Visitors guide v 3



PUBLIC VISITORS GUIDE

Indico.UN v.3 Target Audience: Public Visitors August, 2024

Contact us: support.accreditation@un.org





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INTRODUCTION

The Public Visitors page on Indico.UN is a new component of the Access Authorization Module (AAM). It is designed to serve as a means through which the public may request a visit to the **UNHQ premises in New York**.

It is not intended for, or to be confused with, seeking formal accreditation to attend specific events.

Visitors must have an Indico account to submit and manage requests.

TYPES OF VISIT REQUEST

Individual:

- Specifically intended for a visit of **only one person.**
- The visitor must submit his/her own request and only his/her details must feature on the registration form.
- Visitor must be at least 16 years. The system will not process the request if it detects that the age of the visitor is less than 16 years.
- Approval is non-transferable.
- Visit is date specific.

Group:

- Specifically intended for a visit of **multiple persons** (min 2 up to a maximum of 20 individuals, one of whom is the group leader responsible for entering the details of all other individuals into the visit request).
- The person assuming responsibility for submitting the group visit request must be at least 18 years. The system will not process the request if it detects that the age of the person submitting the group visit request is less than 18 years.
- Requirements are as follows:
 -adults (16+ years): all data is required
 -minors (up to 16 years): only first name, last name and date of birth is required
- Approvals are non-transferable.
- Visit is date specific.



ACCESSING THE VISITOR REQUEST INTERFACE

Go to <u>https://indico.un.org/accreditation/</u> (or click **Accreditation** in the grey ribbon/breadcrumb on the interface)

First time user: read carefully the instructions available at https://indico.un.org/UNHQ/#public_visitors. Then on the right side of the page see Apply for accreditation, expand the first menu, and select United Nations Headquarters. From the second menu select Public Visitors. Click Go to form.



Return user: sees the below screen. He/she navigates it according to what he/she wants to do.

				_
I My accreditations	My accreditations on-behalf	ALL My groups' accreditations		Apply for accreditation
			Customize Columns	United Nations Headquarter
Showing 1 to 1 of 1	entries			Public Visitors ~



INDIVIDUAL VISIT

Register self as a visitor

!! Always have picture and copy of your Identification document ready for upload !!

<u>Sections Visitor details, Identification</u> document and Access information

Visitors who have already added some personal details to their Indico profile, this data automatically displays on the form e.g., date of birth, Id number, etc. Visitors should add any missing data and upload required attachments.

Visitors who do not have any personal details on their Indico profile should complete the form in full and upload required attachments.

Once all data and uploads have been completed, indicate the date of visit, certify, and click **Submit**.

Date of birth *	01/01/2000
Photo for pass *	
	Upload Capture
	Photo guidelines Files accepted: .jpg, .jpeg, .png, .gif
	Name must match with the Government issued ID/passport. Including special characters, accents and spaces.
First name *	NY
Last name *	Visitor
Email *	nyvisitor@mailinator.com
	The verified Indico user account email.
entification docu	ment: passport / driving license / ID card
ust be presented when	n collecting the badge.
Country of issue	* United States of America
Expiration date	* 01/08/2033 💼
Upload Identity document	*
	Upload Capture
	Copy of passport bio-pages / driving license / ID card pages with photo, date of birth, etc.
ccess Informatio	on
Proposed date of visi	it * 10/09/2024
Add companio	n
	I would like to register my family or friends who will be accompanying me on this day.
	* 🗹
	I certify that all information and documents provided are true and complete, and understand that falsification or misrepresentation could lead to denial or termination of accreditation.



A message appears on-screen acknowledging submission. The only actions that may be taken by a visitor on a pending request are either update or withdraw (see relevant sections later in this document).

 Accreditation 'NY Visitor' submitted successfully 	
Full Name - NY Visitor Badge Length - Temporary Access Start Date - 10 Sept 2024 Access End Date - 10 Sept 2024	#30760
Your accreditation is awaiting approval A manager will manually validate it.	► Withdraw
Q Access dates can be adjusted by respective managers.	

