UNFCCC Online Registration System

Admitted Observer Organizations (IGOs & NGOs) User Manual

Release 2.1
May 2024
Table of Contents

1 Overview ............................................................................................................................. 3
  1.1 What the System does for you .................................................................................. 3
  1.2 What the System does ............................................................................................... 3
  1.3 What the System does NOT do ................................................................................. 3
2 Pre-requisites for using the System ................................................................................... 4
  2.1 Admitted observer organization contact details ......................................................... 4
  2.2 Participant details required ........................................................................................ 4
  2.3 Supported Software Configurations ........................................................................... 5
    2.3.1 Recommended Web Browser ................................................................................ 5
    2.3.2 Recommended Screen Resolution ........................................................................ 5
    2.3.3 Document Format .................................................................................................. 5
3 Nomination process for admitted observer organizations .................................................. 6
4 Guidelines for using the system effectively ........................................................................ 7
5 Special requirements for participation of minors ............................................................... 8
6 Instructions ......................................................................................................................... 9
  6.1 Accessing the system for the first time ...................................................................... 9
    6.1.1 Web address .......................................................................................................... 9
    6.1.2 Creating a new account in ORS ............................................................................ 9
    6.1.3 Creating a representative account ....................................................................... 19
    6.1.4 Deleting a representative account ....................................................................... 24
  6.2 Overview of the user interface ................................................................................. 25
  6.3 Step 1 - Nominate participants by the nomination deadline .................................... 26
    6.3.1 Nominating past participants ............................................................................... 27
    6.3.2 Nominating completely new participants ............................................................. 31
    6.3.3 Editing participant personal details ...................................................................... 35
    6.3.4 Removing participants from a delegation ............................................................ 36
  6.4 Step 2 - Wait for Quota ............................................................................................ 37
  6.5 Step 3 - Confirm participants by the confirmation deadline ..................................... 38
    6.5.1 Setting attendance dates ..................................................................................... 39
    6.5.2 Confirming participants ........................................................................................ 42
    6.5.3 Replacing participants ........................................................................................ 44
    6.5.4 Quota Increase Request ...................................................................................... 46
  6.6 Step 4 - Download Nomination Acknowledgement/Visa Support Letter ................. 49
    6.6.1 After the confirmation deadline has passed ........................................................ 52
    6.6.2 After the sessions have ended ............................................................................ 52
  6.7 Miscellaneous features ............................................................................................ 53
    6.7.1 Changing your password ..................................................................................... 53
    6.7.2 Resetting your password / requesting your login credentials .............................. 54
  6.8 Integrated Daily Badge System ............................................................................... 54
7 Security ............................................................................................................................. 55
1 Overview

1.1 What the System does for you

The UNFCCC Online Registration System facilitates communication between the Designated Contact Points (DCPs) / Heads of admitted observer organizations and the UNFCCC secretariat with the aim of enhancing the efficiency of the nomination process for UNFCCC sessions.

As a DCP / Head of organization, the primary objective when using the UNFCCC Online Registration System is to nominate, and once quota is allotted, to obtain a “Nomination Acknowledgement” document sent to each individual the IGO/NGO wishes to participate in a UNFCCC session as part of your organization’s delegation.

Each of the participants must bring their Nomination Acknowledgement document along with their valid passport or official and valid photo identification document to the session to collect their badge and enter the venue. This will make the registration of your participants at the venue much faster.

Until the DCP or the participants have downloaded these documents, the nomination process is NOT yet finished, and the participants will NOT be able to attend the session!

Note: If the participants are deregistered to the session by the DCP, the downloaded document will no longer be valid. Informing the respective participant upon deregistration to the session is solely the responsibility of the DCP!

The UNFCCC secretariat reserves the right to restrict access to sessions to ensure the health, safety, and security of all participants.

1.2 What the System does

The UNFCCC Online Registration System permits the Designated Contact Point (DCP) and the Head of an admitted observer organization to:

- Create a login account for the System, using the email address officially registered with the UNFCCC secretariat;
- Create a login account for their representative, so use of the System can be delegated if desired;
- Nominate individuals to participate in UNFCCC sessions;
- View and use the quota available to the organization, once it has been allocated by the UNFCCC secretariat;
- Replace nominated participants up to shortly before a session commences;
- Confirm the participation of nominated participants and download a “Nomination Acknowledgment” document for each confirmed and registered participant. The participant must present this document upon arrival at the session.

Use of the Online Registration System is not optional. All admitted observer organizations wishing to participate in a UNFCCC session are required to nominate and confirm their participants using the system.

1.3 What the System does NOT do

- The System does NOT give login permissions to participants. The Designated Contact Point/Head of Organization and individual holding a representative account are the sole link to the participants through the Online Registration System.

