa Support Letter can be sent only when a meeting is created and the participant is registered. To be able to select from your list the participants that need the Visa Support letter, ensure that you **include a section** where you ask the participants whether they need a visa or not. This is done as follows:

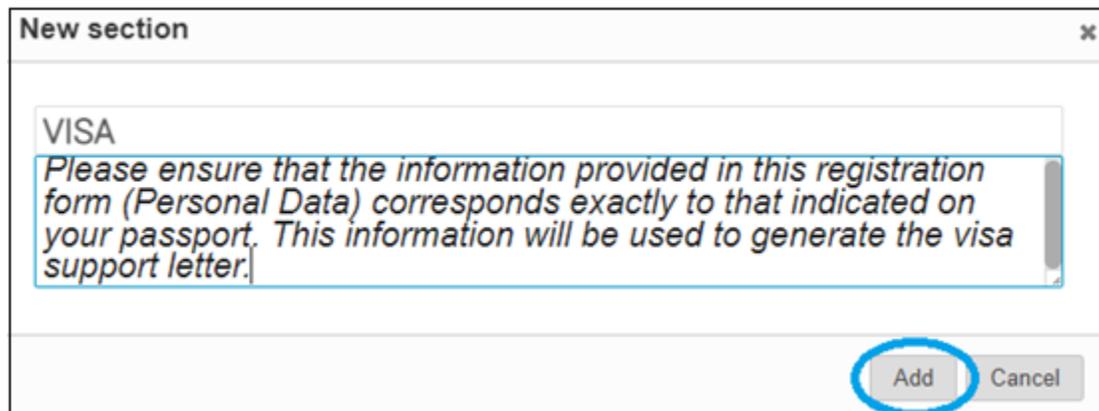
- a) Click on “Add New”, then “Section”



Write as “New section title” VISA and as “Description” this sentence:

**Please ensure that the information provided in this registration form (Personal Data) corresponds exactly to that indicated on your passport. This information will be used to generate the visa support letter.**

- b) Click on “Add”.



c) Click on the cross at the right corner to add new field.

**VISA**

Please ensure that the information provided in this registration form (Personal Data) corresponds exactly to that indicated on your passport. This information will be used to generate the visa support letter.



d) Select the option **Yes/No**.

**Add new field**

 Free Text	 Text input	 Number	 Text area
 Choice	 Checkbox	 Date	 Yes/No
 Phone	 Country	 File	 Email
 Picture		 Multi choice	

e) Write in caption "Do you need a Visa?" and Select "Mandatory" so that everyone has to answer the question. In Default value select "no".

Finally click on "Add".

The image shows a dialog box titled "New Field: Yes/No" with a close button (X) in the top right corner. On the left side, there is a tab labeled "Options". The main area contains the following fields and controls:

- Caption \***: A text input field containing "Do you need a Visa?".
- Mandatory**: A checked checkbox.
- Description**: A large empty text area.
- Places limit**: A text input field containing "0" with a help icon (question mark) to its right.
- Billable**: An unchecked checkbox.
- Default value**: A dropdown menu showing "no".

At the bottom right, there are two buttons: "Add" and "Cancel". The "Add" button is highlighted with a green circle.

This is how the New Section will look like:

## Visa

Please ensure that the information provided in this registration form (Personal Data) corresponds exactly to that indicated on your passport. This information will be used to generate the visa support letter.

