General User Guide

CONTENT

CREATE AND ACTIVATE AN INDICO ACCOUNT

Create an Indico Account

· Navigate to https://indico.un.org/user/login. Click **create a new account**.

· The below screen appears. Complete all fields marked * - they are mandatory.

Creating a new Indico user

To create a new user please fill in the following form.
You must enter a valid email address that is not already in use.
After the submission of your personal data, an email will be sent to you.
You will able to use your account only after you activate it by clicking on the link inside the email.

Beware! This is not a conference registration form but an Indico account creation.

Personal data

* Email	
Title	-- please select a title -- ▼
Gender	-- please select a gender -- ▼
* Family name	
	max 40 characters
* First name	
	max 40 characters
* Institution	
* BirthDate (dd/mm/yyyy)	
* Language	English ▼
Address	
Telephone number	
Fax number	
Passport ID	
Passport Origin	--- Please select a country --- ▼
Passport Expire (dd/mm/yyyy)	
My Timezone	Europe/Zurich ▼
Display Timezone	Event Timezone ▼

Account data

* Login	
* Password	
* Confirm Password	

Your Password:

✖ Must be at least 12 characters long
✖ Must contain uppercase and lowercase letters
✖ Must contain numbers
✔ Must not contain spaces
✔ Must not contain common password words
✔ Must match (type same Password in Confirm Password field)

ARE YOU HUMAN?

* Please, solve this math to prove you are human:

$24 + 17 =$

confirm ❯

- The email address entered serves as the user ID for the newly created account.

- Ensure that **all 6** criteria for establishing a password are met – **you should achieve 6 green check marks** ✓ (*If the criteria for setting the password is not visible, it is probably due to an incompatible browser being used - switch to Chrome or Firefox*).

- Solve the math sum under **ARE YOU HUMAN?** and click **confirm**.

- A message appears on-screen (below) confirming the successful creation of the account and advising you to check your email to activate the account.
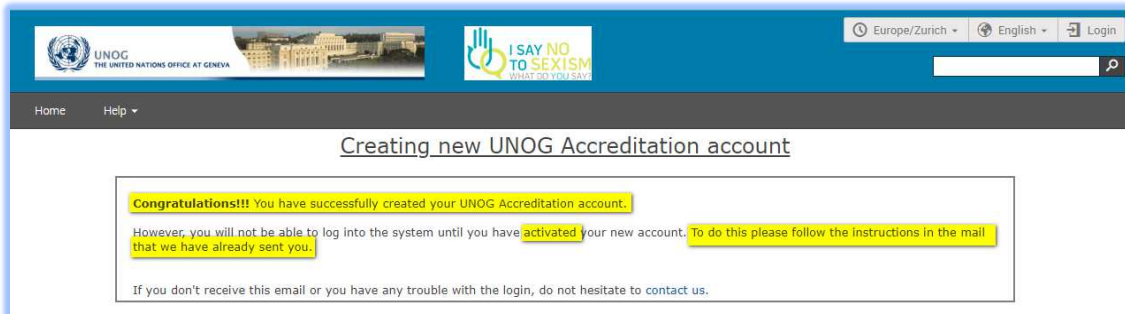
---END---

Activate an Indico Account

- In your email, find the Indico account activation email from noreply.accreditations@unog.ch – it will feature the following text in the subject line "*Accreditation account confirmation*".