---

1 Should the number of nominations by admitted observer organizations exceed the capacity of the venue provided by the host country UNFCCC may be required to set quotas for the session. Consequently, a quota may not always be needed and when required, the quota size will change from one conference to another.
2 Pre-requisites for using the System

2.1 Admitted observer organization contact details

Before any member of an admitted observer organization can use the System, the organization’s contact details must be up to date with the UNFCCC secretariat, specifically the name and email address registered for the Designated Contact Point and/or Head of Organization. Existing processes must be used to update these contact details.

For admitted IGOs:  

For admitted NGOs:  

Should a change be necessary the updates will flow through to the Online Registration System within several working days after your request is received.

Please ensure you have gained access to the system well in advance of any deadlines! Failure to provide the secretariat with your up-to-date contact details in a timely fashion could prevent your organization from participating in UNFCCC sessions.

2.2 Participant details required

The following details are **required** to **nominate** an individual:

- Salutation
- Given Name
- Family Name
- Relationship to nominator
- Functional title
- Department
- Home organization
- Country of Nationality
- Country of Residence
- Residence City
- Badge Type
- Order in List of Participants
- Email Address

Before the nominee can be **confirmed** the following further details **must** be provided:

- Date of Birth
- Passport Number ONLY
- Badge Valid from
- Badge Valid thru

---

2 The UNFCCC secretariat has introduced updates to the registration of UNFCCC conference participants, with the aim to increase the transparency of participation in the UNFCCC process. Further details can be found here: https://unfccc.int/process-and-meetings/conferences/the-big-picture/changes-to-the-registration-system-and-process#
2.3 Supported Software Configurations

2.3.1 Recommended Web Browser
The system has been tested with the following web browsers:

- Chrome
- Microsoft Edge
- Mozilla Firefox

Other browser versions and types may also work however if you have problems, please try one of the browsers listed above. Mozilla Firefox can be downloaded free of charge from http://www.mozilla.com/firefox

JavaScript must be enabled.

2.3.2 Recommended Screen Resolution
The recommended screen resolution is 1280x1024. The system should still be usable at lower screen resolutions however it is recommended to use a higher resolution when possible.

2.3.3 Document Format
The System generates documents in Adobe PDF format and has been tested with Adobe Reader. Adobe Reader software can be downloaded free of charge from http://get.adobe.com/reader
### 3 Nomination process for admitted observer organizations

The table below summarizes the nomination process from the perspective of admitted observer organizations. Note that the timeline is indicative only, and may change depending upon when sessions are notified.

<table>
<thead>
<tr>
<th>Step</th>
<th>Indicative Timeline</th>
<th>Action(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Approximately three to four months prior to a session.</td>
<td>UNFCCC posts the official notification for an upcoming session at <a href="http://unfccc.int/parties_and_observers/notifications/items/3153.php">http://unfccc.int/parties_and_observers/notifications/items/3153.php</a> The Online Registration System is opened for nominations for this session. Admitted Observer Organizations nominate participants to participate in the session simply by adding them to their delegation using the Online Registration System.</td>
</tr>
<tr>
<td></td>
<td>Approximately two to three months prior to a session</td>
<td>Nominations close.</td>
</tr>
<tr>
<td>2</td>
<td>Approximately two to three weeks later</td>
<td>UNFCCC allocates quotas to determine the number of individuals per observer organization that can participate in the session.</td>
</tr>
<tr>
<td>3</td>
<td>...</td>
<td>Admitted observer organizations may now replace nominations, within their allocated quota. Admitted observer organizations confirm nominations, one-by-one, or all at the same time. UNFCCC processes the confirmation and an email containing a confirmation link is sent to the participant. Participants access the confirmation link to download the acknowledgement/visa letter. Depending on the conference setting, they may get prompted to provide further details before the download option is available. Admitted observer organizations and participants download “Acknowledgement of Nomination”.</td>
</tr>
<tr>
<td>4</td>
<td>Approximately one week before the session</td>
<td>Confirmation period closes (For each session please check the deadline in the published notification to observers) UNFCCC processes confirmed participants in preparation for the conference. Admitted observer organizations and registered participants may still download “Acknowledgement of Nomination”.</td>
</tr>
</tbody>
</table>

Registration for session open | Participants arrive at the session venue with their Acknowledgement of Nomination letter and valid passport or nationally approved photo identification document. |
4 Guidelines for using the system effectively

Please help us to help you by observing the following guidelines:

- Please **take note of the nomination and confirmation deadlines** communicated by the UNFCCC secretariat for each session. The system will strictly enforce these deadlines.

- Please **complete your work well in advance of each deadline**, so that if there are technical issues there will be time to rectify the problem.

- The system is likely to be very busy shortly before a session, therefore, to make the experience as easy and fast as possible please **confirm as soon as you feel comfortable doing so**. There may be delays processing confirmations that are received immediately before the deadline and your participants will not be able to participate in the sessions until this processing is complete.

- If you are sure one of your nominees will not attend, please remove the nomination.

