General user guides

🖂 Support.accreditation@un.org

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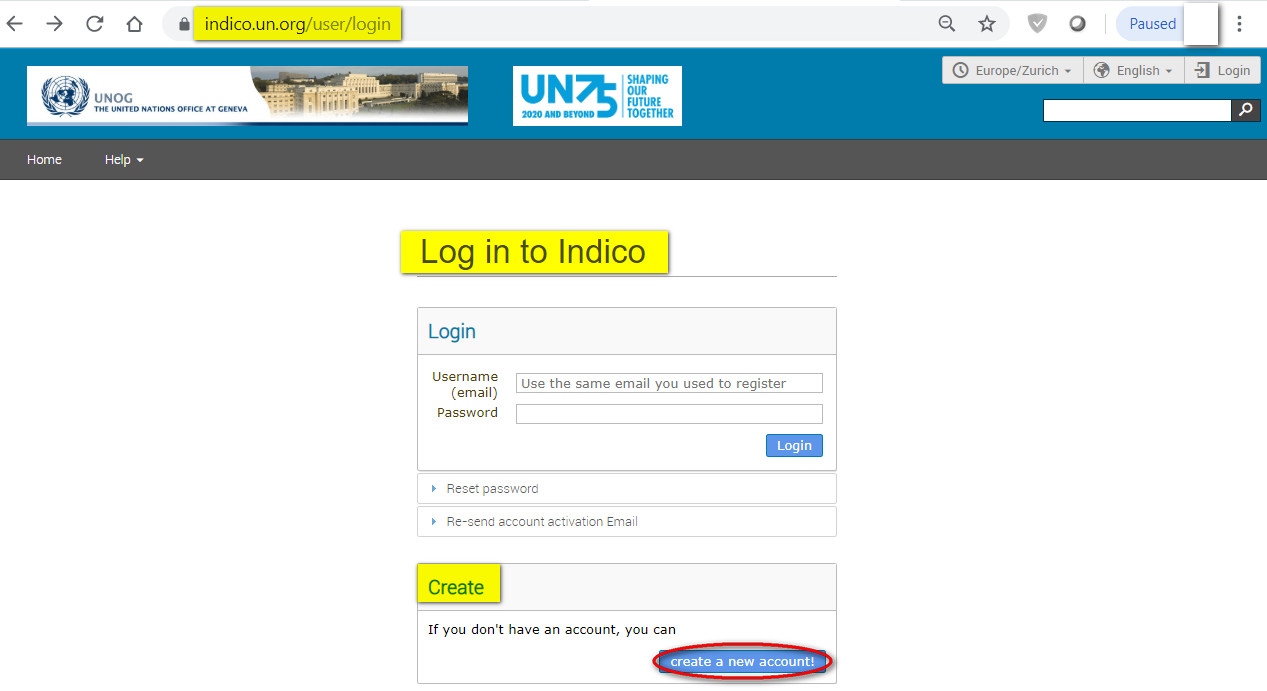
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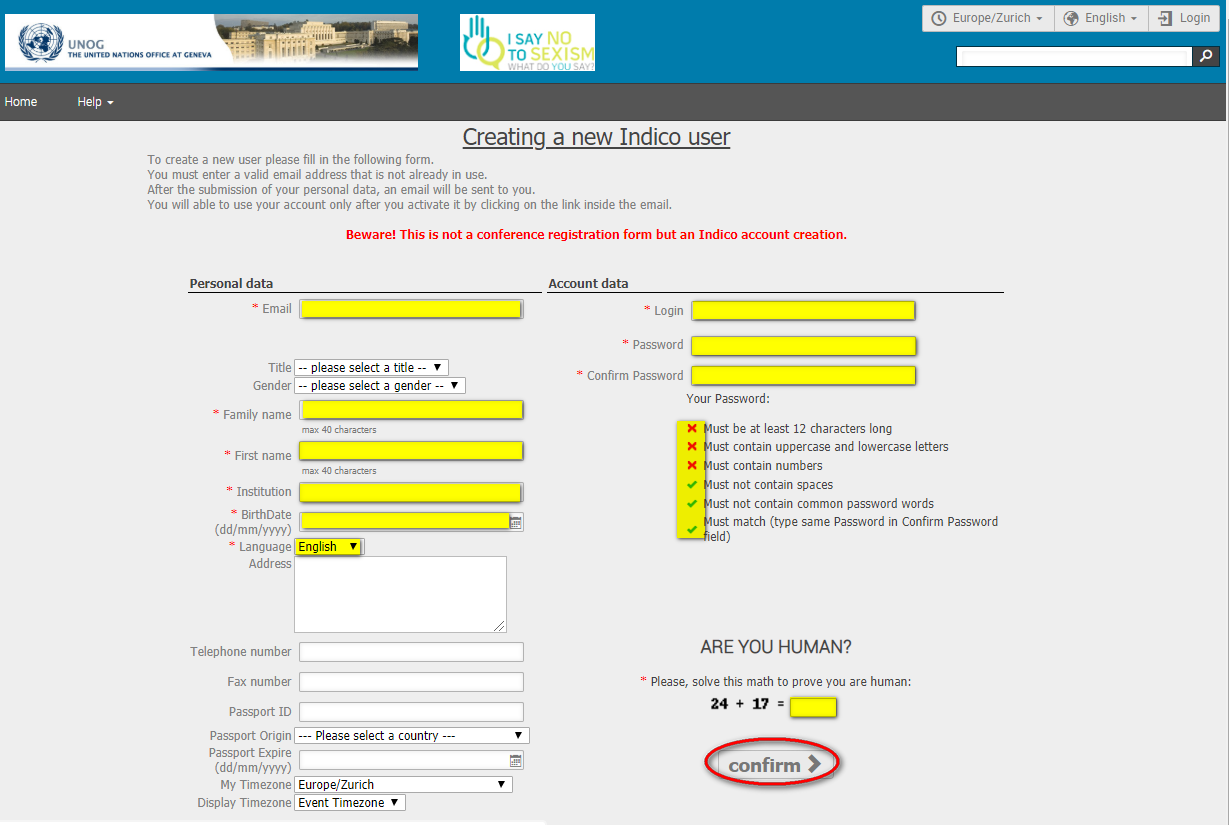
# Create and Activate an Indico Account