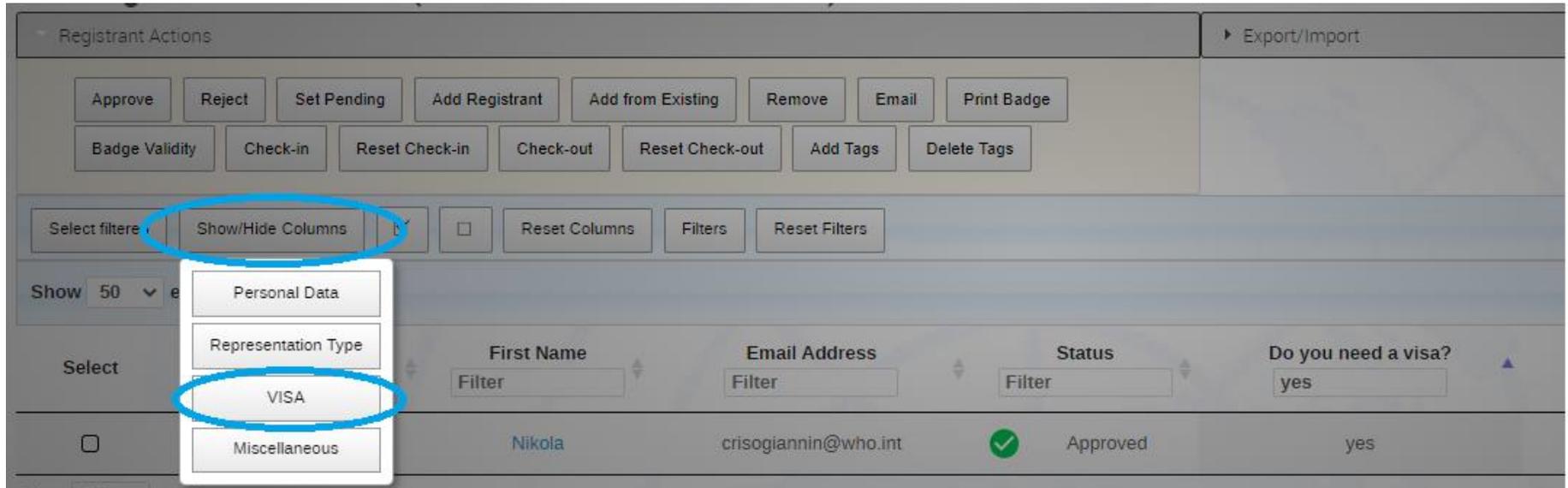
Do you need a Visa? \*

By default the answer will be no so only those who will need the Visa will have to change the answer.

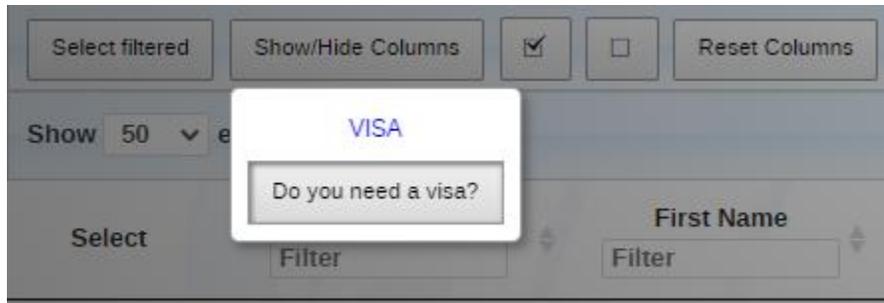
## 2. Sort participants by the appropriate category (HR Table 1 of this SOP)

### a) Select Visa in **Show/Hide Columns**

To be able to select the participants who answered Yes for the Visa, you need to make this information available on your page of Registrants by selecting VISA in **Show/Hide Columns**.



b) Click on “Do you need a visa?” to make the VISA column visible on your page of Registrants.



c) Filter the participants needing the Visa

After approving your participants, filter participants who has confirmed their need to have a visa: click on “Filter” and in “Visa” column type **Yes**. This will show you all the participants who said yes to your question regarding the visa.

Select	Last Name	First Name	Email Address	Status	Do you need a visa?
<input type="checkbox"/>	Robert Crisogianni	Nikola	crisogiannin@who.int	<input checked="" type="checkbox"/> Approved	yes

## B. Sending the Visa Support Letter / Registration Letter

### 2.1 Visa Support Letter for Participants invited by WHO, ICC or UNAIDS

- Go to Registrants list, click on "Filters".
- Write "YES" in "Do you need a visa?"
- Click on "Select filtered".
- Click on "Email".