An email is sent to the visitor acknowledging submission.

[Indico] Accreditation for Public Visitors at United Nations H	leadquarters								
N noreply@un.org	$ \textcircled{\begin{tabular}{ c c c c } \hline \hline$								
Dear									
This message is to acknowledge receipt of your accreditation for the accreditation	type Public Visitors under								
Please note that this accreditation requires manual approval by the Secretariat. Yo accreditation process is complete.	u will receive an additional email notification when your								
Accreditation Information									
Name:									
Office:									
Public Visitors									
Badge:									
Access Start Date:									
10 Sept 2024									
Access End Date:									
10 Sept 2024									
Note: Access dates can be adjusted by respective managers.									
To manage your accreditation follow this link: Manage my accreditation									



GROUP VISIT

Register self as a lead visitor with companion(s)

POINTERS								
IT IS STRONGLY ADVISED TO:								
 HAVE COPIES OF IDENTIFICATION DOCUMENTS AND PICTURES OF ALL INDIVIDUALS IN THE GROUP READY FOR UPLOAD HAVE TO HAND ALL DETAILS AND <u>EMAIL ADDRESSES</u> OF INDIVIDUALS IN THE GROUP 								
AN INDICO ACCOUNT IS NOT NECESSARY FOR INDIVIDUALS IN THE GROUP, ONLY THE LEAD VISITOR SUBMITTING THE REQUEST								
NEVER USE THE SAME EMAIL ADDRESS FOR MORE THAN ONE GROUP MEMBER.								
SYSTEM NOTIFICATIONS (E.G. APPROVAL, REJECTION, ETC.) ARE SENT TO THE EMAIL ON A FORM AND THE LEAD VISITOR SUBMITTING IT								
FOR MINORS UNDER 16 YEARS, ONLY NAME AND DATE OF BIRTH IS REQUIRED ON A FORM								
A LEAD VISITOR MAY HAVE NO MORE THAN 19 COMPANIONS IN HIS/HER GROUP								



STEP 1: Self registration (lead visitor)

Sections Visitor Details and Identification document

As the user logged in, any personal details added to the personal profile is automatically displayed on the form e.g., date of birth, Id number, etc. Any missing data and uploads should be added.

If there are no personal details on the personal profile, complete the form in full and upload required attachments.

Ensure the two sections *Visitor details* and *Identification document* are fully completed before going any further.

Section Access information

Enter the date of the visit and enable the button Add companion. The system:

- automatically generates a name for the group e.g. Group 15
- the Submit button now displays as Submit & add additional.

Certify the form. Click **Submit and add additional**.





STEP 2: Register companion(s)

After completing Step 1, a green message displays on screen confirming that the request for the lead visitor has been submitted.

Note that the title of the form is now "Public Visitors Accreditation(on behalf)"

Visitor details and Identification document

The email entered on the form must be that of the companion to receive system notifications. The lead visitor automatically receives system notifications.

An Indico account is not necessary for a companion.

NOTE: If a companion is under 16 years, only name and DoB is required. No email and ID document is required.

Section Access information

In this section:

- The group name is displayed (as attributed to the lead visitor).
- The lead visitor is identified in the *Requested* by field.

If there **ARE** more companions to add after this one being added:

- Enable the button Add companion (the Submit button now displays as Submit & Add additional).
- Certify the form.
- Click Submit & Add Additional.
- A new form opens for the next companion.

