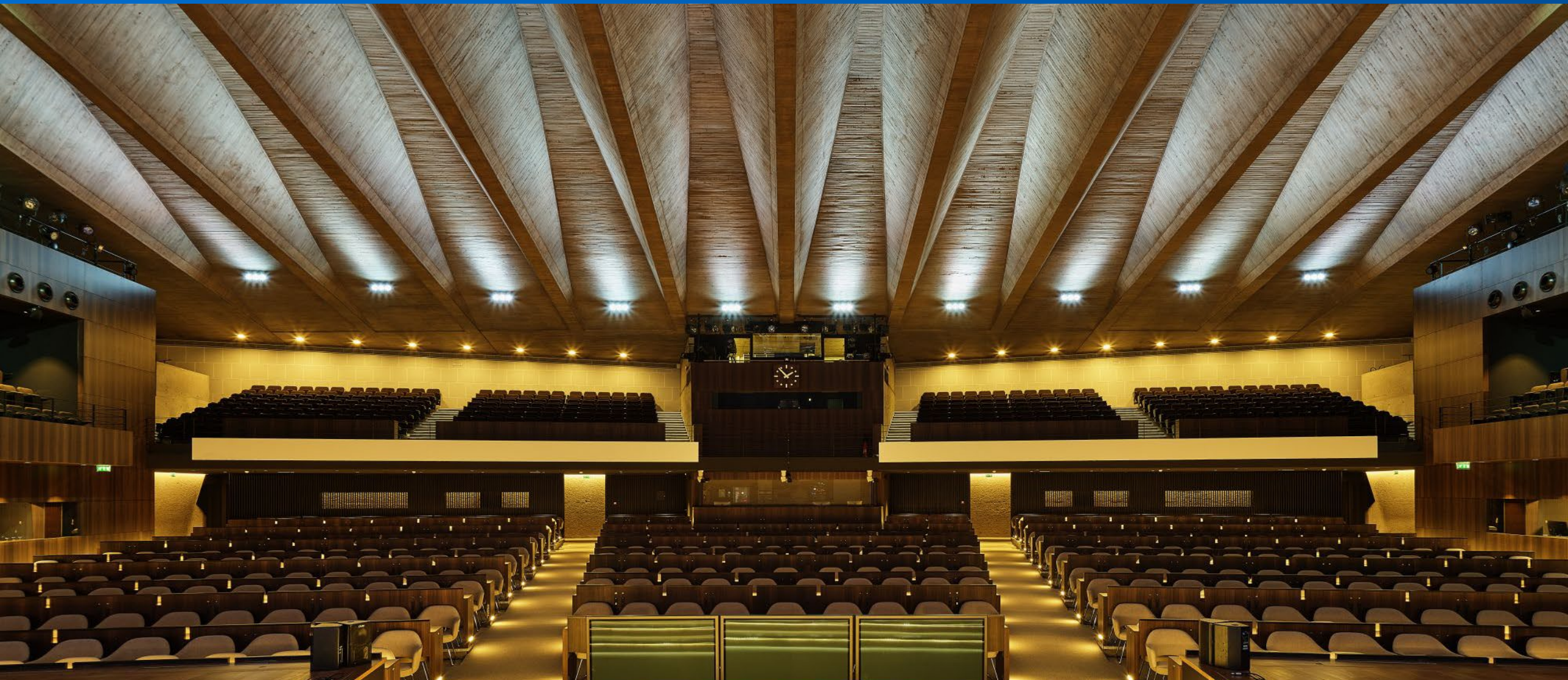


INDICO.UN

Introduction



What is INDICO (Integrated Digital Conference) ?

- INDICO is an Event registration management system developed and used by CERN since 2004
- Customized by the UN Office in Geneva as an enterprise-wide Meeting Participant Management tool for organization of conferences, workshops and meetings
- Used by 40+ institutions and organizations globally
- Deployed in UNESCO during the 41st session of the General Conference as a pilot.

INDICO and the 41CG in numbers

3693 Total registrations of which :

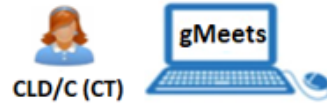
- 2979 States
- 79 UN & IGO
- 219 NGO in official partnership
- 40 Other Organizations
- 349 Presses
- 27 Other

41 CG side event: UNESCO's 75th anniversary celebration

1402 Total registrations of which :

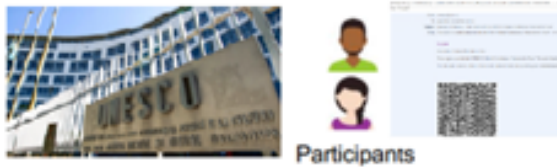
- 796 States
- 118 Special Guests
- 66 IGOs & NGOs
- 125 Presses
- 297 Secretariat

GENERAL WORKFLOW



- Set-up the registration
- Grant Focal Point role
- Event page Layout customization
- Customize Email templates





Participants



Participants



J*- 0, Participants - Presents approval letter with QR code together with a photo ID / National Passport for issuance of the event badge.