- Please **ensure that the number of individuals you nominate is as accurate as possible**, so that the limited capacity available can be shared fairly between all of the organizations wishing to participate. **Note that the system will detect significant deviations between nominations and actual attendance and this information may be used in future to determine quota allocations.**

- **Communication Tab:** Is the only and effective way to respond to all registration issues, therefore, all requests regarding registration should be submitted in the communication tab. The Communication tab is the official channel for registration related queries. DCPs are encouraged to contact the secretariat exclusively through this channel. The options under the tab are:
  - **Replacement request:** It is a feature in the Communication tab that allows DCPs to make changes into the delegation when delegates are confirmed and need to be replaced.
    1. Can be used after quota is issued and before confirmation deadline, with no restrictions, including adding new names;
    2. Can be used after confirmation deadline (subject to approval), to replace a confirmed individual by another individual.
    3. Cannot be approved without quota or if quota was set 0.

    You may make replacements, within your allocated quota, until approximately one week before the conference commences (this will be communicated for each session).
  - **Other:** Can be used for general questions.
  - **Quota increase:** Request to increase number of delegates in your delegation.
  - **Extend attendance dates:** Only if quota allows.
5 Special requirements for participation of minors

Representatives to UNFCCC sessions must be at least 16 years of age. An individual is considered to be a minor if he/she is under 16 years of age on the first day of the session. Younger representatives may be registered subject to the following terms and conditions:

1. Anyone below 16 years of age (hereinafter referred to as the “minor”) nominated by an NGO/IGO shall be accompanied by a chaperone at all times. The chaperone must be 21 years of age or older.

2. Unaccompanied minors below the age of 16 will not be permitted access to UNFCCC venues.

3. Both the minor and the chaperone shall be part of the allotted quota of the respective NGO/IGO. No additional badges for either the chaperone or the minor will be allocated or issued.

4. At the time of registration of the minor, each chaperone must sign the appropriate Release and Waiver of Liability, Assumption of Risk and Indemnity form assuring consent of the parent(s)/legal guardian(s) of the minor and assuming full responsibility of the minor during their custody at the UNFCCC venues. The form is available for download on the following web page: https://unfccc.int/documents/63808

5. Should the minor violate any provision of UNFCCC guidelines for participation, both the minor and the chaperone will face the same consequences.

6. Should such consequences result in confiscation of badges, the NGO/IGO will not be allowed to nominate additional individuals in place of the de-badged minor and chaperone for the remainder of the conference/meetings.

7. Should the chaperone violate any provision of UNFCCC guidelines for participation, the chaperone will face the consequences.

8. Should such consequences result in confiscation of the badge of the chaperone, then another chaperone from among the registered representatives of that NGO/IGO shall assume responsibility of the minor by signing the appropriate Release and Waiver of Liability, Assumption of Risk and Indemnity form in order for the minor to continue participation in the conference/meetings. In the absence of a registered chaperone the minor will not be allowed to participate in the conference/meetings and the concerned NGO/IGO will be requested to remove the minor from the UNFCCC venues.
6 Instructions

6.1 Accessing the system for the first time

6.1.1 Web address
https://onlinereg.unfccc.int/

6.1.2 Creating a new account in ORS

1. Click ‘create new account’, at the very top left of the screen.

![Create new account](image1)

2. Click on ‘I am representing Admitted NGO, Admitted IGO, Party or UN/Specialized agency’.

![Organization type](image2)
3. Enter the name of your organization. The system will make suggestions if you pause after typing a few characters.

Click ‘search’ once you have entered your search criteria.
4. Confirm the organization name listed is correct and click on ‘Select and continue’. Note that there may be more than one organization listed with a similar name, so be sure you select your own organization.

5. If your organization has registered contact details with the secretariat, this next screen will give you two or three options. If the Head of Organization and DCP are the same person there will only be two options. Select the option that best describes your situation and click on ‘continue’.
Note that if the secretariat has no contact details at all for your organization you will see the screen below.

If you are the DCP and your name was not listed this is what you will see when you select this option. You can use the forms provided to update your contact details (see 2.1). Once UNFCCC receives your updated form, it will take several working days for the update to flow through to the Online Registration System.
6. Tick the check box to confirm your identity, enter your registered email address, retype the security code displayed on the screen, read and tick the check box to agree to the ‘Guidelines and Policies for Participation’ and click “Continue”.

NOTE: The security code is designed to protect the system from some forms of malicious attack. If you cannot read the code that is displayed, simply refresh your browser and another code will be displayed.

The system will display a message “Invitation email to XXX has been sent. Please check your inbox” and return to the ‘Please choose your organization type’ screen as shown below. Note that the green message bar displays information about the actions performed using the system.

To continue go to your email address and follow the instruction included in the email sent to you.
7. An email from UNFCCC online registration (onlinereg@unfccc.int) should soon arrive in your email account (see sample email below). Please check the spam folder in case the email has populated there. This email contains an activation link to continue with the registration. Click on “this link”.