When there are no more companions to add:

- Certify the form
- Click Submit.

itor Details	
Date of birth	* 12/01/1980
Photo for pass	*
	<u> </u>
	Upload Capture
	Photo guidelines
	Files accepted: .jpg, .jpeg, .png, .gif
	Name must match with the Government issued
	ID/passport. Including special characters, accents and
	apaces.
First name	* Robert
Last name	* Ellis
Email	* RE@mailinator.com
	The entered email can be used to link this request to the user account, if it exists
tification docum	ent: passport / driving license / ID card
tification docum be presented when o Country of issue *	ent: passport / driving license / ID card collecting the badge. United States of America
tification docum be presented when o Country of issue * Expiration date *	ent: passport / driving license / ID card collecting the badge. United States of America 20/03/2026
tification docum be presented when o Country of issue * Expiration date * Upload Identity *	ent: passport / driving license / ID card collecting the badge. United States of America
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tification docum be presented when o Country of issue * Expiration date * Upload Identity * document	ent: passport / driving license / ID card collecting the badge. United States of America 20/03/2026 Upload Capture Copy of passport bio-pages / driving license / ID card pages with photo, date of birth, etc.
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tification docum be presented when o Country of issue * Expiration date * Upload Identity * document	ent: passport / driving license / ID card collecting the badge. United States of America 20/03/2026 Upload Capture Copy of passport bio-pages / driving license / ID card pages with photo, date of birth, etc.
tification docum be presented when of Country of issue * Expiration date * Upload Identity * document ess Information Add companion	ent: passport / driving license / ID card collecting the badge. United States of America 20/03/2026 Upload Capture Copy of passport bio-pages / driving license / ID card pages with photo, date of birth, etc. Add another companion? Group 15
tification docum be presented when of Country of issue * Expiration date * Upload Identity * document ess Information Add companion Group *	ent: passport / driving license / ID card collecting the badge. United States of America 20/03/2026 Upload Capture Copy of passport bio-pages / driving license / ID card pages with photo, date of birth, etc. Group 15 Neuropole Visitors



Upon submission of the last companion, confirmation of his/her request is displayed on screen.

✓ Accreditation 'Coco Chanel' submitted successfully	
Accreditation details Inactive	
Full Name - Coco Chanel Badge Length - Temporary Access Start Date - 2 Sept 2024 Access End Date - 2 Sept 2024	#29142
Your accreditation is awaiting approval A manager will manually validate it.	⊡ Withdraw

Is it possible for a lead visitor to add more companions to a group at a later date?

YES. In the *Accreditations* workspace, click the link **My groups' accreditations**. Below screenshot displays a group (numbered 15) being organised for a visit and for which there are 3 members (lead visitor + 2 others).

To add an additional member, note the group number the individual is to be added to and on the right select from the drop-down menus **United Nations Headquarters** and **Public Visitors**. Click **Request on-behalf** and **Go to form**.

reditatio	ons							UN organizations
My accred	ditations	My accreditatio	ons on-behalf	A My groups' a	accreditations	\$	Customize Columns	Apply for accreditation
Showing 1 t Show 15 ~ Requested	o 3 of 3 entrie entries First	Last	Previous	1 Next	Status	Press en	Pass/Badae	Public Visitors
To Public Visitors	Name	Name	Group 15	Date 2024/08/15 16:06	New Requests	Type Public Visitors	Temporary	Go to form →
Public Visitors	Newyork	Visitor	Group 15	2024/08/15 16:02	New Requests	Public Visitors	Temporary	
Public Visitors	Coco	Chanel	Group 15	2024/08/15 16:07	New Requests	Public Visitors	Temporary	

A blank form opens which should be completed.

The section of importance is **Access Information**. Make sure to:

- Select the correct group number the person is to be included in.
- Certify and click Submit.

Add companion Add another companion? Croup * Group 8 Group 11 Group 12 Group 15 * I certify that all information and documents provided are true and complete, and understand that falsification or misrepresentation could lead to denial or termination of	Access Information	
Group 8 Group 8 Group 11 Group 12 Group 15 * I certify that all information and documents provided are true and complete, and understand that falsification or misrepresentation could lead to denial or termination of	Add companion	Add another companion?
Group 8 Group 11 Group 12 Group 15 * I certify that all information and documents provided are true and complete, and understand that falsification or misrepresentation could lead to denial or termination of	Group *	Group 8
★ ✓ I certify that all information and documents provided are true and complete, and understand that falsification or misrepresentation could lead to denial or termination of	Requested by	Group 8 Group 11 Group 12 Group 15
accreditation.	*	I certify that all information and documents provided are true and complete, and understand that falsification or misrepresentation could lead to denial or termination of accreditation.



