PUBLIC VISITORS GUIDE

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

CONTENTS

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 https://indico.un.org/accreditation/ (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.**
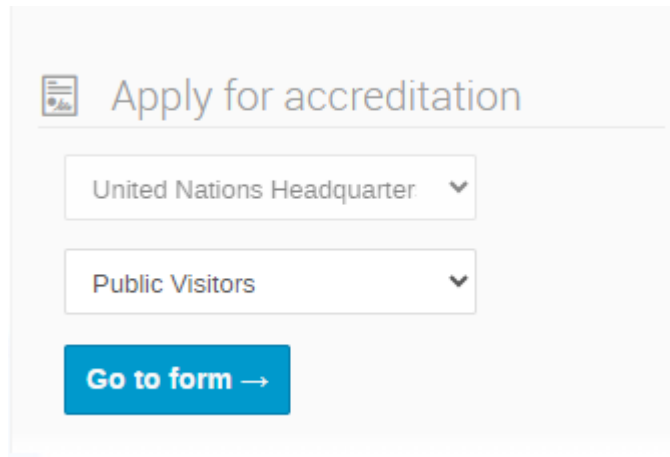
Return user: sees the below screen. He/she navigates it according to what he/she wants to do.
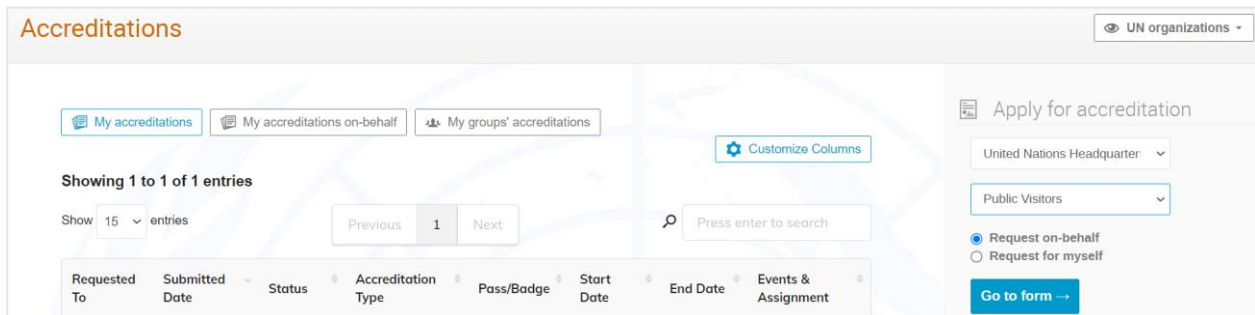
INDIVIDUAL VISIT

Register self as a visitor

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

Sections *Visitor details*, *Identification 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**.

Public Visitors Accreditation Application (for the user 'NY Visitor')

Visitor Details

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.

Identification document: passport / driving license / ID card

Must be presented when 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.*

Access Information

Proposed date of visit * 10/09/2024

Add companion

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.

Submit

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

🖼 **Accreditation details** [Inactive]

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]

💡 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 Headquarters

(N) noreply@un.org
To 🔴

☺   ↩ Reply   ↩ Reply All   → Forward   📑   •••
Wed 14/08/2024 15:14

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. You will receive an additional email notification when your accreditation process is complete.

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.

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

GROUP VISIT

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**.

Public Visitors Accreditation Application (for the user 'Newyork Visitor')

Visitor Details

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 * Newyork

Last name * Visitor

Email * nvvisitor@mailinator.com

Identification document: passport / driving license / ID card

Must be presented when 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.*

Access Information

Proposed date of visit * 02/09/2024

Add companion

I would like to register my family or friends who will be accompanying me on this day.

Group Name * Group 15

Group name is automatically generated.

* ☑

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.

Submit & 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**.

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

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**.

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**.

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.

My accreditations: displays the logged in user's requests.

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

9

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

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.

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

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

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
To ●   r

☺ ↩ Reply   ↩ Reply All   → Forward   📑 ⋯

Wed 14/08/2024 15:38

Dear   r,

Your accreditation has been modified.

Please note that this accreditation requires manual approval by the Secretariat. You will receive an additional email notification when your accreditation process is complete.

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-~~0405~~-30

Can a visit request be withdrawn?

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

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	Coco	Chanel	Group 15	2024/08/15 16:07	New Requests	Public Visitors	Temporary

📖 My accreditations   📖 My accreditations on-behalf   👥 My groups' accreditations

⚙ Customize Columns

Showing 1 to 4 of 4 entries

Show 15 ⌄ entries   Previous **1** Next   🔍 Press enter to search

When the details window opens click **Withdraw**.

A reason for withdrawal is optional. Click **Withdraw.**

A message appears on-screen confirming withdrawal.

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).