From: UNFCCC Online Registration <onlinereg@unfccc.int>
Sent: Monday, 6 February, 2023 13:00
To: NGO-A DCP <dcp@ngo-a.unfccc.int>
Subject: Invitation to open focal point account on the UNFCCC Online Registration System

Invitation to open focal point account on the UNFCCC Online Registration System

Dear Mr. NGO-A DCP,

You are receiving this notification because you are registered as Designated Contact Point / National Focal Point of NGO-A in UNFCCC Online Registration System.

This is to inform you that somebody has requested creation of your account in the UNFCCC Online Registration System.

If you have not requested account creation or you do not want to open an account, simply ignore this email. There is no need to contact UNFCCC.

Please use THIS LINK to activate your account.
This invitation will expire after 72 hours.

If you choose to accept this invitation, you will be given a login account for the UNFCCC Online Registration System on behalf of NGO-A.

Kind regards,
UNFCCC secretariat

*** This is an automated email. Please do not reply to it. ***
8. When you click on “this link” contained in the email, it will open a dialog screen as shown below and ask you to pick and answer a secret question. Enter the answer to the secret question and click on “Save settings”.

![Dialog screen with secret question and answer]

The system will display a message “A login account has been created. An e-mail notification with login credentials has been sent to you”.

![Welcome message]

---

Page 15 of 55
9. An email from UNFCCC online registration (onlinereg@unfccc.int) should soon arrive in your email account (see sample email below). This contains your login credentials.

```
From: UNFCCC Online Registration <onlinereg@unfccc.int>
Sent: Monday, 6 February, 2023 13:29
To: NGO-A DCP <dcp@ngo-a.unfccc.int>
Subject: Your login credentials

---

Your login credentials

Dear Mr. NGO-A DCP,

You have successfully registered a new account in the UNFCCC Online Registration system.

Below are your login credentials:

Login: dcp@ngo-a.unfccc.int
Password: Dq710

Please use THIS LINK to log in.

Kind regards,
UNFCCC secretariat

*** This is an automated email. Please do not reply to it. ***

---
```
Use the link provided in the email or, go to the website (https://onlinereg.unfccc.int/) and click on ‘Log in’ in the upper left to continue.

10. Enter your Login name (this is your email address) and password from the email and click ‘Log in’.
11. To choose the meeting you want to work on, click on the “Select the meeting you are applying to attend” and “Save and continue”

The system will display the messages that the default meeting and delegation has been changed and redirect to the ‘Account settings’ tab as shown below. Now you are ready to begin creating the nominations!
6.1.3 Creating a representative account

The DCP / Head of an organization can create and delete ‘representative accounts’ via the Account Settings tab once they have successfully logged in. A representative account can do everything a DCP / Head account can do, except for creating other representative accounts. Individuals holding a representative account will not receive the email notifications sent by the Secretariat to the DCP and Head of the organization. Note: Please only create representative accounts for your trusted representatives and delete them when they are no longer required. You are responsible for your representative accounts.

1. Go to the “Account Settings” tab and click on “Create new representative account”

2. Enter the representative’s salutation, first name, last name, email address twice and click “Save and Continue”.
The system will display a message “Invitation email to XXX has been sent. This invitation must be accepted by the representative within 72 hours” and return to the “Account Settings” screen as shown below.

To continue the representative should follow the instruction included in the email sent to them.

3. An email from UNFCCC online registration (onlinereg@unfccc.int) will arrive in the representative’s email account (see sample email below). Please check the spam folder in case the email has populated there. This email contains an activation link to continue with the registration. Click on “this link”. Note that the DCPs will simultaneously receive a
separate email notifying them that a representative account for their organization has been created.

4. When you click on “this link” it will open a dialog screen as shown below and ask you to pick and answer a secret question. Enter the answer to the secret question and click on “Save settings”.  

---

From: UNFCCC Online Registration <onlinereg@unfccc.int>
Sent: Wednesday, 13 February, 2023 10:57
To: Juanita Timme <j.timme@ngo-a.unfccc.int>
Subject: Invitation to open a representative account on the UNFCCC Online Registration System

---

Invitation to open a representative account on the UNFCCC Online Registration System


Dear Ms. Juanita Timme,

Designated Contact Point / National Focal Point of NGO-A (Mr. NGO-A DCP) invites you to become his/her representative for the UNFCCC Online Registration System.

Please use THIS LINK to activate your account.
This initiation will expire after 72 hours.

If you do not want to open a representative account, simply ignore this email. There is no need to contact UNFCCC.

If you choose to accept this invitation, you will be given a login account for the UNFCCC Online Registration System on behalf of NGO-A.

Kind regards,

UNFCCC secretariat

*** This is an automated email. Please do not reply to it. ***
The system will display a message "A login account has been created. An e-mail notification with login credentials has been sent to you".
5. An email from UNFCCC online registration (onlinereg@unfccc.int) should soon arrive in the representative’s email account (see sample email below). This contains the login credentials. Use the Login name (this is your email address) and password from the email to log in.