## Create an Indico Account

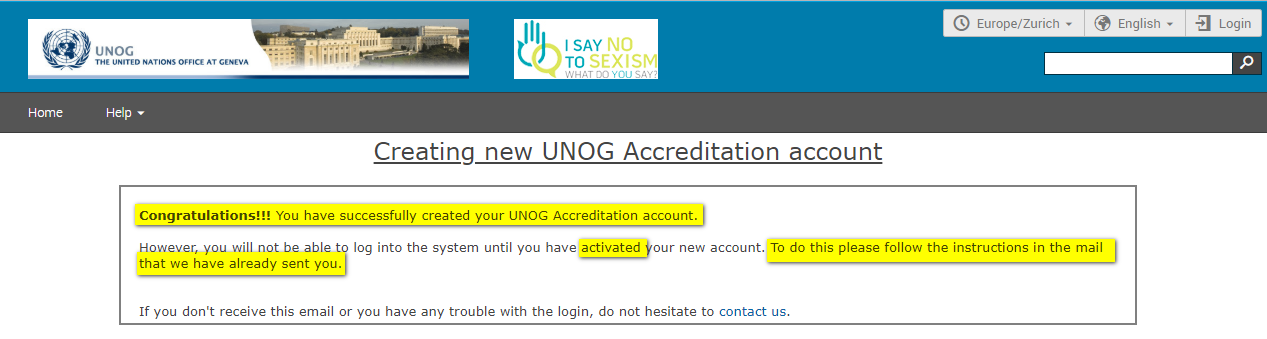
* Navigate to <https://indico.un.org/user/login>. Click **create a new account**.



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

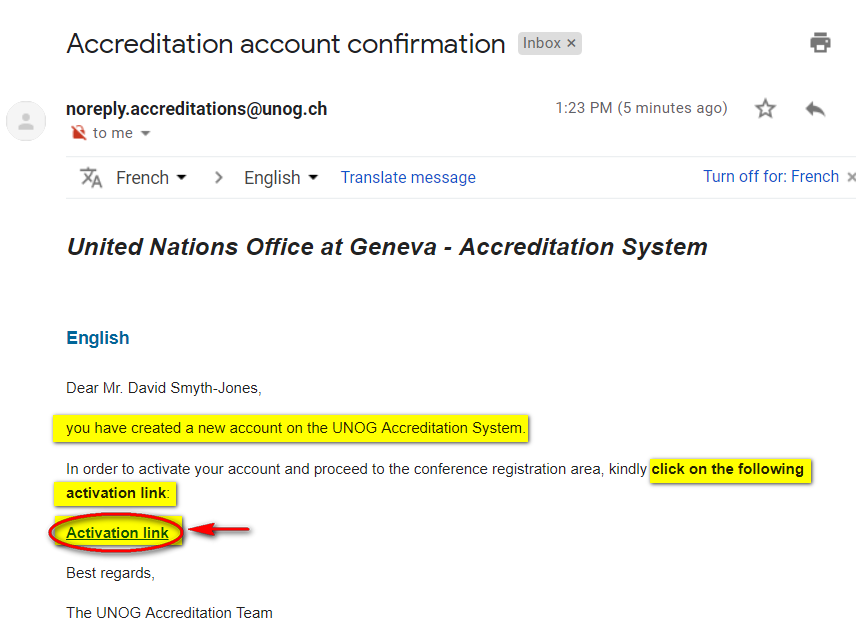


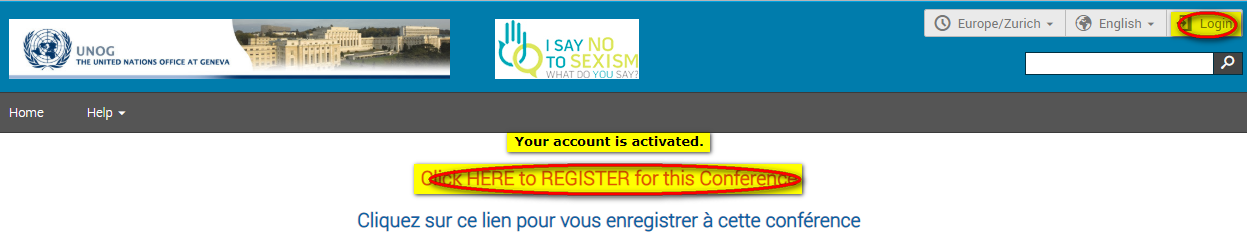
* The email address entered serves as the user ID for the newly created account.
* Ensure that **all** **6** criteria for establishing a password are met – **you should achieve 6 green check marks** ✓ (*If the criteria for setting the password is not visible, it is probably due to an incompatible browser 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](mailto: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---

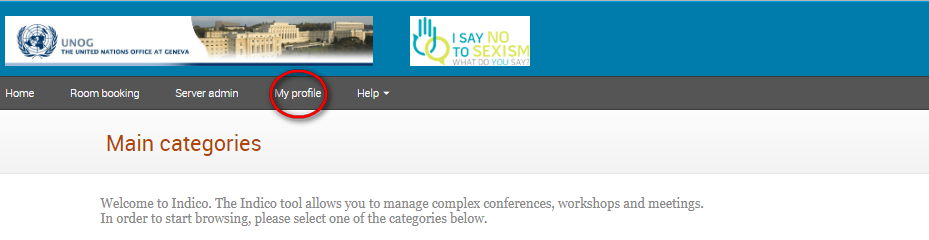
## No Activation eMail Received

* 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 [support.accreditation@un.org](mailto:support.accreditation@un.org)

