Frequently Asked Questions on "eRegistration" system

1. **What is the "eRegistration" system used for?**

   The "eRegistration" is an online registration system used for designated personnel of permanent/observer missions and accredited organizations to register and submit applications for UN grounds passes for members of official delegations of Member/Observer States, intergovernmental organizations (GA-accredited IGOs) accredited with the General Assembly, as well as UN specialized agencies and related organizations attending UN official meetings/conferences **in person** at UN Headquarters in New York and specific UN international conferences held abroad. For additional information about the **"eRegistration"** system, please visit the Protocol website at https://www.un.org/dgacm/en/content/protocol/meetings.

2. **How do I access the "eRegistration" system?**

   The "**eRegistration**" system can be accessed via the edeleGATE portal (https://edelegate.un.int) under the tab of "**Protocol**", then the dropdown menu "**Registration to meetings and conferences**".

3. **Is online registration via the "eRegistration system" required for members of delegations attending virtual meetings?**

   No. Delegations participating in virtual meetings are not required to register via the eRegistration system. UN grounds passes will not be issued to virtual participants. However, those who will speak/intervene in a virtual meeting are advised to contact the meeting host or organizing office for any specific registration to the virtual meeting, and if necessary, to acquire the "access link" to the virtual meeting platform (for meetings with limited access). "Open" meetings of the UN are made available online for viewing via UN Web TV. Delegations wishing to follow the proceedings of these meetings may log on to UN Web TV at https://media.un.org/en/webtv for public viewing.

4. **Does the eRegistration system handle the registration of diplomatic personnel and supporting staff of the permanent missions/offices in New York?**

   No. The registration of diplomatic personnel and supporting staff of the permanent missions/offices in New York are processed via the "**eMission**" self-service module at the edeleGATE portal. For further information on the "eMission" module, please visit https://www.un.org/dgacm/en/content/protocol/registrations.

5. **What types of passes can be processed via eRegistration and by whom?**

   a) **Protocol and Liaison Service (Protocol Office)**, Department for General Assembly and Conference Management (DGACM), processes requests for the following passes:

   ➢ **VVIP pass "without" photo (white pass)** – issued to:
   Heads of State/Government, Vice-Presidents, Crown Princes/Princesses, and their spouses
   [VVIP group]

> **VIP pass "with" photo (white pass)** – issued to:
> Deputy Prime Ministers, Cabinet Ministers, Speakers of Parliaments, Heads of intergovernmental organizations accredited with the General Assembly (GA-accredited IGOs), Heads of specialized agencies and related organizations, and their spouses **[VIP group]**

> **UN grounds pass (blue pass)** – issued to:
> Official representatives (members of <u>official</u> delegations, including supporting staff and freelance/local interpreters) of Member/Observer States, GA-accredited IGOs, specialized agencies and related organizations attending UN official meetings at UN Headquarters referred to para. 6 herein; [Temporary/commercial drivers not included.]

b) **Media Accreditation and Liaison Unit (MALU)**, Department of Global Communication (DGC), processes requests for **press/media passes** issued to media personnel (e.g., photographers/official photographers, videographers/official videographers, journalists, and personnel from radio, television, film, news agencies, and online media). For more information regarding media accreditation, please check out this link: http://www.un.org/en/media/accreditation/accreditation.shtml

c) **Special Services Unit of the Security and Safety Service (SSU)**, Department of Safety and Security (DSS), processes requests for **security passes** issued to security personnel accompanying high-state officials, as well as "**drop-off permits**" and **driver passes** issued to temporary/commercial drivers supporting delegations during the high-level weeks of the General Assembly and other high-level meetings/summits taking place at UNHQ-New York.