- Open the email and click the Activation link.
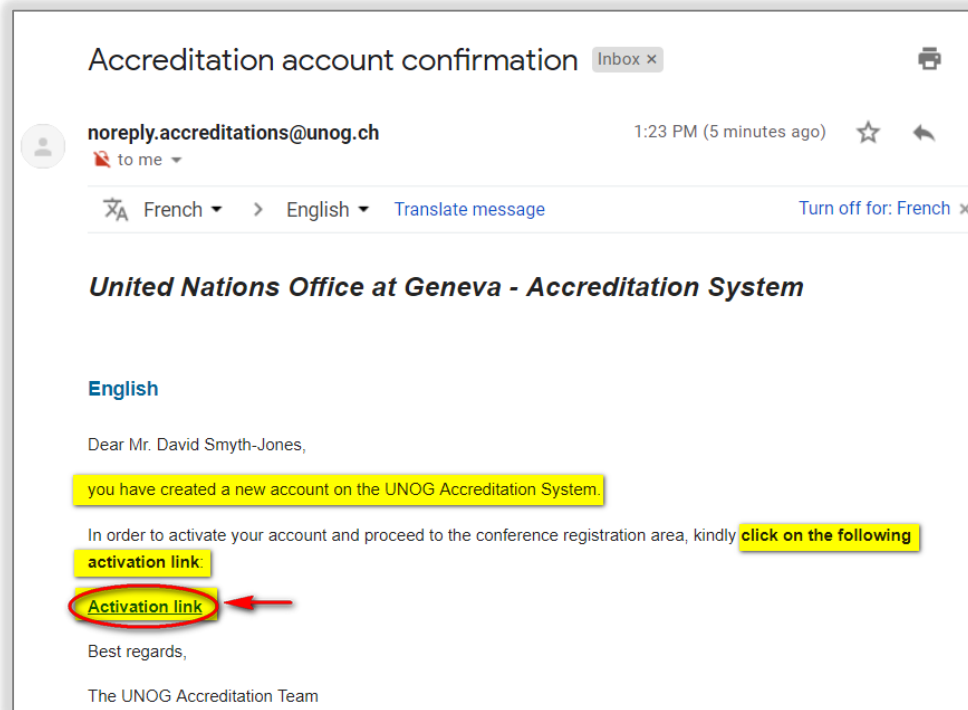
- A message appears on-screen (below) confirming the account is activated.

- Proceed to log in to Indico – click either **Login** (top-right corner of the screen) or **Click HERE to Register for this Conference**.

---END---

No Activation eMail Received

· If you fail to find the activation email, check your Spam or Junk folder. Alternatively, click the **Re-send account activation Email** link on the Indico log in page, enter the email address under which you created your Indico account and click **Send account Activation Email**. Check your email account again.
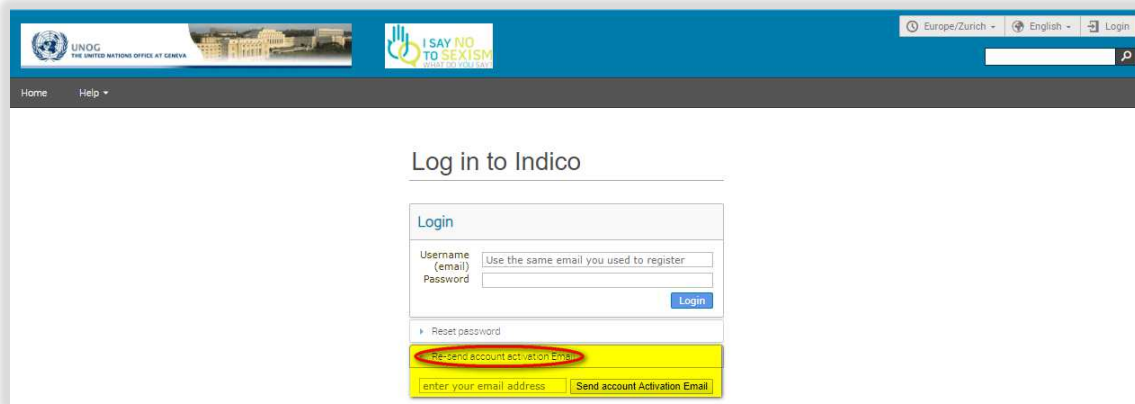
· Failing that, send an email to <u>support.accreditation@un.org</u>