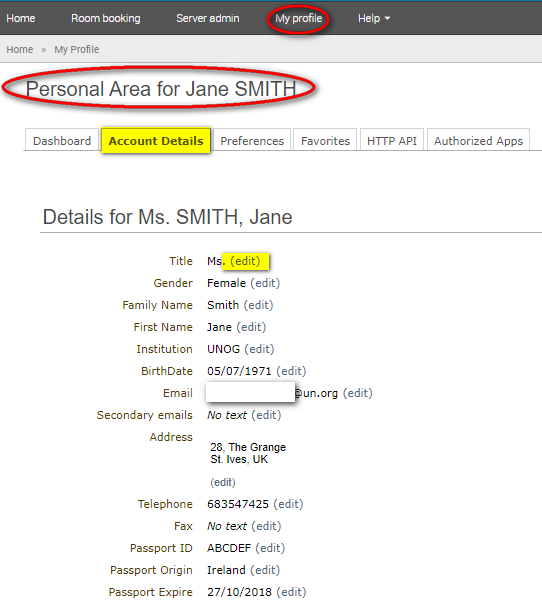
---END---

# Modify Your Personal Details

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



* In the Personal Area, select the **Account Details** tab.

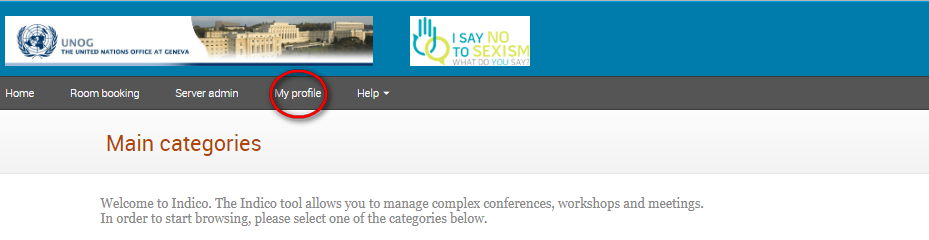


* Click **(edit)** beside the fields you wish to change.
* Click **Save** after each change to save the edits.

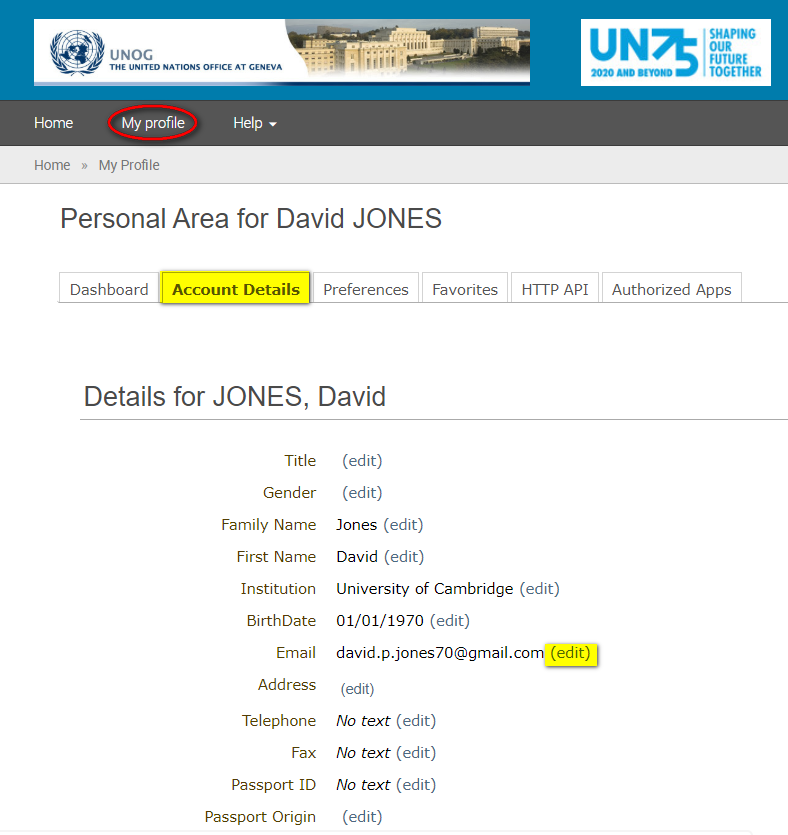
---END---

# Modify Your eMail

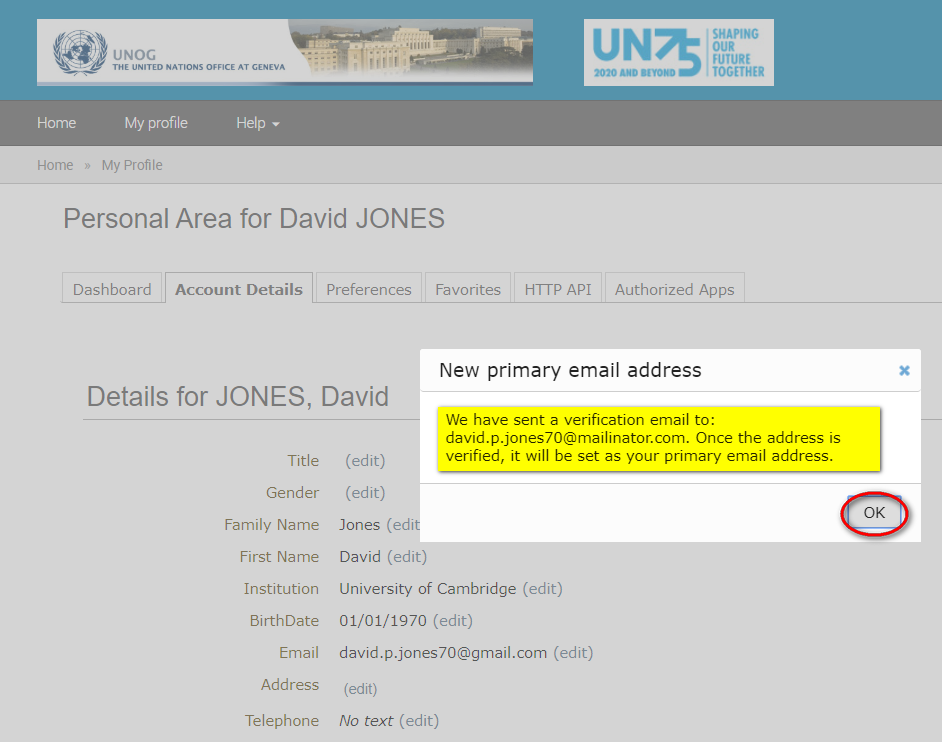
* Log in to Indico and follow **My profile.**