6. What meetings are handled by the Protocol Office via the eRegistration system?

The Protocol Office is responsible for the registration of the following official meetings, which are processed via the "eRegistration" system :

a) UN official calendar meetings/conferences, including official meetings under the mandate of ECOSOC
b) General Assembly meetings (regular/resumed and special sessions)
c) Security Council meetings
d) High-level meetings or conferences hosted by the Secretary-General or the President of the General Assembly held at UNHQ in New York or abroad, and
e) Bilateral meetings between UN <u>senior</u> officials (i.e., Secretary-General of the United Nations, President of the General Assembly, Deputy Secretary-General, and Under-Secretaries-General/Assistant Secretaries-General) and high state officials (VVIP/VIP groups, including Deputy Ministers)

[For various government officials or guests of missions/offices having appointments with UN staff or conducting other business at UNHQ, please refer to para. 32. This is not handled by the Protocol Office.]

7. Where to look for the calendar/schedules of UN official meetings taking place at the United Nations Headquarters (New York)?

You may visit the official websites/links below for the schedules/listings of UN calendar/official meetings:

a) For UN meetings calendar: https://www.un.org/calendar/en
b) For GA plenary and related meetings: https://www.un.org/en/ga/meetings/
c) For Security Council meetings: https://www.un.org/securitycouncil/events/calendar/
d) For UN daily journal: https://journal.un.org/

8. Who can apply for an account in the eRegistration system and how?

All permanent/observer missions to the United Nations in New York, GA-accredited IGOs, as well as specialized agencies and related organizations, can apply for an eRegistration account. GA-accredited IGOs

away from New York are also encouraged to register with the eRegistration system. Please refer to the "Guidelines to apply for an eRegistration account" at https://www.un.org/dgacm/en/content/protocol/meetings.

9. What is the procedure for permanent missions and GA-accredited IGOs based in New York to submit requests via the "eRegistration" system for UN grounds passes and VVIP/VIP passes?

To request UN grounds passes and VVIP/VIP passes for access to UN premises for participation in official calendar meetings, authorized users (focal points and back-ups) of the missions/offices/organizations should log on to the edeleGATE portal at https://edelegate.un.int with their log-in credentials (username/email and password). eRegistration users are recommended to use browsers like "Google Chrome", "Firefox" or "Safari", whichever is applicable to their electronic device. Please do not use "Internet Explorer". For detailed step-by-step instructions on how to submit online applications, please refer to the "Guidelines on using the eRegistration system" at https://www.un.org/dgacm/en/content/protocol/meetings

10. What is the registration procedure for GA-accredited IGOs not represented in New York?

For GA-accredited IGOs already enrolled in the eRegistration system, it is the same procedure as permanent missions referred to in para. 9 above. However, additional documentation is required, i.e., a letter (stamped and signed by the head of the organization) with a list of members of the official delegation must be uploaded in the eRegistration system (Please refer to para. 17).

For IGOs who are not represented in New York and also not enrolled in the eRegistration system, please refer to the "Guidelines on eRegistration for accredited intergovernmental organizations (IGOs) and entities away from New York" at https://www.un.org/dgacm/en/content/protocol/meetings for a different registration procedure.

11. Who is responsible for monitoring and submitting registration requests?

The authorized users (focal points and back-ups) designated by the heads of missions/offices/organizations (specified in the SG.39 form) are responsible for monitoring and submitting registration requests. It is the responsibility of the authorized users to closely monitor the activities on the accounts and immediately report to the Protocol Office any suspicious activities/requests on the accounts.

12. Can I share my login credentials (username and password)?

No. Authorized eRegistration users (designated focal points and back-ups) are responsible for safeguarding their login details (username and password), which should not be shared with anyone, including members of the missions.

13. What to do if I forgot the login password?

Log on to the eRegistration system at https://edelegate.un.int with your username (registered email address on the SG.39 form) and click on "Forgot Password". A new password will be sent to you shortly. If a new password is not received within 24 hours, please report to the IT Helpdesk at missions-support@un.int or contact Tel: +1 (212) 963-3333.

14. What to do if there are changes in the focal points or back-ups?

For security reasons, any changes in focal points and back-ups must be communicated to the Protocol Office immediately. To request changes to the eRegistration accounts, please refer to the guideline https://www.un.org/dgacm/en/content/protocol/meetings specified in para. 8 above. The procedure is similar to requesting new accounts and the letter must specify exactly what changes need to be made.

