UNFCCC Online Registration System

Admitted Observer Organizations (IGOs & NGOs) User Manual

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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, your primary objective when using the UNFCCC Online Registration System is to obtain a “Nomination Acknowledgement” document for each individual you wish to nominate for a UNFCCC session as part of your organization’s delegation.

Each of your participants must bring their Nomination Acknowledgement document to the session to collect their badge and enter the venue.

**Until you have downloaded these documents and provided them to your participants, you have NOT finished the nomination process and your participants will NOT be able to attend the session!**

1.2 What you do with the System

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 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 for you

- The System does NOT communicate directly with participants. This remains the responsibility of the Designated Contact Point / Head of Organization.
- Nomination and confirmation via the System does NOT guarantee participation. The UNFCCC secretariat must reserve the right to restrict access to sessions to ensure the safety and security of all participants.

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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. Should a change be necessary the updates will flow through to the Online Registration System within several working days after your request is received. See the “Parties and Observers” section of the UNFCCC website (http://unfccc.int/2860.php) for more details.

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

To make the data entry process as easy and as fast as possible, you may wish to collect some information before nominating an individual for a session. The following details are required to nominate an individual:

- Salutation
- First Name
- Last Name

Before the nominee can be confirmed (hence before they can attend) the following further details must be provided:

- Country of Nationality
- Date of Birth
- Official Identification Document Number
- Email Address
- Order in List of Participants

2.3 Supported Software Configurations

2.3.1 Recommended Web Browser

The system has been tested with the following web browsers:

- Mozilla Firefox 3.0.3
- Internet Explorer 7.0

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 9. 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>
</table>
| 1    | Approximately three months prior to a session. | UNFCCC posts the official notification for an upcoming session at [http://unfccc.int/parties_and_observers/notifications/items/3153.php](http://unfccc.int/parties_and_observers/notifications/items/3153.php) 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.  

Approximately two months prior to a session | Nominations close. |
| 2    | One to two weeks later | UNFCCC allocates quotas to determine the number of individuals per observer organization that can participate in the session.  

... | 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 (*note that no further replacements are possible after confirmation*).  

UNFCCC processes the confirmation.  

Admitted observer organizations download “Acknowledgement of Nomination” documents and provide them to the registered participants. |
| 3    | Approximately one week before the session | Confirmations Close. No further replacements after this point. *Participants that have been nominated but not confirmed at this point will not be able to attend the conference.*  

UNFCCC processes confirmed participants in preparation for the conference.  

Admitted observer organizations may still download “Acknowledgement of Nomination” documents and provide them to the registered participants.  

Registration for session open | Participants arrive at the session venue with their Acknowledgement of Nomination form and Official Photo ID. |
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.
- **Once you confirm a nomination, it cannot be replaced or changed.** Please ensure you only confirm a nomination once you are sure that (a) the participant will attend, and (b) that you have correctly entered all of the participant’s personal details.
- 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** (taking note of the previous point). 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” Log:** Is the only and effective way to respond to all registration issues, therefore, all requests regarding registration should be submitted in the communication log.
- **Late Nomination request:**
  1. Available after confirmation deadline;
  2. Can be used only when person has been nominated;
  3. Cannot be approved without quota.
- **Replacement request:**
  1. Can be used after quota issued and before confirmation deadline with no restrictions, including adding new names;
  2. Can be used after confirmation deadline to replace a nominated person;
  3. Cannot be approved without quota or if quota was set 0.
- **Other:** Can be used for general questions.
- **Quota increase:** Self-explanatory.
- **Extend attendance dates:** Only if quota allows.
- You may make replacements, within your allocated quota, until approximately one week before the conference commences (this will be communicated for each session).
5 Special requirements for participation of minors

Representatives to UNFCCC sessions shall normally 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 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. 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/process/parties-non-party-stakeholders/non-party-stakeholders/admitted-ngos
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 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 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 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 Requesting a login

1. Click 'create new account', at the very top left of the screen.
2. 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.
3. 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.
4. 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 three options. Select the option that best describes your situation.