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
To ●

☺ ← Reply   ≪ Reply All   → Forward

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
To ●

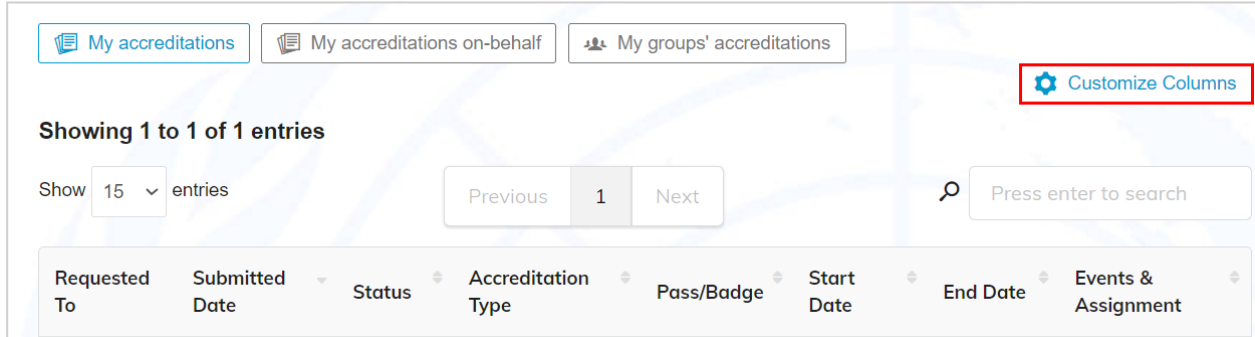☺ ← Reply   ≪ Reply All   → Forward

Wed 14/08/2024 16:11

Dear

We regret to inform you that Your accreditation for the accreditation type **Public Visitors** under   is now **declined**.
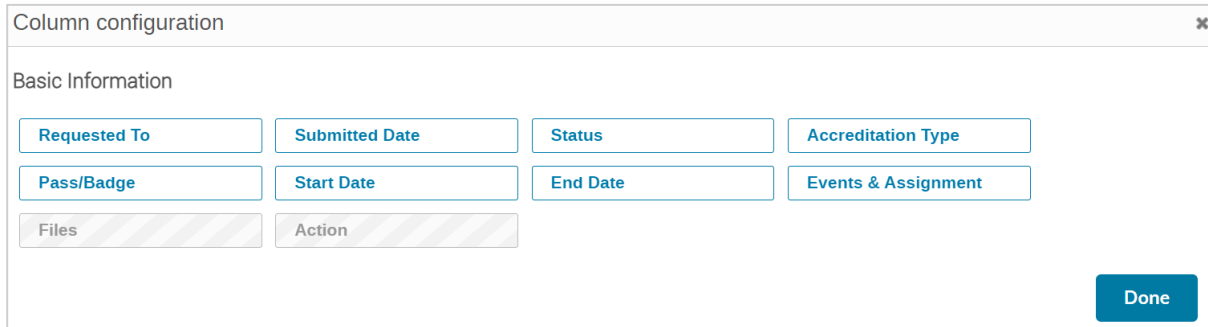
To manage your accreditation follow this link: Manage my accreditation

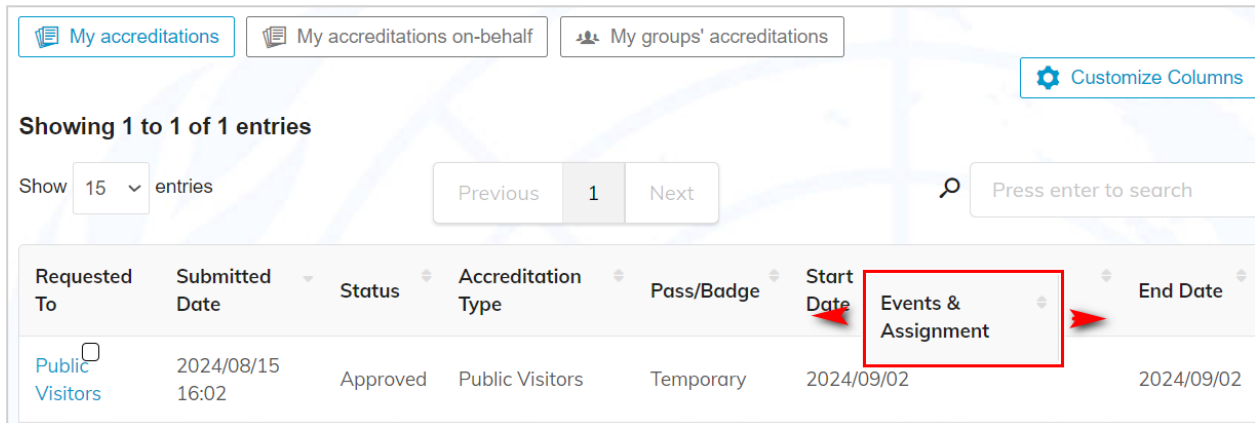# CUSTOMIZE COLUMNS ON THE ACCREDITATIONS LIST

In the *Accreditations* workspace click **Customize Columns**.

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**.

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

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.

_____