When a group visit request has been processed it is possible to add more companions?

YES.

Is it possible to submit a visit request for someone other than the logged in user and who is not part of a group?

NO.

Where can submitted visit requests be found?

In the Accreditations workspace. Click Accreditation in the grey ribbon/breadcrumb.



<u>My accreditations</u>: displays the logged in user's requests.

My accred	itations 🗐 My	accreditation	ns on-behalf	يود ال	1y groups' a	accreditat	ons		٥	Customize Colur	mns
Show 15 🗸	entries		Previous	1	Next			Q	Press en	iter to search	
Requested To	Submitted - Date	Status	 Accreditation Type 	on (• Pass/E	Badge 🎈	Start Date	[♦] En	d Date 🎈	Events & Assignment	٠
Public Visitors	2024/08/15 13:50	New Requests	Public Visito	rs	Tempo	orary	2024/09/	/13 20	24/09/13		

My accreditations on-behalf: displays requests for individuals the logged in user submitted on-behalf.

My accreditations My accreditations on-behalf 🕢 My groups' accreditations 🗘 Customize Columns											
Showing 1 to 3 of 3 entries											
Show 15 v e	ntries		Previous	1	Next		Q	Press enter to	search		
Requested To	First - Name	Last Name	 Submitted Date 	¢	Status	Accreditation Type	\$	Pass/Badge	Start 🔅 Date		
Public Visitors	Samson	Dingle	2024/08/15 13:53		New Requests	Public Visitors		Temporary	2024/09/13		
Public Visitors	Peter	Simons	2024/08/15 13:51		New Requests	Public Visitors		Temporary	2024/09/13		
Public Visitors	Сосо	Chanel	2024/08/15 13:53		New Requests	Public Visitors		Temporary	2024/09/13		



<u>My groups' accreditations</u>: displays requests for individuals the logged in user submitted on-behalf and the group they were assigned to.

🕼 My accredi	itations	My accreditati	ons on-behalf	🛓 My groups' ac	creditations		
				_		٥	Customize Columns
Showing 1 to	4 of 4 entrie	S					
Show 15 🗸 e	entries		Previous	1 Next		Press e	enter to search
Requested To	First Name	Last Name	• Group	Submitted 🏻 🌢 Date	Status	Accreditation Type	Pass/Badge
Public Visitors	Samson	Dingle	Group 6	2024/08/15 13:53	New Requests	Public Visitors	Temporary
Public Visitors	Peter	Simons	Group 6	2024/08/15 13:51	New Requests	Public Visitors	Temporary
Public Visitors	NY	Visitor	Group 6	2024/08/15 13:50	New Requests	Public Visitors	Temporary
Public Visitors	Сосо	Chanel	Group 6	2024/08/15 13:53	New Requests	Public Visitors	Temporary

What do the different statuses mean?

- New Requests (pending processing) for which email notifications are generated and sent to the email on the form and lead visitor (if applicable)
- On hold (pending further analysis) for which no email notification is generated
- Pre-approved for which no email notification is generated
- Approved for which an email notification is generated and sent to the email on the form and lead visitor (if applicable)
- Withdrawn for which an email notification is generated and sent to the email on the form and lead visitor (if applicable)
- Rejected for which an email notification is generated and sent to the email on the form and the lead visitor (if applicable)

Can a visit request be updated?

Approved requests may not be updated. In this instance, the visitor must reach out to the UN Pass and ID Unit at UN HQ New York.

YES but only if it is not approved yet.

In the Accreditations workspace click into a request on the appropriate list.