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. Once UNFCCC receives your updated form, it will take several working days for the update to flow through to the Online Registration System.
5. Confirm your identity; Tick the check box, enter your registered email address and retype the security code displayed on the screen 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 has been sent, Please check your inbox” and return to the Find your country screen as shown below.

NOTE: To continue go to your email address and follow the instruction included in the email sent to you.
6. An email from UNFCCC online registration (onlinereg@unfccc.int) should soon arrive in your email account. This contains activation link for you to continue with your registration. A sample letter is shown below.

Sample Email:

From: UNFCCC Online Registration <onlinereg-uat@unfccc.int>
To: onlinereg-uat@unfccc.int
Date: 13.04.2011 16:15
Subject: Invitation to open focal point account on the UNFCCC Online Registration System

Dear Ms. Laureta Dibra,

You are receiving this notification because you are registered as Designated Contact Point / National Focal Point of Albania 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.

You can follow the link below to activate your account:

http://svmreg-uat02.unfccc.net/applications/onlinereg/new_account/activation?r=bf5acc63913bf919d71703ee3655260f

This initiation 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 Albania.

With compliments,
UNFCCC Registration team

This is an automated message. Please do not respond.
7. Click on the link contained in the email to continue with your registration. When you click on this link it will open a dialog screen shown below and ask you to answer your secret question. Enter the answer to your secret question and click on save settings.

8. An email from UNFCCC online registration (onlinereg@unfccc.int) should soon arrive in your email account. This contains your login credentials. Go back to the website and click on ‘Log in’ in the upper left to continue.
9. Enter your Login name (this is actually your email address) and password from the email, retype the security code displayed on the screen, and click ‘Log in’.
10. Choose which meeting you want to work on and click ‘Save and continue’.

Your empty delegation is now displayed. Note the yellow message bar which displays information about the actions you perform using the system. Now you are ready to begin creating your 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.

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.

When creation of a representative account is requested, an invitation email is sent to the email address specified. This invitation must be accepted by the representative within 72 hours.
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.

The My delegation tab is used to compose your organization's delegation for the currently selected meeting.

The meeting on which you are working

Log in / Log Out

Displays critical information about the nomination process for the selected meeting (e.g. deadlines and quotas). The information displayed here will change as the process progresses through steps 1 to 4. These steps match the process described in Section 3 of this manual.

Lists all of your organization's participants from 2010 onwards. You can transfer past participants from here to compose your delegations.

Displays error, warning and information messages when you do something with the system.
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 is achieved simply by listing them in the “My delegation” tab 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.

Participants can be nominated for a meeting by reusing the records of participants from past meetings (the system contains data from 2010 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 of the participants from previous meetings (from 2010 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.
2. Select the meeting for which you wish to nominate the participant(s)

3. The results of your request are displayed in the yellow banner at the top of the screen. The “All participants” list now shows which participants are already included in your delegation.
4. Click on the “My delegation” tab to view your delegation. Note that:

- 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 prepared for the sessions. Participants given the same “Order in LOP” value will be listed in alphabetical order by last name.

- The red warning messages “Participant Details” 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 nationality, date of birth and identification document number will be collected for the first time by the new system.
6.3.2 Nominating completely new participants

1. Click on the ‘Add New participant’ button at the bottom of the “My delegation” tab.
2. Enter the participant’s personal details. Note that only the salutation, first name and last name are mandatory before 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, you can see some help information by pointing your mouse at the [?] symbol.

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

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

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
3. 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 asterix are mandatory.
- Some details can be updated after the delegate has been confirmed: All white 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, Family Name, Organization) or the registration type/badge type need to be updated, the DCP is requested to submit a message in the Communication Log (section 4). 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 quotas.
6.4 Step 2 - Wait for Quota

Once the nomination deadline has passed, UNFCCC will allocate quotas if the number of nominations exceeds the capacity of the venue provided by the host country. **Note that in the event that quotas are not necessary, the system will still display a quota however the quota allocated to your organization will normally be the same as the number of participants you nominated prior to the nomination deadline.**

The quota allocation process may take up to two weeks. During this time it is not possible to add/remove participants to/from a delegation. During this period the banner at the top of the “My delegation” tab indicates that “Step 2” is underway:

![Allocation Process Banner](image-url)
6.5 Step 3 - Confirm participants by the confirmation deadline

Once UNFCCC have allocated quotas 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.