The screenshot shows a management interface with several sections:

- Top Action Bar:** Contains buttons for 'Approve', 'Reject', 'Set Pending', 'Add Registrant', 'Add from Existing', 'Remove', 'Email', and 'Print Badge'. The 'Email' button is circled in blue and labeled with a blue 'd'.
- Second Action Bar:** Contains buttons for 'Badge Validity', 'Check-in', 'Reset Check-in', 'Check-out', 'Reset Check-out', 'Add Tags', and 'Delete Tags'.
- Filtering Bar:** Contains 'Select filtered' (circled in blue and labeled with a blue 'c'), 'Show/Hide Columns', a checked checkbox, an unchecked checkbox, 'Reset Columns', 'Filters' (circled in blue and labeled with a blue 'a'), and 'Reset Filters'.
- Display Settings:** A dropdown menu set to '50' followed by the text 'entries'.
- Table Headers:** 'Select', 'Last Name', 'First Name', 'Email Address', 'Status', and 'Do you need a visa?'. The 'Do you need a visa?' header has a dropdown menu with 'yes' selected (circled in blue and labeled with a blue 'b').
- Table Row:** A single row for 'Robert Crisogianni' with first name 'Nikola', email 'crisogiannin@who.int', status 'Approved' (with a green checkmark), and 'Do you need a visa?' set to 'yes'. The 'Select' column for this row has a checked checkbox (circled in blue).

e) In the "Email template" field select "who\_visa\_support\_letter\_en".

## Send Email

From \* Nikola Robert Crisogianni <crisogiannin@who.int> ▼

CC

*Beware, addresses in this field will receive one mail per registrant.*

Subject \*

Email Template

Select template ▼

Email body \*

Select template  
approval\_manager\_rights  
event\_register  
kiosk\_notification  
non\_moderated\_notification  
registration\_approve  
registration\_approve\_no\_moderation  
registration\_confirmation  
registration\_reject  
registration\_reject\_without\_reason  
unaids\_registration\_letter\_en  
unaids\_rl\_att\_en  
unaids\_visa\_support\_letter\_eng  
unaids\_vsl\_att\_en  
who\_registration\_letter\_en  
who\_registration\_letter\_fr  
who\_rl\_att\_en  
who\_rl\_att\_fr  
**who\_visa\_support\_letter\_en**  
who\_visa\_support\_letter\_fr

Source |

|

A- A-

ent\_title}.

The following text will appear:

Email Template

who\_visa\_support\_letter\_en

Email body \*

Rich text editor toolbar with icons for undo, redo, search, link, unlink, list, indent, outdent, bold, italic, underline, strikethrough, subscript, superscript, text color, background color, and source code.

World Health Organization  
20, AVENUE APPA - CH-1211 GENEVA 27 - SWITZERLAND - TEL CENTRAL +41 22 791 2111 - FAX CENTRAL +41 22 791 3111 - WWW.WHO.INT

Dear {registrant\_title} {registrant\_first\_name} {registrant\_last\_name},

Passport Details:

No.{registrant\_passport\_number} - Issuing country: {registrant\_passport\_nationality} -  
Expiry: {registrant\_passport\_expiration}

This letter is to confirm that your registration has been **approved in line with the invitation letter you received** to attend the {event\_title}. The meeting will take place at {event\_venue\_name}, {event\_address} from {event\_start\_datetime} to {event\_end\_datetime}.

f) Click on "Send".

Attachment PDF

Template attached as PDF

**Send** Preview email Cancel

## 2.2 Registration Letter for Participants registered only

- a) Go to Registrants, click on "Filters".
- b) Write "YES" in "Do you need a visa?"
- c) Click on "Select filtered".
- d) Click on "Email".