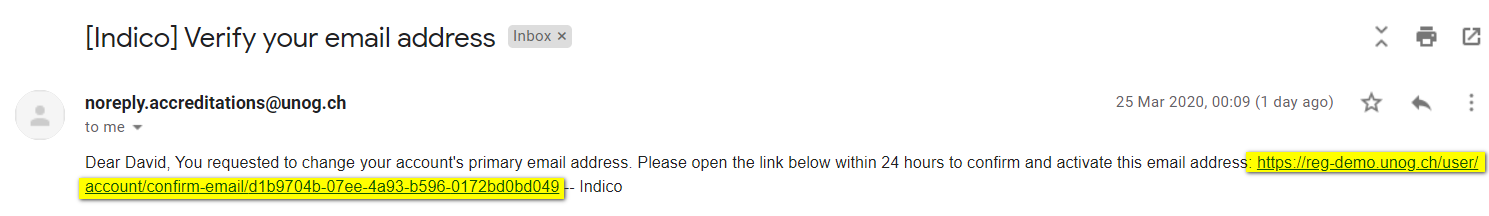
* In the Personal Area, select the **Account Details** tab.



* 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](mailto: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.



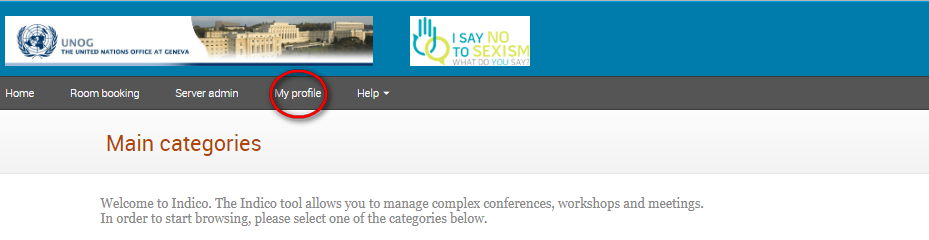
* Alternatively, if you are logged out of Indico when you click the change of email link, then the next time you log in to Indico you will need to still use the OLD email address as your user ID - but only for the first time. Then once logged in you will see the same green message appear on the top of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

---END---

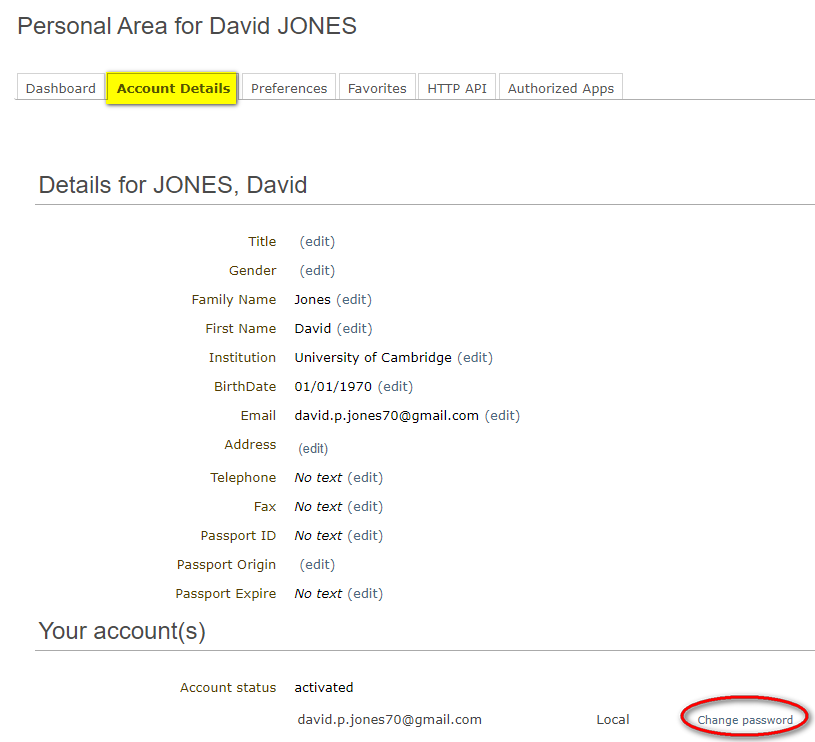
# Modify Your Password/Forgotten Password

## Modify Your Password

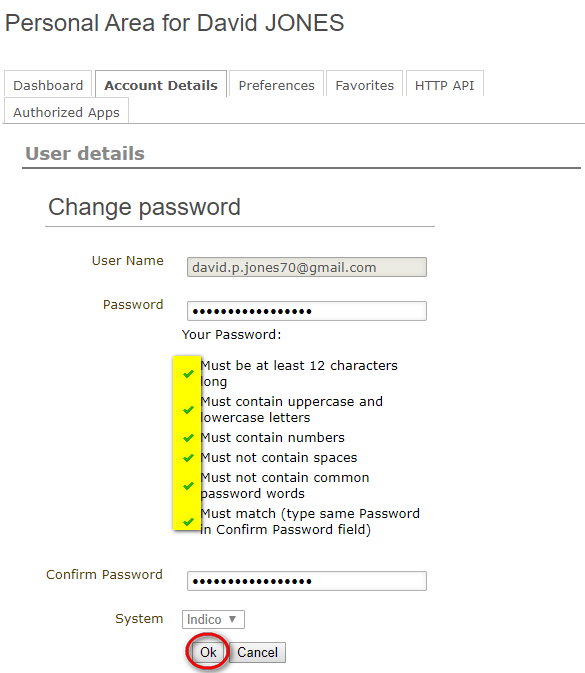
* Log in to Indico and follow **My profile.**