From: UNFCCC Online Registration <onlinereg@unfccc.int>
Sent: Wednesday, 13 February, 2023 11:11
To: Juanita Timme <j_timme@ngo-a.unfccc.int>
Subject: Your login credentials

Your login credentials

Dear Ms. Juanita Timme,

You have successfully registered a new account in the UNFCCC Online Registration system.

Below are your login credentials:

Login: j_timme@ngo-a.unfccc.int
Password: kjb3s2PD
Please use THIS LINK to log in.

Kind regards,
UNFCCC secretariat

*** This is an automated email. Please do not reply to it. ***

NOTE: It is very common that individuals holding a representative account then become the DCP / Head of the organization. It is important to note that not deleting the representative account of the individual prior to becoming a DCP / Head, will create extensive delays on accessing the system as the email address of the incoming DCP / Head is blocked by the representative account. Please delete the representative accounts of individuals who will become the DCP/Head of the organization especially when identical email address is used for the account of the DCP/Head.
6.1.4 Deleting a representative account

The DCP / Head of an organization can delete “representative accounts” via the “Account Settings” tab once they have successfully logged in.

1. Go to the “Account Settings” tab and click on “Delete account” for the respective representative. This will prompt a confirmation message. Then click on “OK”.

2. The system will display a message “Login account has been deleted. Your counterpart will be notified on your decision”. An email notifying the respective representative that their login account has been deleted will be sent to their email account.
6.2 Overview of the user interface

This section briefly introduces some key elements of the website by looking at its most important part, the “My delegation” tab.
6.3 Step 1 - Nominate participants by the nomination deadline

The first step in the process is to nominate your participants for a meeting. This task must be completed before the nomination deadline has passed. The most important thing to get right at this stage is the total number of participants you wish to attend the meeting. There is no need to overestimate your requirements as the individual participants can be changed up until the participant is confirmed or the confirmation deadline has passed. This is achieved simply by listing them in the “My delegation” tab for a meeting.

Please make sure the environment is in the correct meeting by using the “meeting drop-down menu” on the top right.

Participants can be nominated for a meeting by reusing the records of participants from past meetings (the system contains data from the last 5 years onwards) or by creating new participants. Always use existing participant records when possible.
6.3.1 **Nominating past participants**

1. Select the “All Participants” tab to display all the participants from previous meetings (from the last 5 years onwards).

2. Nominate individual participants for a meeting by clicking the “Add to delegation” buttons.

Alternatively, more than one participant can be transferred at a time by selecting the checkboxes on the left and clicking the “Transfer Participants” button.
3. Select the badge type appropriate to the participant(s) you wish to nominate and click on ‘continue’.

4. The results of your request are displayed in the green banner at the top of the screen. The “Action” column in the “All participants” list now shows which participants are already included in your delegation.
Successfully transferred: Ms. Ramcoz Basnet, Mr. Santhosh Jackson, Mr. Martin Ngoufo Ngumou, Mr. Kirill Sergeevich to the meeting UN Conference 2023
06 Mar 2023 16:15 CET

### All participants

<table>
<thead>
<tr>
<th>Salutation</th>
<th>First / Last name</th>
<th>Birth date</th>
<th>Email</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms.</td>
<td>Ramcoz Basnet</td>
<td>1979-03-02</td>
<td><a href="mailto:ramcoz.b@unfccc.org">ramcoz.b@unfccc.org</a></td>
<td>Already in delegation</td>
</tr>
<tr>
<td>Mr.</td>
<td>Santhosh Jackson</td>
<td>1995-02-19</td>
<td><a href="mailto:santhosh_j@yandex.com">santhosh_j@yandex.com</a></td>
<td>Already in delegation</td>
</tr>
<tr>
<td>Sr.</td>
<td>Eva Liners Vitamizar</td>
<td>1997-07-07</td>
<td><a href="mailto:elv@unfccc.org">elv@unfccc.org</a></td>
<td>Add to delegation</td>
</tr>
<tr>
<td>Mr.</td>
<td>Martin Ngoufo Ngumou</td>
<td>1990-12-09</td>
<td><a href="mailto:martin_m@unfccc.org">martin_m@unfccc.org</a></td>
<td>Already in delegation</td>
</tr>
<tr>
<td>Mme</td>
<td>Schine Damir</td>
<td>1997-09-23</td>
<td><a href="mailto:dsd@unfccc.org">dsd@unfccc.org</a></td>
<td>Add to delegation</td>
</tr>
<tr>
<td>Mr.</td>
<td>Kirill Sergeevich</td>
<td>1995-02-02</td>
<td><a href="mailto:kirill@sergeevich.de">kirill@sergeevich.de</a></td>
<td>Already in delegation</td>
</tr>
<tr>
<td></td>
<td>Juanita Timme</td>
<td>1986-04-05</td>
<td><a href="mailto:j.timme@unfccc.org">j.timme@unfccc.org</a></td>
<td>Add to delegation</td>
</tr>
</tbody>
</table>