The screenshot shows the Registrants management interface. At the top, there is a toolbar with buttons: Approve, Reject, Set Pending, Add Registrant, Add from Existing, Remove, Email, Print Badge, Badge Validity, Check-in, Reset Check-in, Check-out, Reset Check-out, Add Tags, and Delete Tags. Below this is a filter bar with buttons: Select filtered, Show/Hide Columns, checkboxes, Reset Columns, Filters, and Reset Filters. A dropdown menu shows "Show 50 entries". Below the filter bar is a table with columns: Select, Last Name, First Name, Email Address, Status, and Do you need a visa?. The first row of data shows: Robert Crisogianni, Nikola, crisogiannin@who.int, Approved, and yes.

Select	Last Name	First Name	Email Address	Status	Do you need a visa?
<input checked="" type="checkbox"/>	Robert Crisogianni	Nikola	crisogiannin@who.int	Approved	yes

g) In the "Email template" field select "who\_registration\_letter\_en".

### Send Email ✕

**From \*** Nikola Robert Crisogianni <crisogiannin@who.int> ▼

**CC**

*Beware, addresses in this field will receive one mail per registrant.*

**Subject \*** Registration approval for the {event\_title}

**Email Template** who\_registration\_letter\_en ▼

**Email body \***

- Select template
- approval\_manager\_rights
- event\_register
- kiosk\_notification
- non\_moderated\_notification
- registration\_approve
- registration\_approve\_no\_moderation
- registration\_confirmation
- registration\_reject
- registration\_reject\_without\_reason
- unaids\_registration\_letter\_en
- unaids\_rl\_att\_en
- unaids\_visa\_support\_letter\_eng
- unaids\_vsl\_att\_en
- who\_registration\_letter\_en**
- who\_registration\_letter\_fr
- who\_rl\_att\_en
- who\_rl\_att\_fr
- who\_visa\_support\_letter\_en
- who\_visa\_support\_letter\_fr

Passport Details:



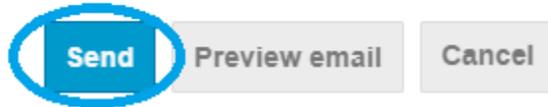


h) Click on "Send".

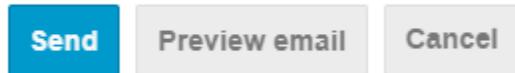
Attachment PDF

who\_rl\_att\_en

Template attached as PDF



Before sending, you can preview the message by click on **Preview email**.



Copies of sent emails are available in the Logs.

a. Click on the participant, for example "Robert-Crisogianni"

Showing 1 to 1 of 1 entries (filtered from 11 total entries)

Registrant Actions				Export/Import	
Select	Last Name	First Name	Email Address	Status	Do you need a visa?
<input type="checkbox"/>	Robert Crisogianni	Nikola	crisogiannin@who.int	<input checked="" type="checkbox"/> Approved	yes

b. Click on "Go to log"

## Registration

Details for #24: Nikola Robert Crisogianni in "Training Meeting PSS"

 **Registrant allowed in premises**  
The registrant is allowed access until Thursday, 30 June 2022

 **This registration is complete**  
Submitted: 1 Jun 2022 [Reset approval](#)

 **Not checked in**  
You can mark the registration as checked in manually here or with the Indico Check in app. [Check-in](#)

 **Access dates**  
Allowed from 22 Mar 2022 to 30 Jun 2022 [Edit](#) [Reset](#)

 **Registrant badge**  
Badge type: WHO-UN-AFP (#prints: 0) [Print ticket](#) [Print badge](#)

 **Withdraw registration**  
If the participant decided to no longer attend the event, you can withdraw their registration. [Withdraw](#)

 **Registration changelog**  
Review all changes performed on this registration [Go to log](#)

 **Delete registration** [Delete](#)