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

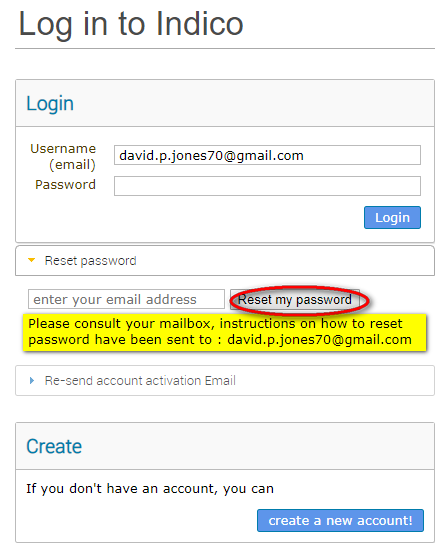


* In the **Change password** dialogue pane, enter a new password respecting the criteria laid out. **Ensure to achieve 6 green check marks** ✓. Click **Ok** to save.

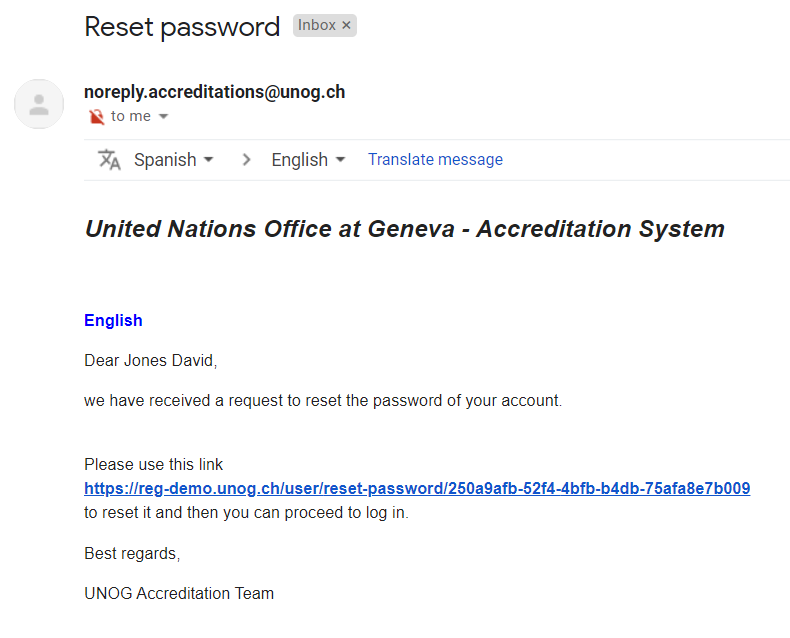


## Forgotten Your Password

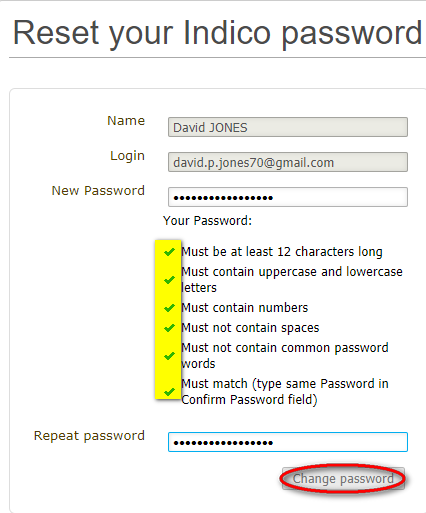
* Click **Reset my password** on the log in screen.



* 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](mailto:noreply.accreditations@unog.ch). Click on the link in the email.



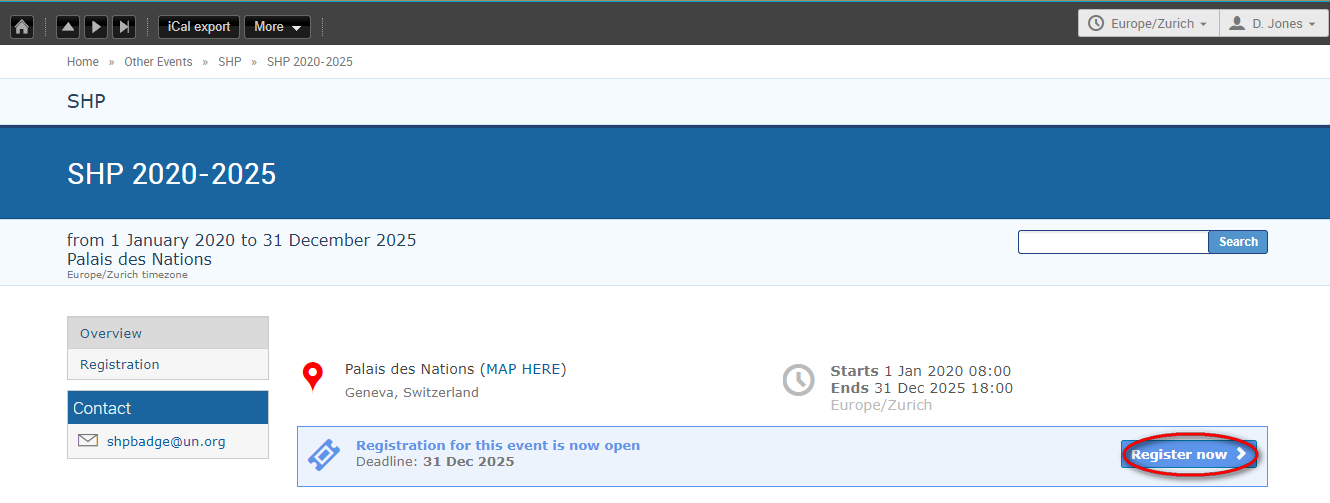
* In the **Reset your Indico password** dialogue pane, enter a new password respecting the criteria laid out. **Ensure to achieve 6 green check marks** ✓. Click **Change password** to save. The new password can be used to log in.