---END---

MODIFY YOUR PERSONAL DETAILS

- Log in to Indico and follow **My profile.**
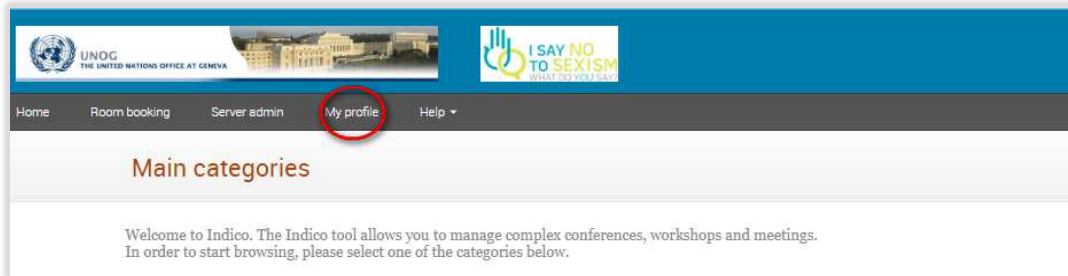
- In the Personal Area, select the **Account Details** tab.

- Click **(edit)** beside the fields you wish to change.

- Click **Save** after each change to save the edits.

---END---

MODIFY YOUR EMAIL

- Log in to Indico and follow **My profile.**

- In the Personal Area, select the **Account Details** tab.
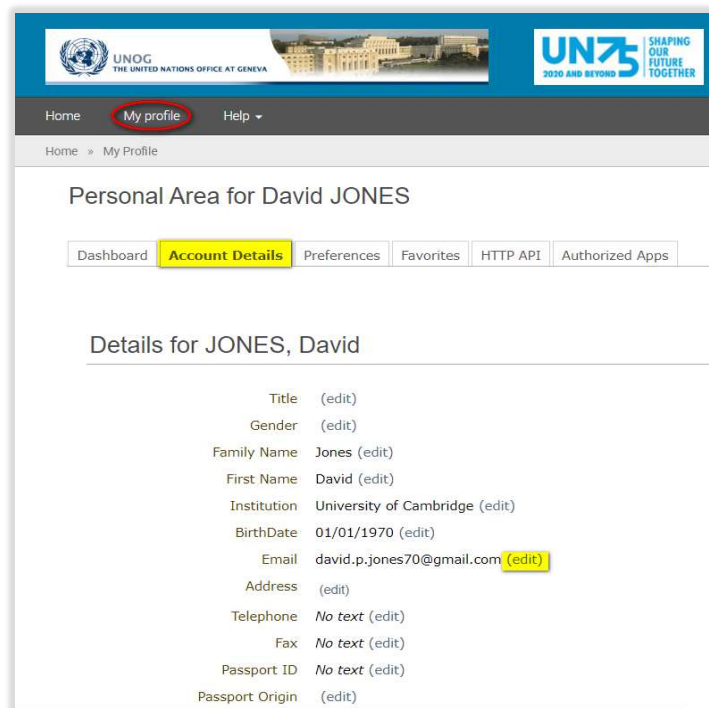