If a focal point/backup user has been terminated by the mission/office, please notify the Protocol Office in writing immediately. An SG.39 form is not required for the removal of accounts of terminated personnel.

15. **Are there deadlines for registration to meetings at UNHQ?**

Yes, there are deadlines for all official meetings handled by the Protocol Office. In general, it is one week (7 days) prior to the start date of the meetings for all missions/offices in New York and GA-accredited IGOs already enrolled in the eRegistration system. Note that the deadline for GA-accredited IGOs not represented in New York and not enrolled in the eRegistration system is 2 weeks (14 days) prior to the start date of the meetings. The Protocol Office cannot guarantee the timely processing and issuance of UN passes if the requests are submitted after the deadline or less than 48 working hours prior to the opening of the meeting.

For specific high-level meetings held at UNHQ and conferences held outside of UNHQ, the deadlines may vary.

16. **How early can I submit a pass request via the eRegistration system??**

It is important to note that all requests for UN grounds passes must be submitted in a timely manner. All official UN calendar meetings, including GA and ECOSOC meetings, are normally open for registration in the eRegistration system 4 weeks prior to the start dates of the meetings.

17. **Can I upload supporting documents and photograph attachments via eRegistration and how?**

Yes. You may upload supporting documents (e.g., letters of credentials or letters/notes verbales with official delegation lists), copies of passports and visas, and photographs in the eRegistration system front page or in the online application forms.

➢ **To upload supporting documents** (letters of credentials or letters/notes verbales with delegation lists)

Have your supporting document ready on your computer, log on to the eRegistration system front page, click on the "**Attach delegation list**" button (next to the "New Request" button) at the top of the page, select the meeting corresponding to the credentials/delegation list, and use the browser to select the document from your computer, then upload and save. Note that a letter (stamped and signed by the head of the organization) with the delegation list is required for all GA-accredited IGOs not represented in New York.

For non-government officials (consultants, advisers, experts, researchers, representatives of NGOs/civil society/academic institutes, etc.) appointed as official representatives of a state in a specific meeting, credentials or a letter must be uploaded onto the browser in the online application form by selecting "No" under the field "Government officials". The same also applies to those who are not official staff of GA-accredited IGOs and specialized agencies and related organizations.

➢ **To upload copies of passports and visas**

When requesting UN grounds passes for supporting staff or freelance/local interpreters, missions/offices are required to attach a copy of the passport **and** visa of the supporting staff/interpreter in the online application form, using the browser under the field "Please attach a copy of valid passport/visa". For US residents/citizens, a copy of the alien card or US passport will suffice.

➢ **To upload photographs**

Missions/offices **are strongly encouraged** to provide a digital photograph (coloured and .jpeg format), date of birth, and passport information of the delegate in the online application form. Please refer to para. 20 for the photograph specifications required by the Pass and ID Unit.

Please be reminded that a valid photograph is a mandatory requirement for pass requests even for the VIP group (Deputy Prime Ministers, Cabinet Ministers, Speakers of Parliaments, Heads of GA-accredited IGOs, Heads of specialized agencies and related organizations, and their spouses). Only pass requests for the VVIP group (Heads of State/Government, Vice-Presidents, Crown Princes/Princesses, and their spouses) do not require photographs.

18. **Can I use initials in the name field?**

No, in general, initials are accepted only if they are used in passports. Missions are strongly reminded to ensure the names used in the online application forms are consistent with those on the passports and US visas. In the case where the first or last name must be left blank, please put "a period" [**.**].

19. **Can I use acronyms for functional titles and affiliations?**

No. All "functional titles" and "affiliations" must be spelled out in full. **Missions are reminded that acronyms or abbreviations are not acceptable in these fields.** For any government agency, entity, institute or bureau/office that belongs to a parent organization, e.g. a ministry, please be sure to include the parent organization under "Affiliation". Also note that "generic" titles such as delegate, official, staff, member, representative, etc. are not acceptable. These are not functional titles. For advisers/experts, please be sure to specify the portfolio, e.g., adviser for political affairs/political adviser, or expert on environmental issues/environment expert. If these advisers/experts are not government officials, a supporting document (credentials or a letter with the delegation list) must be uploaded to the online application form (see paragraph 17). Failure to provide such information will result in the rejection of the request.