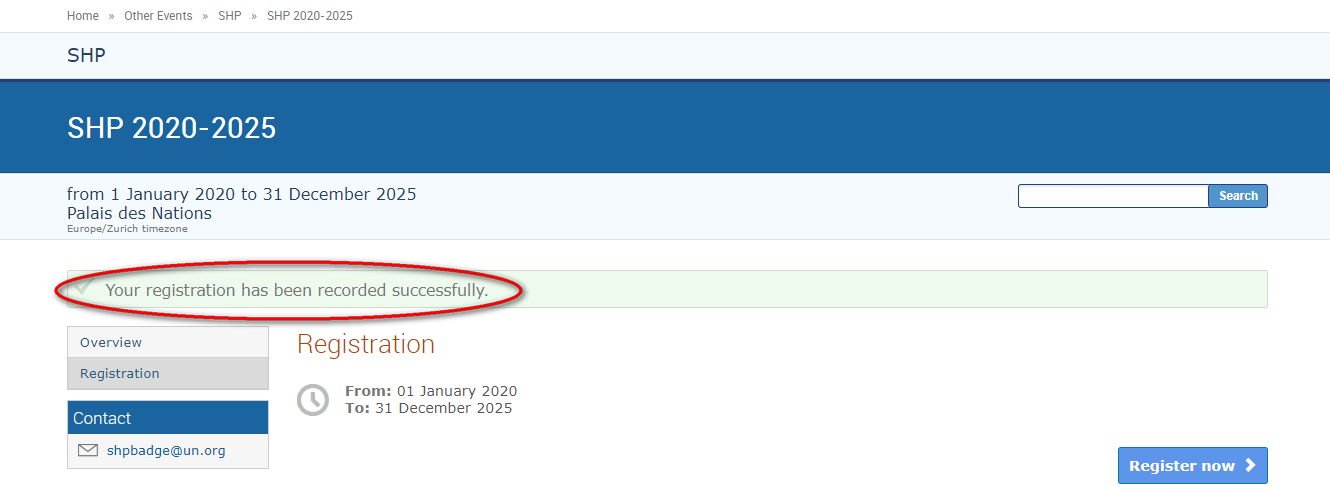
---END---

# 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.

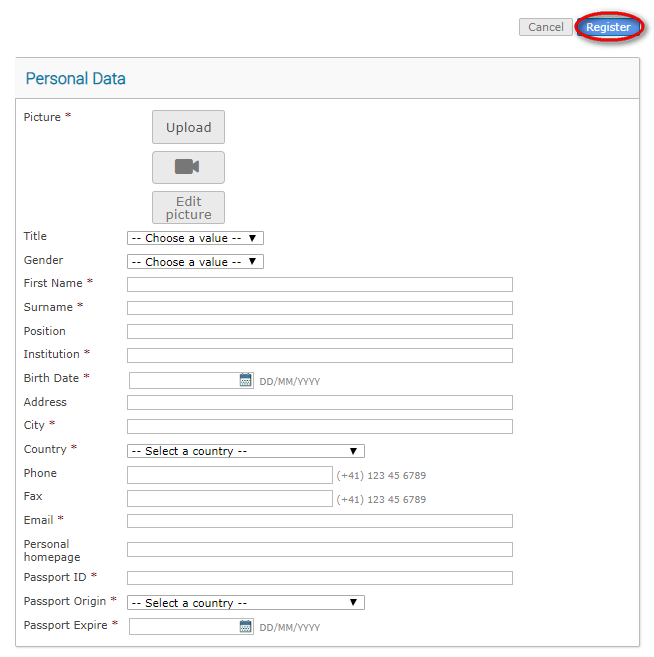


* When the registration form opens, read it carefully. Note, some personal data will already be replicated from your profile.
* Complete **ALL** mandatory fields marked with “**\***” (this includes uploading any documents that are deemed mandatory). Failing to complete the mandatory requirements will 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**