- Click **(edit)** beside the email field to modify it.
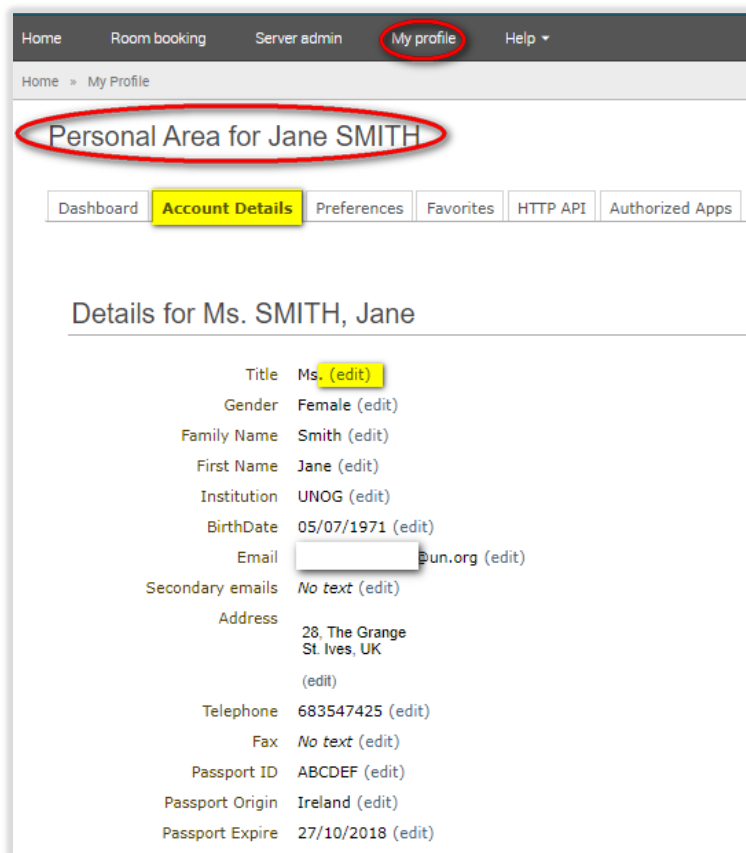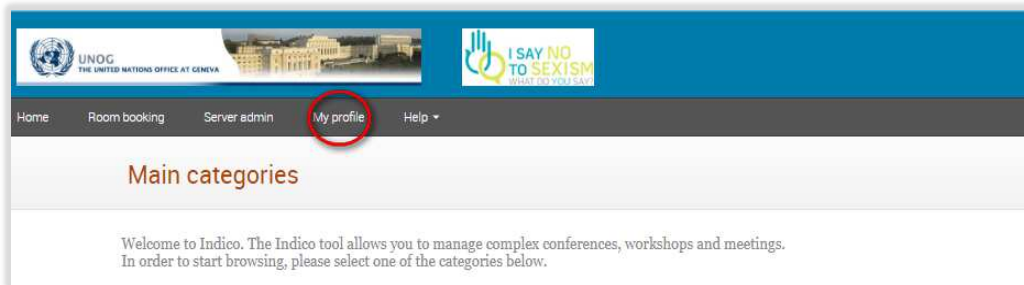- After entering the new address, a message appears on-screen telling you that an email has been sent to the **new email account** to verify the change of email.
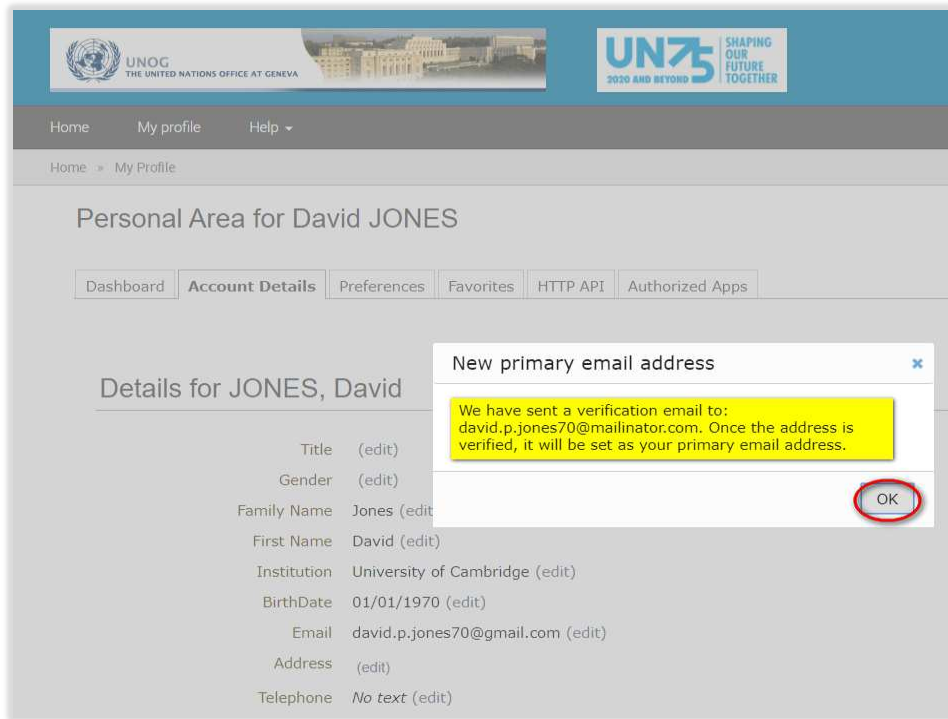
- **WITHOUT l**ogging out of Indico, go to the **new email account** and find the email from noreply.accreditation@unog.ch requesting you to verify the new email address.