🕼 My accredi	itations	My accreditatio	ns on-behalf	u My groups' a	accreditations	\$	Customize Columns
showing 1 to how $15 \sim \epsilon$	• 4 of 4 entrie	es	Previous	1 Next		Press en	ter to search
Requested To	First Name	Last Name	• Group •	Submitted Date	Status	 Accreditation Type 	Pass/Badge
Public Visitors	Robert	Ellis	Group 15	2024/08/15 16:06	New Requests	Public Visitors	Temporary
Public Visitors	Philippe	Patek	Group 15	2024/08/15 16:30	New Requests	Public Visitors	Temporary
Public Visitors	Newyork	Visitor	Group 15	2024/08/15 16:02	New Requests	Public Visitors	Temporary
Public Visitors	Сосо	Chanel	Group 15	2024/08/15 16:07	New Requests	Public Visitors	Temporary

The request opens. Click the **pencil icon** \geq in the section where an update is to be made. Remember to SAVE.

Visitor Details	×
Date of birth * 12 Jan 1980	
Photo for pass *	
Photo quidelines	
Files accepted: .jpg, .jpeg, .png, .gif	

A message appears on-screen confirming the update and indicates the concerned section.

Successfully updated section "visitor_details"

An email is sent to the email address on the form (and lead visitor if applicable) confirming the update and identifies where the update took place.



[Indico] Modified Accreditation for Public Visitors at United	Nations Headquarters
N noreply@un.org	$\textcircled{\begin{tabular}{ c c c c } \hline \hline$
Dear r,	
Your accreditation has been modified.	
Please note that this accreditation requires manual approval by the Secretariat. Yo accreditation process is complete.	u will receive an additional email notification when your
Accreditation Information	
Name:	
Office: Public Visitors Badge: Temporary Access Start Date: 10 Sept 2024 Access End Date: 10 Sept 2024 Note: Access dates can be adjusted by respective managers.	
Modified Section - Identification Document	
Passport Expiration: 2024- <u>0405</u> -30	

Can a visit request be withdrawn?

YES. In the Accreditations workspace click into a request on the appropriate list.

My accredition of the second secon	• 4 of 4 entries	\$ 0	ustomize Columns				
Show 15 🗸 e	entries		Previous	1 Next		Press ent	er to search
Requested To	First - Name	Last Name	♦ Group	Submitted Date	Status	Accreditation Type	Pass/Badge
Public Visitors	Robert	Ellis	Group 15	2024/08/15 16:06	New Requests	Public Visitors	Temporary
Public ^O Visitors	Philippe	Patek	Group 15	2024/08/15 16:30	New Requests	Public Visitors	Temporary
Public ^O Visitors	Newyork	Visitor	Group 15	2024/08/15 16:02	New Requests	Public Visitors	Temporary
() Public Visitors	Сосо	Chanel	Group 15	2024/08/15 16:07	New Requests	Public Visitors	Temporary

When the details window opens click Withdraw.



Accreditation details Inactive	
Full Name - Coco Chanel Badge Length - Temporary Access Start Date - 2 Sept 2024 Access End Date - 2 Sept 2024	#29142
Your accreditation is awaiting approval	Ex Mithdawy
A manager will manually validate it.	

A reason for withdrawal is optional. Click Withdraw.

Withdraw	د
Are you sure th	at you want to withdraw your accreditation? This action cannot be undone.
Reason	I am no longer available
	You may provide a reason here. Withdraw Cancel

A message appears on-screen confirming withdrawal.

 Accreditation Coco Chanel successfully withdrawn 	
Full Name - Coco Chanel Badge Length - Temporary Access Start Date - 2 Sept 2024 Access End Date - 2 Sept 2024	#29142
You have withdrawn your accreditation Contact manager if you changed your mind.	C+ Withdraw

An email is sent to the email address on the form and the lead visitor (if applicable) confirming withdrawal and indicates the reasons for withdrawal (if one was provided).