---END---

## eMail Notifications

### Registration Acknowledgement

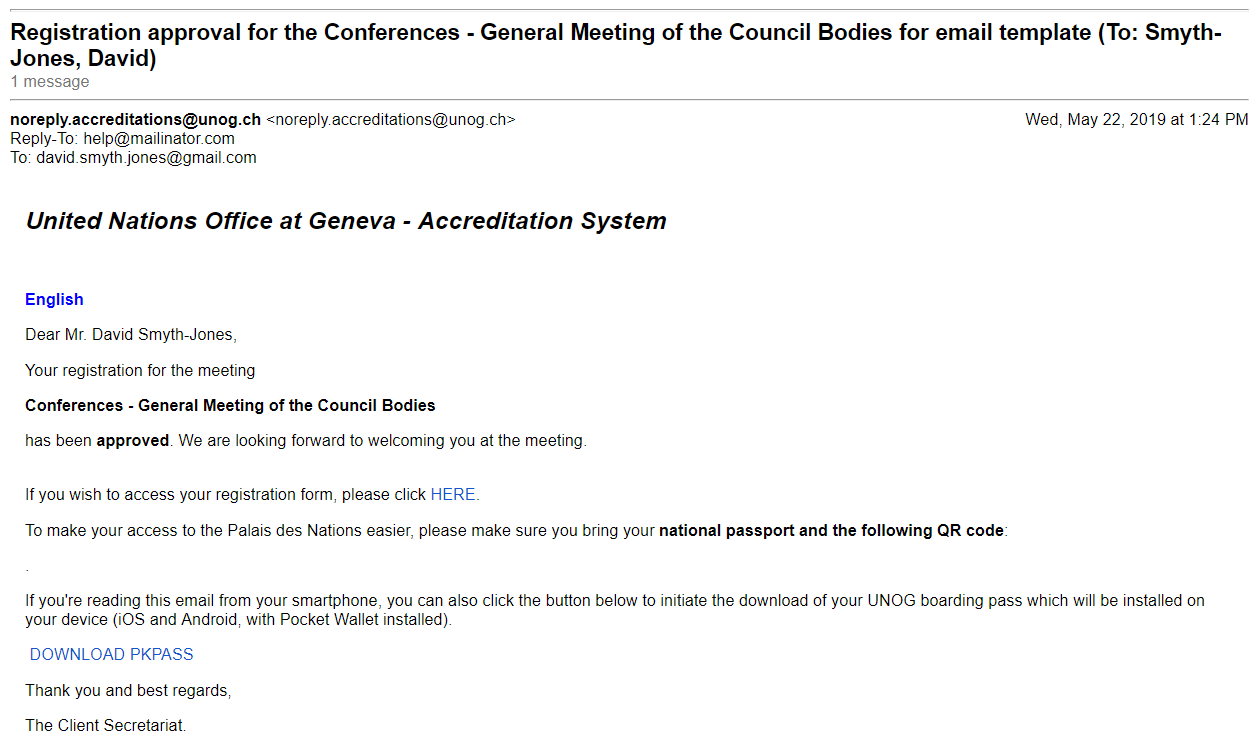
* Within minutes of submitting the registration form, an email notification is sent acknowledging receipt of your registration and confirming its pending status. Remember to check spam or junk folders for this email.

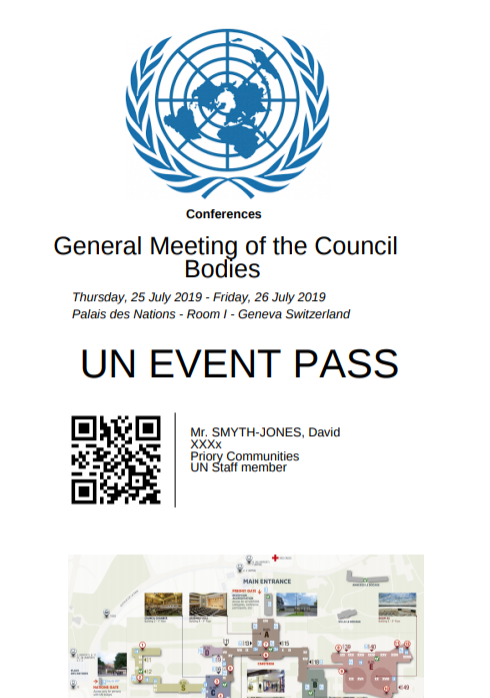
**Sample acknowledgement of receipt of a registration form**



### 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]](#footnote-2)
* 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.

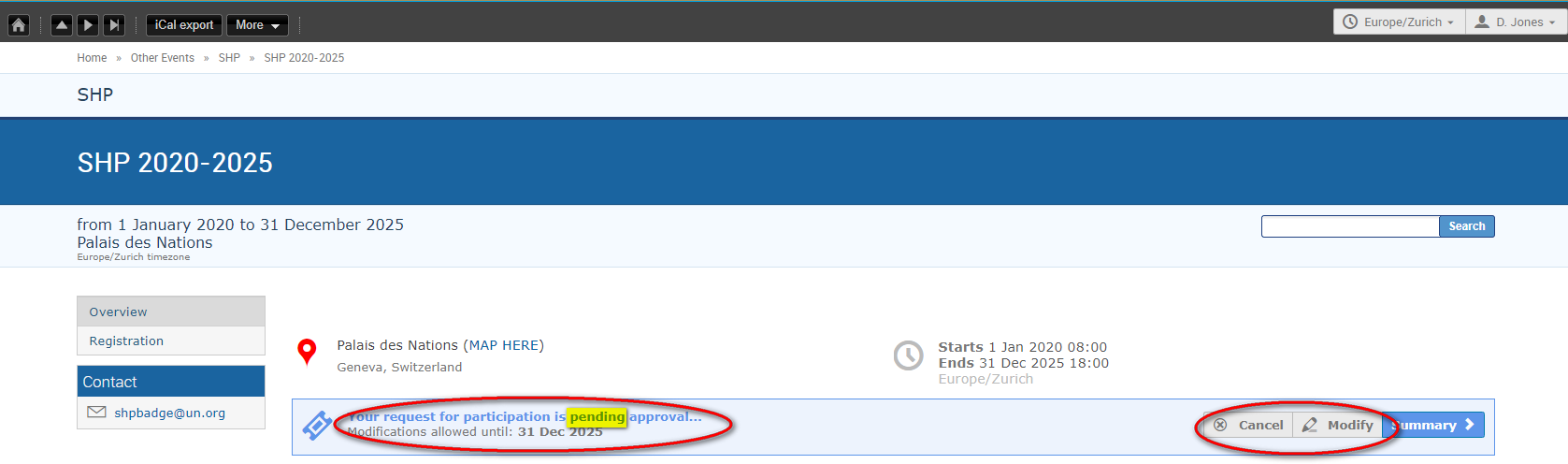
**Sample confirmation of approval email**