- Click **the link** in the email to confirm the change.
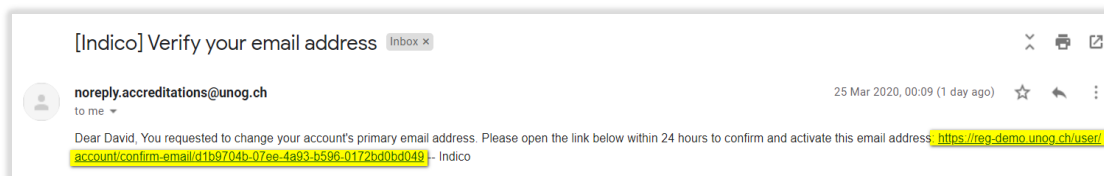
- At this point you will be redirected back to the account details tab in Indico.

- A green message appears at the top of the screen confirming that the new email address has been set as the primary address. It is also the new user ID.

- Alternatively, if you are logged out of Indico when you click the change of email link, then the next time you log in to Indico you will need to still use the OLD email address as your user ID - but only for the first time. Then once logged in you will see the same green message appear on the top of the screen.

---END---

MODIFY YOUR PASSWORD/FORGOTTEN PASSWORD

## Modify Your Password

- Log in to Indico and follow **My profile.**

- In the Personal Area, select the **Account Details** tab and at the bottom click **Change password**.

- In the **Change password** dialogue pane, enter a new password respecting the criteria laid out. **Ensure to achieve 6 green check marks** ✓. Click **Ok** to save.

Forgotten Your Password

· Click **Reset my password** on the log in screen.

· Enter your email address and click **Reset my password**.

- A message appears on-screen "*Please consult your mailbox, instructions on how to reset password have been sent to xxxxxx*".

- Go to your email account and find the email from noreply.accreditations@unog.ch. Click on the link in the email.

Reset password Inbox ×

noreply.accreditations@unog.ch
to me

文A Spanish ▾   >   English ▾   Translate message

United Nations Office at Geneva - Accreditation System

English

Dear Jones David,

we have received a request to reset the password of your account.

Please use this link
https://reg-demo.unog.ch/user/reset-password/250a9afb-52f4-4bfb-b4db-75afa8e7b009
to reset it and then you can proceed to log in.

Best regards,

UNOG Accreditation Team

- In the **Reset your Indico password** dialogue pane, enter a new password respecting the criteria laid out. **Ensure to achieve 6 green check marks** ✓. Click **Change password** to save. The new password can be used to log in.

---END---

REGISTER FOR AN EVENT

- Log in to Indico and go to the main page of the event.

- Click **Register now** and the registration form opens.

- When the registration form opens, read it carefully. Note, some personal data will already be replicated from your profile.

- Complete **ALL** mandatory fields marked with "*****" (this includes uploading any documents that are deemed mandatory). Failing to complete the mandatory requirements will result in the form being blocked from submission.

- Ensure that a picture is included that meets the picture criteria. (If you have successfully registered for an event previously, the last picture used will be added to the registration form automatically).

- Once satisfied that all requirements have been completed/uploaded, click **Register.**

- A confirmation message appears on screen.
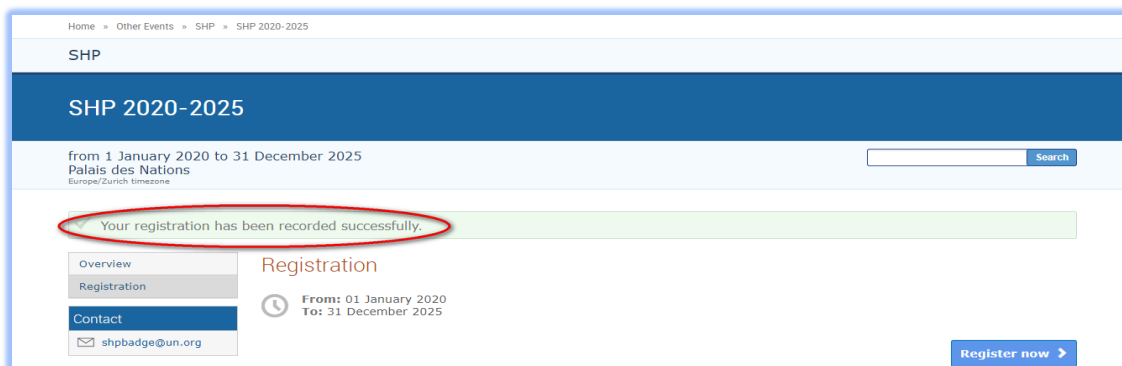
- At this point your registration will be in a **pending approval status** with the organizer.