Registrar / check-in officer
Scans QR code in the approval letter upon presentation. Cross-checks information in Indico.UN vis-à-vis info in the photo ID / National Passport.

Participants - Register on the spot in case they haven't registered yet.

Security Prints and issues badge

*J = jour de évènement



*Ex. set-up event,
configure registration,
open registration.....*

Manager



*Ex. Apply for
registration, attend the
event(s).....*

Registrant



*Ex. Scan QR codes,
verify identity, print
badge, check-in
participants.....*

Security

Category Manager

Parent Folder

UNESCO

Sessions of the Executive Board, the General Conference and governing bodies

Sectors

Permanent Delegation

External

Field Offices and Institutes

Culture Sector (CLT)



Grant Category, Conference Manager, and Focal point role to another colleague



Set-up a conference inside their own category



Set-up any registration inside their own category



Manually create, update and delete any event inside their own category



Layout Customization



Can perform all the actions pertaining to Conference Managers

Conference Manager

Parent Folder

Culture Sector
(CLT)

Conferences/events

9th Conference of Parties to the
2005 Convention



Set-up the conference/event



Set-up the registration



Grant Focal Point role



Event page Layout customization



Customize Email templates



Manage participants: Approve, update information, remove, ...



On-behalf registration



Logs



Send emails to participants



Export data: Excel, CSV or Word



List of Participant (LoP)



Preview badge

Focal Point



Specific rights can be assigned to the Focal Point role by the Conference or Category Manager 'Focal Points' designated by Permanent Delegations have the possibility to register delegates on their behalf while designated sector 'Focal Points' can validate specific groups of participants e.g. for the 41CG PAX validated registrations from Member States and CPE was responsible for validating PRESS registrations.



Access to list of all participants or just a subset of it: NGOs only or Delegates from a specific country only, etc.



On-behalf registration



Email



Logs











Import/Export



Accredit participants

Security



-  Search participant/registrant
-  Accredit participants
-  Print badge (individually, in-bulk)
-  Check-in
-  Reset Check-in
-  Export data
-  Logs
-  Add to Watchlist

What is the procedure for registration of delegates in INDICO?

- Permanent Delegations will receive the link to register for an event in the invitation from the Secretariat;
- Permanent Delegations share the link to register for the event together with the Note Verbale containing the composition of their delegation to the designated delegates and ask them to register in INDICO;
- Delegates create an account in INDICO (once only) and register for the event, attaching the required proof for their participation (i.e. Note Verbale from the Member States).
- The Secretariat reviews and approves the registration of the delegates.

When creating an account in INDICO, is it possible to use a generic email address for use by several participants (f.ex. the email address of a Permanent Mission)?

NO. E-mail addresses, in combination with the participant's name and surname, are used as unique identifiers for users. For this reason, every participant has to create his/her account in INDICO with a personalized email address.

How can the Permanent Mission ensure that only designated participants from its Government register in INDICO?

The Secretariat carefully reviews all applications received against the uploaded Note Verbale issued by the Permanent Mission.

In addition to that, there is an option for Member States to nominate a 'Focal Point'.

A 'Focal Point' will be granted elevated access rights in INDICO. Designated 'Focal Points' in principle would have the possibility to register delegates on their behalf and upload the Note Verbale. The Secretariat receives the registrations that have been submitted by the 'Focal Point', checks whether all the information is correct and only then approves the registration.

Permanent Missions that would like to nominate a 'Focal Point' are kindly requested to send an email with the name, title, and contact details (email address) of the designated person to the organizing Secretariat. A 'Focal Point' also has to have his/her own account in INDICO.

Why is there a need to change the registration system now?

Since the COVID-19 pandemic, new ways for conducting conferences had to be developed in different formats, notably combining an in-person component with online participation. These new formats bring along additional challenges, including with regard to registration systems. The INDICO registration tool will help to cope with these new challenges, making the registration process easier and more efficient for delegations as well as for the Secretariat.

Expected benefits from INDICO:

Increased efficiency for event organizers, including post-event satisfaction surveys; modern and efficient business processes; improved image and reputation for managing events and conferences in a modern and automated way.

Efficiencies:

- It offers a true 'beginning-to-end' event experience (planning, implementation and follow-up)
- Upstream: Handles all communications with participants and multiple conference organizers and stakeholders
- Downstream: Follow-up, statistics and reporting.
- It stores all information related to one event such as digital recordings, documentation, etc. in the same place. The information is accessible to organizers and participants on a dedicated event website (role-based access).

Defined Workflows:

- The workflows are simple and customizable, allowing for streamlined processes, eliminate tasks, automate and reduce process steps.
- More planning and advance notice of occupancy; fewer last-minute requests to security; real-time view of how many persons are in the premises at any given point.

THANK YOU



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Sector for Administration and Management