**Sample UN Event Pass**

# Modify or Cancel Your Registration

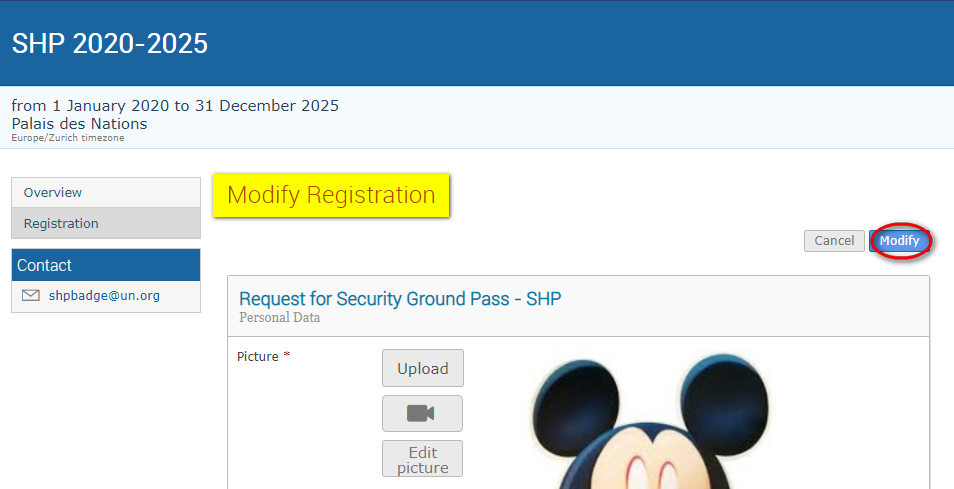
**You can only modify or cancel your registration when it is PENDING approval.**

* 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.



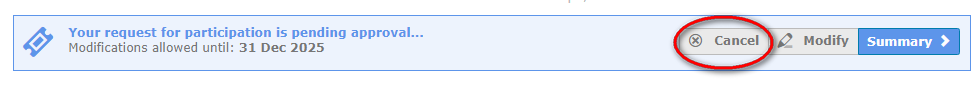
* The following message appears on screen to confirm the changes:



## Cancel Your Pending Registration

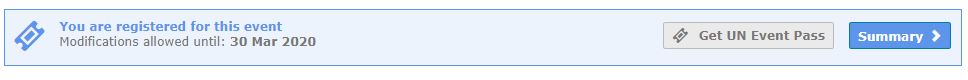
### Cancel your pending registration

* 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.



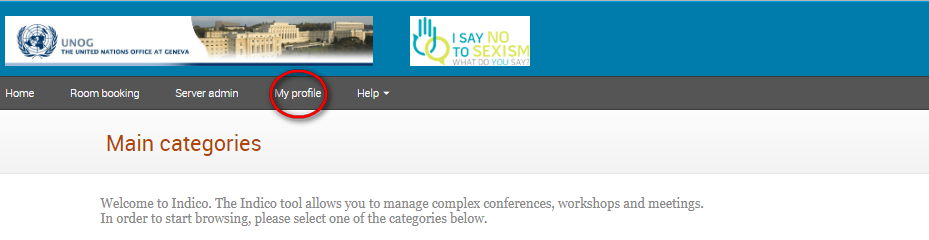
* For modifications, upon request the organizer can make the changes on your behalf **OR** reset the registration to **pending**. When it is back to pending you can make the changes as previously described and resubmit for approval.
* For cancellation, you should contact the organizer to cancel the registration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

--- END ---

# Print Your Approval eMail/Print UN Event Pass

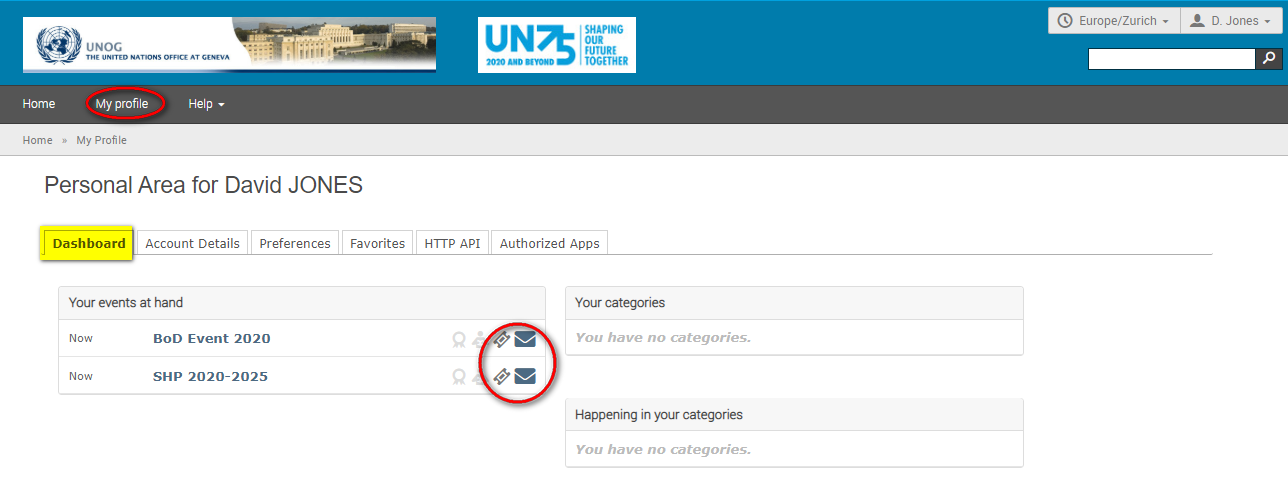
## Print Your Approval eMail

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



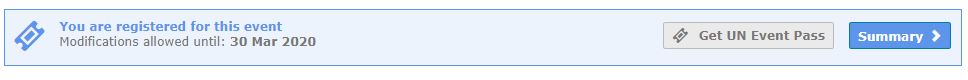
* In **the Personal Area** select the **Dashboard** tab.
* There, clicking the **envelope** icon beside the events you are registered for will open emails sent to you by the organizer.

**Dashboard tab**



## Print UN Event Pass

* If it has been enabled for an event, the UN Event Pass can be downloaded from the event page 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---

1. For cases where registrations are Rejected, the registrant should contact the event organizer directly should he/she wish to query the decision. [↑](#footnote-ref-2)