Note that the banner at the top of the “My delegation” tab will now indicate that “Step 3” and “Step 4” are now underway:
6.5.1 Setting attendance dates

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

For larger sessions such as a COP, when two or more periods are displayed, it is possible to increase your total participation if some of your participants will only attend one of the periods. If, for example, your organization’s quota is ten, ten participants can attend the first period and ten completely different participants can attend the second period, making a maximum total participation of twenty participants possible.

In the simple example below there is only one period. This is expected to be the norm for the smaller sessions.

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 three 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. Now the first three participants can be confirmed.
5. Continuing the example, in the screenshot below the attendance dates have been set and the personal details completed for ten nominated participants, using up the allocated quota.
6.5.2 Replacing participants

Prior to confirmation:
Before you confirm a participant and prior to the confirmation deadline, as noted above 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.
Please remember that once you confirm a participant, further editing or replacement will NOT be possible. Always ensure that all of the details are correct before confirming.

After confirmation:
In case a confirmed delegate shall be replaced by another delegate, the DCP can do so by selecting the corresponding slot in the Communication log.
Prior to the confirmation deadline, the DCP can create a new participant that shall replace the confirmed one.
Passed the confirmation deadline, a confirmed delegate can only be replaced by a delegate that had been nominated prior to the confirmation deadline.
A confirmed delegate can be removed from a delegation by submitting a request to the UNFCCC via the Communication log.
6.5.3 Confirming participants

1. To confirm a participant’s attendance, simply click the “Confirm” button for that participant.

2. After confirmation the participant cannot be edited or removed from your delegation unless the delegate was replaced (section 6.5.2). 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 email address the DCP provided for the delegate.
3. In the screenshot below some 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!
6.6 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.  
   More than one acknowledgement/visa letter can be downloaded at one time 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.  
   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.

   Note: Once a delegate has been confirmed by the DCP (section 6.5, Step 3), an acknowledgement/visa letter will automatically be generated and sent via a link to the email address provided in ORS for the participant. All changes processed in ORS will automatically be reflected in the acknowledgement/visa letter that can be downloaded at any time after reception.

2. It is the responsibility of the DCP to ensure that participants are aware of the to them assigned attendance dates, especially in case the initial attendance period has been rectified for some reason (e.g. Daily Badges 6.8). When approaching registration counter, each participant must bring this document along with their official and valid photo identification document to collect their badge at the sessions.
ELU74H

**To Diplomatic Missions:** Please take note of the code ELU74H that may be used to confirm this registration. Please log into the system to find the most updated information.

**ACKNOWLEDGEMENT OF PARTICIPANT’S NOMINATION / UNFCCC VISA SUPPORT LETTER**

This is to acknowledge that a Designated Contact Point (DCP) has nominated the individual to attend the meeting session *<CONFERENCE TITLE AND PLACE>* from *<CONFERENCE START DATE>* to *<CONFERENCE END DATE>* as specified below.

| Full name: | Mr. Max Mustermann |
| Document identification number: | 123123 |
| Country of Nationality: | Germany |

| Date of Birth: | 11 Nov 1989 |
| Registration type: | Observer-NGO |

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 has passed it is no longer possible to confirm participants, although 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. The participants are saved and can be reused in future by transferring them to a future meeting. The records of a confirmed participant cannot be deleted once a badge has been activated or a conference is over.
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 from the account settings tab, simply update the fields “New Password” and “Confirm” and click “Save Settings”.

Your 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 log in 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 Daily Badges User Manual
The Daily Badges User Manual can be found here: https://unfccc.int/documents/183721

6.9 Daily Badges User Tutorial
The Daily Badges User Tutorial can be found here: https://youtu.be/bQjinyds3j8

6.10 Daily Badges System FAQ
The objective of the Daily Badges System is to allow for a more enhanced and flexible participation for observers attending UNFCCC sessions. It is an add-on complementary process to enable a more enhanced utilization of the quota for badges for those organizations that would like to bring in certain nominated delegates on specific, but not all, dates of the conference.