20. **What are the requirements for photograph attachments?**

A detailed specification concerning photographs can be found on the Protocol website at https://www.un.org/dgacm/en/content/protocol/meetings. In general, basic requirements are (1) coloured photo; (2) .jpeg file format (.pdf format is not acceptable); (3) Photograph must be taken within the last 6 months; (4) Front view, full face; (5) White background.

21. **How do I know if the request has been successfully submitted to the Protocol Office?**

An automated email (acknowledgment) will be sent to the authorized user who submitted the requests indicating successful transmission. Depending on the number of submissions, the automated email may be sent twice a day. Users may also keep track of their requests under the "Processing" folder on the eRegistration front page by logging on to the system.

22. **What will happen after submission of the requests and how long is the processing time?**

Requests submitted via eRegistration will be transmitted to the Protocol Office for review and processing. All online requests require **at least 2 working days** for processing (weekends not included). However, delays may occur prior to high-level meetings, especially the General Assembly high-level weeks in September. Every effort will be made to ensure the issuance of grounds passes in a timely manner. Online applications which require further vetting or information may require more time. (Please refer to para. 15 for deadlines.)

23. **How can I keep track of the activities in the eRegistration system?**

Authorized users may keep track of their activities in the folders of "Under processing", "Approved", "Rejected" and "Cancelled" on the eRegistration system front page. To follow up on requests submitted or queries of missing email approvals, users are advised to first consult these pages before contacting the Protocol Office.

24. Will I be notified if a request is approved by Protocol and what happened then?

Yes. Once a request is approved by the Protocol Office, the data of the delegate will automatically be transmitted to the system of the Pass and ID Unit the following day (weekend not included). The authorized users (focal point and backups) will receive an email approval notification with a unique reference number, the name of the delegate, country/organization, his/her capacity, duration, and title of the meeting. <u>The email approval notification is the actual authorization slip</u>, which should be presented to the Pass and ID Unit for collection of the UN grounds pass or to the Protocol Office for the VVIP/VIP pass. (Please refer to para. 29)

25. How do I go about missing approvals for approved requests?

First, make sure the request has been approved by tracking it under the "Approved" folder in the eRegistration system, then cross-check with other eRegistration authorized users within your mission/office. If none of them has received the approval email, then you may report this to the Protocol Registration Focal Point (Tel: +1 (212) 963-7181) and request the missing approval email(s) to be resent.

26. What to do if a request is rejected by the Protocol Office and can it be re-submitted?

Pass requests requiring further information or verification will be rejected. Focal point and back-ups will be informed the same way via email with a rejection notification specifying the reason of rejection. A rejected request can be re-submitted with the requested information <u>as a new request</u> via eRegistration, <u>only if indicated by the Protocol Office in the rejection reason</u>. Please note that requests for UN passes to attend meetings/events which are not handled by the Protocol Office will be rejected (see para. 31).

27. What to do if a photograph is rejected by the Pass and ID Unit?

If a photograph submitted online has been rejected by the Pass and ID Unit, you may update or change the photo in the system and re-submit to the Pass and ID Unit. To do so, please log on to the eRegistration system, retrieve the application under the "Approved" folder, select the "**Update photo**" button on top and upload a new photograph and <u>save</u>. The new photograph will be transmitted to the Pass and ID Unit <u>the following day (24 hours required)</u>.

28. Can I edit or cancel a request submitted online?

You can only edit/update in the photograph field (see para. 27). Editing other fields is not allowed. However, you may cancel the request and re-submit a new one **if the request is still "under processing"**. To do so, please log on to the eRegistration system and retrieve the request "under processing" folder, click on the button "**Cancel request**" at the top of the form. Please take a moment to review before you click the "cancel" button. Once it is cancelled, the request cannot be reinstated.