Transfer Participants:
5. Click on the “My delegation” tab to view your delegation. Note that:
   - In ORS, the order of your participants in the LOP (List of Participants) for your delegation will be set to 999 by default. Please update this to reflect the order in which your participants should be listed in the official list of participants that will be prepared for the sessions. Participants given the same “Order in LOP” value will be listed in alphabetical order by last name within a registration type. By protocol order the head(s) of the delegation (‘Observer - IGO head’ or ‘Observer - NGO head’) go automatically to the top of the list. This is followed by ‘Observer - IGO’ or ‘Observer - NGO’.
   - The red warning messages “Participant Details” under the “Data still required?” column indicate that more information must still be added for these participants. This will initially be the case for all past participants as some mandatory information such as relationship to nominator, nationality, date of birth and passport number will be collected for the first time by the updated system.
6.3.2 Nominating completely new participants

1. Click on the ‘Add a new participant’ button at the bottom of the “My delegation” tab.

2. It will open a dialog screen as shown below and ask you to pick an option. Click on “Add a completely new participant”. Note that it is possible to skip this step by ticking on the checkbox “Do not show this message next time”
3. Enter the participant’s personal details. Note that the salutation, first name, last name, relationship to nominator, functional title, department, home organization, country of nationality, country of residence, residence city, badge type, order in list of participants and email address are mandatory fields prior to the nomination deadline.

However, the rest of the details must be provided before the participant can be confirmed. If you are unsure what to put in a field point your mouse on the [?] symbol, for a more detailed explanation.

Please enter all information in mixed case, e.g. “John Smith”, not “JOHN SMITH” or “john smith”.

Note that the personal details added for the participant must exactly match the official identification document the participant will present upon arrival at the sessions.

If there is only the first name in the passport, the system also offers a “No last name in the passport” check box in the create/update participant page.

The email address provided for each participant needs to be unique, i.e. a personal, secure email for each participant to access online services and to receive the acknowledgement letter.

Relationship to nominator, functional title, department and home organization are mandatory fields as the UNFCCC secretariat considers this information will help enhance the overall transparency of participation in the UNFCCC process and encourages all conference participants to provide this information. Note that in cases where participants choose not to provide the information, that choice will be reflected in the List of Participants published for the conference. FAQs on this can be found here: https://unfccc.int/process-and-meetings/conferences/the-big-picture/changes-to-the-registration-system-and-process#What-information-will-be-disclosed-publicly-1

For the participant’s home organization, department and functional title please enter the full official names/titles in English, if an official English name exists. Please do not use acronyms or abbreviations.

When you are done, click the “Save and Continue” button at the bottom of the screen.
4. The “My delegation” tab is re-displayed, with the new participant nominated.
6.3.3 Editing participant personal details

The personal details for each participant can be edited by clicking on the “Edit” button in the “Action” column on the “My delegation” tab. You may need to do this to complete or correct a participant’s personal details as you collect the information required. If some details have not been completed, a red warning message “Participant Details” will be displayed in the “Data still required” column of the “My delegation” overview.

Figure below:

- A delegate can only be confirmed (section 6.5) for a session if all required details are provided: All details showing a red asterisk are required.
- Some details can be updated after the delegate has been confirmed: All white enabled fields can be updated by the DCP. The acknowledgement letter will automatically reflect the changes (section 6.6).
- In case the grey fields Given Name and Family Name need to be updated, the DCP is requested to submit a message in the Communication tab. Once changes are processed by the secretariat, they will automatically be reflected in the acknowledgement letter (section 6.6).
6.3.4 Removing participants from a delegation

Unconfirmed participants can be removed from your delegation by clicking on the “Remove” button in the “Action” column on the “My delegation” tab.

Note that it is not possible to remove a participant while UNFCCC are in the process of allocating quota.
6.4  Step 2 - Wait for Quota

Once the nomination deadline has passed, the UNFCCC will allocate quota to ensure the number of nominations does not exceed the capacity of the venue provided by the host country. Please be informed that quota is calculated upon overall number of nominations received, past engagement history, available venue capacity, any applicable health, safety, and security regulations, among other factors.

The quota allocation process may take over a week. **During this time, it is not possible to add/remove participants to/from a delegation.**
6.5 Step 3 - Confirm participants by the confirmation deadline

Once the UNFCCC has allocated quota you are able to confirm exactly who will be participating as part of your delegation. Before a participant can be confirmed, however:

- The participant’s attendance dates must be set and saved.
- The participant’s personal details must be completed.

The “Data still required” column clearly displays what remains to be done. The “Confirm” button is only enabled once all required tasks are complete.
6.5.1 Setting attendance dates

Once quota has been allocated, the “Attendance” column on the “My delegation” tab shows the number of quota allocated to your organization. This column is used to specify which of your nominated participants will be attending the sessions, and when. This column contains one or more attendance period that together make up the whole of the sessions.