[Indico] Accreditation withdrawn	
noreply@un.org	\bigcirc ← Reply ← Reply All → Forward \bigcirc Wed 14/08/2024 15:38
Dear	
Your accreditation for the accreditation type Public Visitors under	· is now withdrawn .
Reason for withdrawal: I am no longer available.	
To manage your accreditation follow this link: Manage my accreditation	



What happens when a visit request is approved?

An email is sent to the email address on the form and the lead visitor (if applicable).

[Indico] Accreditation approved	
noreply@un.org	$\textcircled{$\textcircled{$\textcircled{$\textcircled{$\textcircled{$\textcircled{\vdots}}$}}}} & \xleftarrow{$\textcircled{\frown}$} & \texttt{Reply} & \texttt{All} & \rightarrow \texttt{Forward} & \textcircled{$\textcircled{$\textcircled{$\textcircled{$\textcircled{$\textcircled{$1.5ex}}$}}}} & \cdots \\ \end{array}$
	Wed 14/08/2024 15:54
Dear	
Your accreditation for the accreditation type Public Visitors under	is now approved .
To manage your accreditation follow this link: Manage my accreditation	

What happens when a visit request is rejected?

An email is sent to the email on the form (if applicable).

[Indico] Accreditation declined						
noreply@un.org	٢		Keply All	\rightarrow Forward	ij	•••
				Wed 1	4/08/2024	16:11
Dear						
We regret to inform you that Your accreditation for the accreditation type ${f Public}$ V	'isitor:	under	is no	ow declined .		
To manage your accreditation follow this link: Manage my accreditation						



CUSTOMIZE COLUMNS ON THE ACCREDITATIONS LIST

In the Accreditations workspace click Customize Columns.

My accreditations Wy accreditation	ons on-behalf	<u>بع</u> د ا\	ly groups' a	accreditations		🗘 Customize Colur
Showing 1 to 1 of 1 entries						
Show 15 v entries	Previous	1	Next		Q	Press enter to search
Requested Submitted To Date Status	 Accreditati Type 	ion 🍦	Pass/B	adge Start Date	¢ Enc	d Date Events & Assignment

Columns enabled on the list are displayed in blue, disabled columns are greyed out. To enable or disable a column from the list view, select it and click **Done**.

Column configuration				х
Basic Information				
Requested To	Submitted Date	Status	Accreditation Type	
Pass/Badge	Start Date	End Date	Events & Assignment	
Files	Action			
				Done

Columns may also be moved on the list. Click into a column name and then drag and drop it to a new location.

My accred	itations (F My	accreditations	s on-behalf	A A	y groups' accredita	ations		Cust	omize Columns
Show 15 ~ 6	entries		Previous	1	Next		Q	Press enter t	o search
Requested To	Submitted - Date	\$tatus	Accreditati Type	on 🍦	Pass/Badge 🏺	Start	Events & Assignment	•	End Date $^{\oplus}$
Public Visitors	2024/08/15 16:02	Approved	Public Visite	ors	Temporary	2024/0	09/02		2024/09/02

SEARCH REQUESTS

To search for a request, in the *Accreditations* workspace select one of the lists to search and enter a value in the search field. Press the enter/return key. The following may be used to perform a search :

Date (format : dd/mm/yyyy)



- Status
- Event
- Accreditation type: office processing the request
- First Name (for on-behalf requests)
- Last Name (for on-behalf requests)

Click **x** to clear a search and press enter/return key.

My accreditations My accreditations on-behalf My groups' accreditations Showing 1 to 1 of 1 entries (filtered from 5 total entries)								•	Customize Columns	
Show 15 ~	entries		Previous	1	Next			coco کړ	×	
Requested To	First - Name	Last 4 Name	Group	Subm Date	nitted	¢	\$	Accreditation Type	Pass/Badge	
Public Visitors	Сосо	Chanel	Group 15	2024, 16:07	/08/15		Withdrawn	Public Visitors	Temporary	