Sample Registration Form

Cancel   **Register**

Personal Data

Picture *	Upload
	[camera icon]
	Edit picture
Title	-- Choose a value -- ▼
Gender	-- Choose a value -- ▼
First Name *	
Surname *	
Position	
Institution *	
Birth Date *	[calendar] DD/MM/YYYY
Address	
City *	
Country *	-- Select a country -- ▼
Phone	(+41) 123 45 6789
Fax	(+41) 123 45 6789
Email *	
Personal homepage	
Passport ID *	
Passport Origin *	-- Select a country -- ▼
Passport Expire *	[calendar] DD/MM/YYYY

Representation Type
Representative of governments, ngo ...

Representation Type *	--select a value-- ▼

---END---

eMail Notifications

Registration Acknowledgement

- Within minutes of submitting the registration form, an email notification is sent acknowledging receipt of your registration and confirming its pending status. Remember to check spam or junk folders for this email.

Sample acknowledgement of receipt of a registration form

Registration received, pending approval for the SHP - SHP 2020-2025 for email template. (To: Jones, David) Inbox ×

noreply.accreditations@unog.ch   20:07 (5 minutes ago)
to me ▾

United Nations Office at Geneva - Accreditation System

English

Dear David Jones,

This message is to acknowledge receipt of your registration request to the event

SHP - SHP 2020-2025.

The registration is **pending approval**. You will receive an additional email when your registration has been processed.

Thank you and best regards,

The Secretariat.

Approval (or Rejected)

- Once an organizer has processed your registration, an email notification is sent indicating whether your registration has been Approved or Rejected.[1]

- If the registration request has been Approved, an approval email is sent to the registrant which includes, amongst other details, **a QR code**. This email should be printed and presented at the entrance to the event in order to gain access.

- If an event has been configured by the organizer to also issue UN Event Passes, then one will be attached to the email as a PDF. This too should be printed and presented upon entry to the event.

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[1] For cases where registrations are Rejected, the registrant should contact the event organizer directly should he/she wish to query the decision.

Sample confirmation of approval email

Registration approval for the Conferences - General Meeting of the Council Bodies for email template (To: Smyth-Jones, David)
1 message

noreply.accreditations@unog.ch <noreply.accreditations@unog.ch>   Wed, May 22, 2019 at 1:24 PM
Reply-To: help@mailinator.com
To: david.smyth.jones@gmail.com

United Nations Office at Geneva - Accreditation System

English

Dear Mr. David Smyth-Jones,

Your registration for the meeting

Conferences - General Meeting of the Council Bodies

has been **approved**. We are looking forward to welcoming you at the meeting.

If you wish to access your registration form, please click HERE.

To make your access to the Palais des Nations easier, please make sure you bring your **national passport and the following QR code**:

.

If you're reading this email from your smartphone, you can also click the button below to initiate the download of your UNOG boarding pass which will be installed on your device (iOS and Android, with Pocket Wallet installed).

DOWNLOAD PKPASS

Thank you and best regards,

The Client Secretariat.