For larger sessions such as a COP, when two or more attendance day/s are displayed, it is possible to maximize your organization’s participation numbers. For each delegate, individual attendance day of the conference is available for the DCP to select on the ORS interface, once the quota has been allocated during the confirmation period. In the past, this was done per week. The improved interface allows the DCP to distribute the allocated quota among the delegates for each day of the conference. The DCP can allot one or more (consecutive) days to one delegate, as long as the number of delegates on any given day does not exceed the allotted quota. (see section 6.8)

Note that for smaller sessions/meetings, there could be only one period as shown below.
1. Tick the Attendance checkbox for each of the participants that will attend a given period of the sessions. The system will only allow you to select participants up to your allocated quota. The remaining quota displayed at the top of the column decreases as you tick the checkboxes.

2. Click the “Save attendance dates” button at the bottom of the screen when you are done.

3. Note that the “Attendance Dates” message in the “Data still required” column is no longer displayed for the first two participants, however their “Participant details” are still incomplete and the “Confirm” button is therefore still disabled. The personal details of the participants must be completed to enable their “Confirm” buttons.

4. Once the participant details have been completed, the “confirm” button gets enabled (as shown below)
5. Continuing the example, in the screenshot below the attendance dates have been set and the personal details completed for three nominated participants, using up the allocated quota.
6.5.2 Confirming participants

1. To confirm a participant’s attendance, simply click the “Confirm” button for that participant. This will prompt a dialog box informing that further editing of certain personal details will only be possible via a request in the Communication tab (as shown below). Ensure that all the details are correct before confirming and click on “OK”.

Note that each delegation must have at least one delegate assigned the registration type ‘Observer - NGO/IGO head’. The head of delegation is not necessarily the Director/DCP/Head of the organization. However, it is the person responsible for the delegation and the secretariat’s counterpart during the session, apart from the focal point/DCP here in ORS.

Hence, before you can confirm regular delegates, you need to confirm at least one ‘Observer - NGO/IGO head’ first.
2. After confirmation, the participant cannot be removed from your delegation unless the delegate is replaced (section 6.5.3). Part of the allocated quota has been permanently consumed. The status column indicates that the participant has been confirmed and is pending UNFCCC processing. Processing will often be automatic, and the status will change to “Registered” in the following hours. However in some cases manual processing will need to be performed by UNFCCC. Once the status changes to “Registered” an acknowledgement/visa letter will automatically be generated and sent to the unique email address the DCP provided for the delegate.

3. In the screenshot below more of the participants have been confirmed. They are all pending UNFCCC processing.
4. Once UNFCCC processing has been completed, the “Status” column will normally change to “Registered” and the “Nomination Acknowledgement” button will be enabled. Almost there!

6.5.3 Replacing participants

Prior to confirmation:

Before you confirm a participant and prior to the confirmation deadline as noted on the top left of the “My delegation” tab, it is possible to edit the personal details of a participant (section 6.3.3), adjust attendance dates (section 6.5.1), or even remove the participant from your delegation completely (section 6.3.4).

If you need to replace a participant completely, you may remove that participant from your delegation and add a new participant, either by transferring an existing participant from the “All Participants” tab or by creating a completely new participant.

After confirmation:

In case a confirmed participant shall be replaced by another participant in draft, the DCP can do so by selecting the corresponding slot in the Communication tab. Prior to the confirmation deadline, if quota is still available, the DCP can create a new participant that shall replace the confirmed one. A confirmed delegate can be removed from a delegation by submitting a request to the UNFCCC via the Communication tab.

Note that the option to select ‘replacement request’ for “type” under the communication tab will only appear when there is at least one confirmed participant in the delegation.

1. Go to communication tab. Under "type" you will find a drop-down with multiple options. Click on “Replacement Request”.

![Image of the user interface for managing participants]
The system loads three mandatory fields to be provided. Firstly, select from the list of options which confirmed participant should get replaced. Secondly, select from the list of participants in draft who will replace the confirmed participant. If the participant you want to appoint does not appear in this list, make sure that all the required personal details is provided for this participant. Thirdly, indicate the total period you would like to request attendance for the participant in draft. It also offers an optional section to post a reason for the replacement request. Once completed, click on “Save and continue”.
Once UNFCCC receives your replacement request, it may take a few working days for a decision to be made, as it requires manual processing to be performed by UNFCCC. When the status changes to “Registered” an acknowledgement/visa letter will automatically be generated and sent to the unique email address of the participant.

6.5.4 Quota Increase Request

The DCP may submit a “Quota Increase Request” via the Communication tab. Please be informed that quota is calculated upon overall number of nominations received, past engagement history, available venue capacity, any applicable health, safety, and security regulations, among other factors. Note that given the demand, we consider each request individually based on the justification provided.
1. Go to Communication tab. Under "type" you will find a drop-down with multiple options. Click on "Quota Increase Request".