6.10.1 How many requests can be made using the Daily Badge System?
Designated Contact Points can make a certain number of requests for Daily Badges for their organization that will be communicated on the UNFCCC website. If a Daily Badge is requested for two (or more) consecutive dates in the request submission, it will be treated as a single request as long as both the donor and the recipient are the same person on each day.

Several continuous dates will be considered as one Daily Badges request as long as there is no gap between the days and it is one Donor “donating” to one Recipient.

6.10.2 What is the definition of a Donor of a Daily Badge?
A Donor is a delegate who has been confirmed by the Designated Contact Point of an organization to participate in the COP as per the regular past practices and processes.

6.10.3 What is the definition of a Recipient of a Daily Badge?
A Recipient can be any non-confirmed delegate of your organization’s list. Not yet confirmed due to various limitations, such as quota restrictions, short notice nomination etc.

6.10.4 How do I apply for a Daily Badge?
Requests for Daily Badges can be submitted via the Communication Log of the Online Registration System: https://onlinereg.unfccc.int/

Please refer to our short video tutorial on how to apply for a Daily Badge: https://www.youtube.com/watch?v=bQjinyds3j8&feature=youtu.be

In addition, please find step-by-step instructions in the Daily Badge System user manual: https://unfccc.int/documents/183721

6.10.5 Will the Daily Badge System increase the quota of an organization?
No, the Daily Badge System will not increase the quota allocated to an organization. However, it will allow for a rotation of the confirmed delegates for specific dates, based on the dates and persons chosen by the Designated Contact Point of that organization when submitting a Daily Badge request.

6.10.6 Does the Daily Badge System change the existing process of nominations and confirmations?
No, the flexibility of the Daily Badge System is provided without affecting the existing nominations and confirmations process currently in place. An organization may also choose not to use the Daily Badge System.
6.10.7 **Can an additional new person be nominated for a Daily Badge?**

Yes, a new person can be nominated for a Daily Badge - without increasing the quota – (just as you can create new persons until the confirmation deadline within the allotted quota). The Designated Contact Point of the organization can request a Daily Badge for any delegate that is nominated but not confirmed. A Daily Badge can however not be requested for a delegate that has already been confirmed within the regular quota.

6.10.8 **What is the deadline to apply for a Daily Badge?**

The window for the application of Daily Badges is limited and will be communicated on the UNFCCC website. Note that the applications for Daily Badges can only start after the Designated Contact Point of the organization has confirmed all the delegates based on the allocated quota.

6.10.9 **Can we make changes once a Daily Badge has been requested?**

No, due to operational and technical reasons, no changes will be entertained once a Daily Badge has been requested and allocated.

6.10.10 **Will the Daily Badge recipients receive a visa support letter?**

Yes, the system will send the recipients of Daily Badges notifications and a visa support letter as applicable.

6.10.11 **Where can I find further information on how to collect Daily Badges at the venue and other operational details?**

Further information on the operational arrangements at the venue will be published here on this web page in the coming weeks.

6.10.12 **Support**

The UNFCCC service desk is the first point of contact for any technical issues. Please contact onlinereg@unfccc.int. In case of registration related errors or queries, please submit a query through the communications log of the ORS system. The contacts are linked on the bottom of each page in your ORS account. If your reported issues are still not resolved, you can contact cool@unfccc.int.

For delegates: Please liaise with your designated contact point for the organization to check if you have been confirmed as a daily badge recipient.
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 temporary password. Always log in to the system and change this password immediately.
- 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/”. In particular, 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 20 minutes of inactivity.
- For your security, the System will automatically log you out every 60 minutes even if your session is still active.
8 Service desk

The UNFCCC secretariat’s service desk will assist you if you have problems using the Online Registration System.

Please email all questions, problems and requests to onlinereg@unfccc.int

The service desk’s hours of business are:

9am - 5pm (Central European Time)
Monday-Friday, excluding UNFCCC public holidays

The service desk will seek to provide an initial response to your request within 1 working day and in most cases to resolve your issue within 3 working days.