Sample UN Event Pass
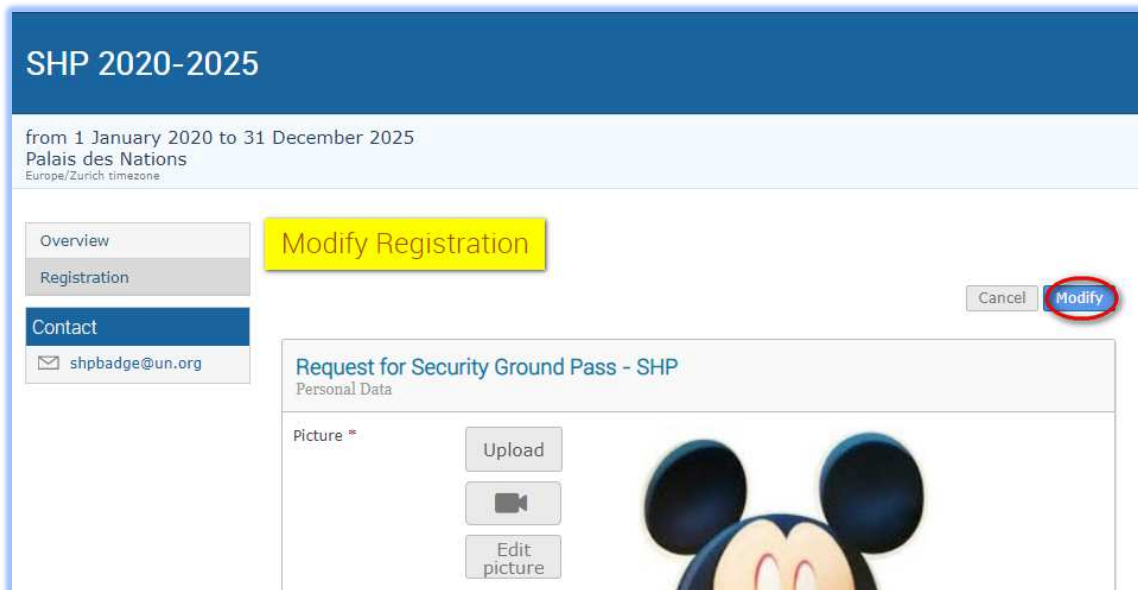
MODIFY OR CANCEL YOUR REGISTRATION

You can only modify or cancel your registration when it is <u>PENDING</u> approval.

· Log in to Indico and go to the main page of the event.

· On the event page a registration status bar "**Your request for participation is pending**" is visible with the options to either Cancel or Modify.
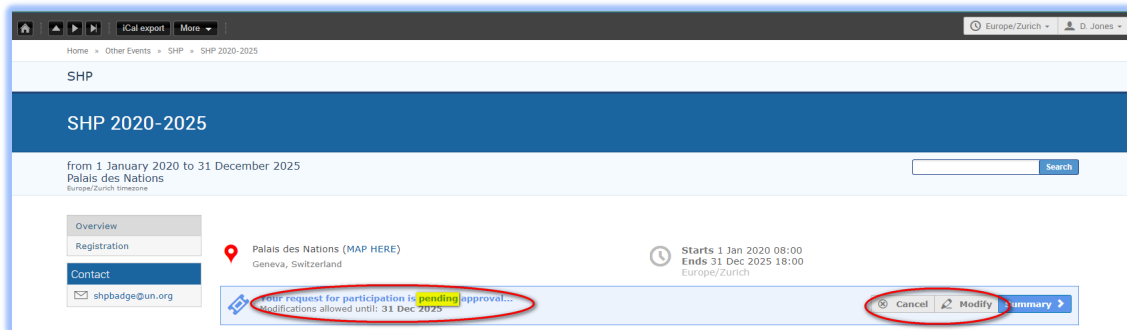
Modify Your Pending Registration

· Click **Modify** in the status bar. The **Modify Registration** form opens. Make the changes and then click **Modify** again to save the changes.

· The following message appears on screen to confirm the changes:

Your registration has been modified successfully.
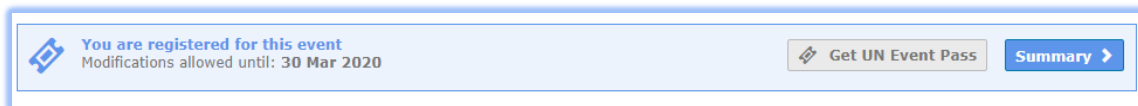
Cancel Your Pending Registration

Cancel your pending registration

· Click **Cancel** on the registration status bar.