The system loads the mandatory fields to be provided. Please indicate the number of quota increase needed.

It also offers a section to post a reason for the quota increase request. Under "Reason", kindly provide a justification for why the quota increase is needed. Once completed, click on "Save and continue".
Once UNFCCC receives your request, it may take over a week for a decision to be made.
6.6 Step 4 - Download Nomination Acknowledgement/Visa Support Letter

1. Click on the “Nomination Acknowledgement” button to download the “Acknowledgement of Nomination/UNFCCC Visa Support Letter” document for a registered participant.

All changes that are processed in ORS by the DCP or upon request by the secretariat (e.g. personal details or registration type of the delegate) will automatically be reflected in the acknowledgement/visa letter.

More than one acknowledgement/visa letter can be downloaded at one time (as shown below) by selecting multiple participants using the checkboxes on the left of the screen and clicking the “Download nomination acknowledgements” button at the bottom of the screen.

Note that before the download option for the Acknowledgement of Nomination/UNFCCC Visa Support Letter is available, the DCP or the respective participant will have to access a confirmation link. Depending on the conference setting, they may get prompted to an interface to provide further details.
It is the sole responsibility of the DCP to ensure that participants are aware of their assigned attendance dates, especially in cases where the initial attendance date has been changed for some reason (e.g., Integrated Daily Badge System). When approaching the registration counter, each participant must bring their Nomination Acknowledgement document (sample shown below) along with their valid Passport or official and valid photo identification document to the session to collect their badge and enter the venue. This makes the registration of your participants at the venue much faster.
ACKNOWLEDGEMENT OF PARTICIPANT’S NOMINATION / UNFCCC VISA SUPPORT LETTER

This is to acknowledge that a Designated Contact Point (DCP) nominated the individual to attend the meeting session UN Conference 2023, Bonn, Germany, from 05 Jun 2023 to 16 Jun 2023 as specified below.

Full name: Mr. Santhosh Jackson

Date of Birth: 18 Jul 1980

Organization: NGO-C

Registration type: Observer-NGO

Document identification number: 0011100P29329486C

Country of Nationality: Germany

Attendance starts: 05 Jun 2023

Attendance ends: 16 Jun 2023

The above mentioned organization has been admitted as an observer organization to the sessions of the Convention.
6.6.1 After the confirmation deadline has passed

Once the confirmation deadline, as noted on the top left of the “My delegation” tab, has passed it is no longer possible to confirm participants directly. Please note that it is still possible to download documents for registered participants.

Unconfirmed participants will NOT be able to participate in the sessions.

Confirmed participants will NOT be able to participate until they have been processed by UNFCCC and their status has become “Registered”. There may be delays processing participants who are confirmed immediately before the confirmation deadline, due to the volume of processing UNFCCC will be required to perform. It is therefore recommended that you confirm earlier when this is possible.

6.6.2 After the sessions have ended

After the sessions have ended, you can view the final status of your nominated participants under the “My delegation” tab. The records of a confirmed participant cannot be deleted once a badge has been activated or a conference is over. The participants are saved and can be reused by transferring them to a future meeting.
6.7 Miscellaneous features

6.7.1 Changing your password

Please change your password as soon as possible after you log in for the first time and after requesting a password reset. This can be done on the “Account settings” tab, simply update the fields “New Password” and “Confirm” and click “Save Settings”.

Note that the new password should be at least 8 characters long and contain at least one digit and one special character (for example !, ~, ?).

This password will be used each time you receive notification to nominate participants. You will not need to create a new login for each session.
6.7.2 Resetting your password / requesting your login credentials

If you forget your password, you can request a password reminder from the login screen.

1. Enter your e-mail address and click “Continue”.

2. Enter the answer to your secret question and click “Continue”. You will receive an email containing a new temporary password. Please log in and change your password as soon as you receive this email.

6.8 Integrated Daily Badge System

The User Manual for the Integrated Daily Badge System can be found here:

https://unfccc.int/documents/632566
7 Security

To ensure the security of your data please observe the following guidelines:

- When you request access to the system for the first time or reset your password you will be sent an email containing a password. Always log in to the system and change this password.
- If you choose to record your password somehow, please secure the record appropriately.
- Do not share logins and passwords. The system allows you to create an account for your representative.
- Please only create a representative account for a person you trust to represent you and delete the account when it is no longer required. You are responsible for the actions of your representative.
- Only log in using the official UNFCCC Online Registration System web address, which always begins with “https://onlinereg.unfccc.int/”. Do not log in using web addresses provided in other websites, emails, or other messages you may receive (so called “phishing” attacks).
- Never tell your password to someone else, including someone claiming to be with the UNFCCC secretariat. UNFCCC will never ask for your password.
- Always log out of the system when you are finished.
- For your security, the system will automatically log you out after 60 minutes of inactivity.
- For your security, the system will automatically log you out every 60 minutes even if your session is still active.