Modify or Cancel your Approved Registration

· Neither option (Cancel or Modify) is available on the registration status bar and you will have to contact the organizer in both these situations.


· For modifications, upon request the organizer can make the changes on your behalf **OR** reset the registration to **pending**. When it is back to pending you can make the changes as previously described and resubmit for approval.

· For cancellation, you should contact the organizer to cancel the registration on your behalf.

--- END ---

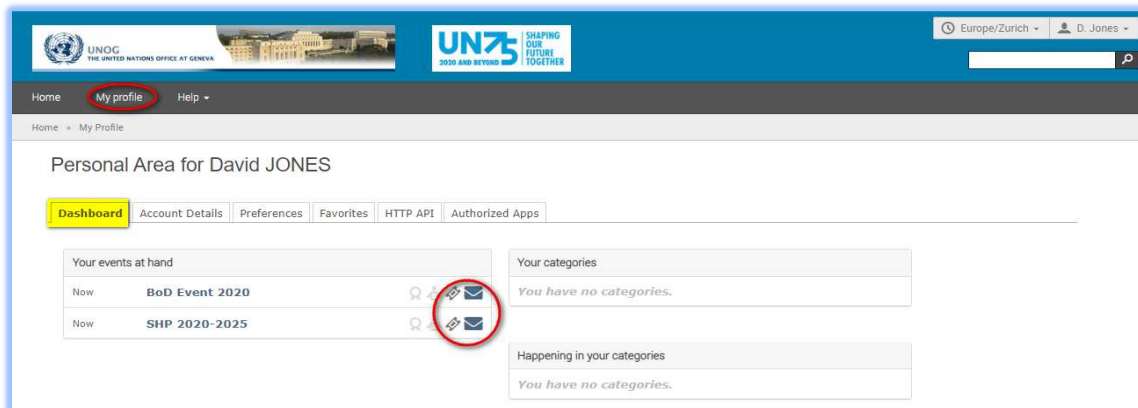# PRINT YOUR APPROVAL EMAIL/PRINT UN EVENT PASS

Print Your Approval eMail

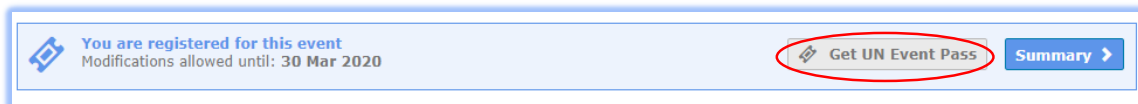- Log in to Indico and follow **My profile.**
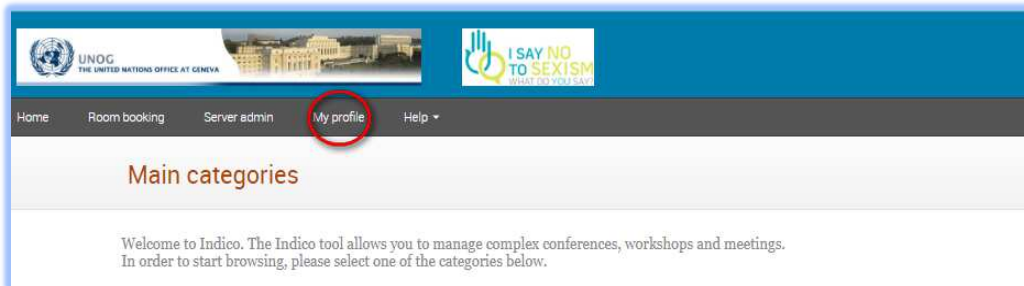
- In **the Personal Area** select the **Dashboard** tab.

- There, clicking the **envelope** icon beside the events you are registered for will open emails sent to you by the organizer.

Dashboard tab

Print UN Event Pass

- If it has been enabled for an event, the UN Event Pass can be downloaded from the <u>event page</u> by clicking on the **Get UN Event Pass** link in the registration status bar. (Clicking the **ticket** icon beside the event on the dashboard tab redirects you to the event page).

---END---