If for any reason you would like to cancel a request which has already been approved, please contact the Protocol Registration Focal Point (Tel: +1 (212) 963-7181) to request a cancellation. Please be reminded that under no circumstances should an authorized user submit a second/duplicate request for a delegate for the same meeting without consulting the Protocol Registration focal point. Submitting duplicate requests causes glitches in the system of the Pass and ID Unit. An old request must be cancelled first before a new request for the same person and same meeting is submitted.

29. When and where UN grounds passes or VVIP/VIP passes are issued and what is needed?

➢ "**UN grounds passes**" are issued by the <u>United Nations Pass and ID Unit located at 320 East 45th Street, New York, NY 10017 [Tel: +1 (212) 963-7533; Open Monday - Friday from 9:00 am to 4:00 pm]</u>

▪ Approved delegates should visit the Pass and ID Unit in person and present a copy of the approval email notification along with a valid passport or government-issued photo ID for the issuance of a

UN grounds pass. If a photograph was not uploaded in the online application form at the time of submission, the delegate will be photographed onsite.

- Representatives of missions/offices (with valid UN grounds pass) may collect the UN grounds passes on behalf of the delegates by presenting copies of the approval emails **and** copies of passport bio-pages of the delegates.

- The Pass and ID Unit issues grounds passes as early as **five (5) days** prior to the approved start date of the passes and these passes are valid for immediate access to the UN compound once they are issued to the delegates.

➢ "**VVIP/VIP passes**" are issued by <u>Protocol Office located in Room S-0200, 2nd/F, Secretariat Building [Tel: +1 (212) 963-7181), Monday - Friday from 9:30 am to 12:00 pm and 3:00 pm to 5:30 pm]</u>

- Representatives of missions/offices (with valid UN grounds pass) may collect the VVIP/VIP passes upon presenting copies of the approval emails.

- The Protocol Office issues VVIP/VIP passes as early as **three (3) days** prior to the approved start date of the passes.

30. How do I request a duplicate/replacement of a lost VIP pass or UN grounds pass?

Log on to eRegistration system, retrieve the original request of the lost pass under the "Approved" folder. Click on the button "Request for Duplicate" on top of the page, provide a reason, confirm and submit. Upon approval by the Protocol Office, an approval notification of a "duplicate pass" will be emailed to the authorized users. Please note the feature **"Request for Duplicate" is <u>solely</u> for the purpose of lost passes**.

<u>For a duplicate of UN grounds passes (blue pass)</u>: A mission representative is required to bring a copy of the "duplicate pass approval email" to the UN Security "Lost and Found" at Room GA-1B-052 (between 9:00 am and 5:00 pm) to file a report of the lost pass. Upon completion, the approval email will be endorsed with an approval stamp by UN Security, which may then be brought to the Pass and ID Unit for issuance of a duplicate pass.

<u>For a duplicate of VVIP/VIP passes (white pass)</u>: A mission representative is required to bring a copy of the "duplicate pass approval email" to the Protocol Office at Room S-0200 along with his/her valid UN grounds pass and a note verbale (stamped and signed) reporting the loss of the VVIP/VIP pass, in order to collect a duplicate VVIP/VIP pass.

31. How to request access for participants attending side events/meetings held at the UNHQ?

Access/registration to side events at UNHQ is NOT handled by the Protocol Office. These events are handled by the **Security Event Planning Unit (SEPU)** of the Security and Safety Service in coordination with the hosts or event organizers. Side event participants require a special event ticket to access the UN premises. These tickets are approved and issued by SEPU upon request by the host/event organizer. Missions/offices/UN departments hosting any side events at UNHQ should contact SEPU at security_service_coordinator@un.org for necessary access arrangements for their invited participants.

32. How to request access to UNHQ for appointments with UN staff or for other business?

As a general policy, government officials or guests of the missions/offices requiring access to UNHQ for appointments with UN staff or for other business may be signed in as a guest at the Information Booth (Visitors' lobby) by a mission staff (with red "D" or a red "O" pass) or a UN staff and be escorted to the meeting venue. Note that each red "D" or red "O" pass or a UN staff pass may sign up to 5 guests at the Information Booth.

Additionally, if access to UNHQ for appointments is required for more than a day, missions/offices may email the Security Event Planning Unit (SEPU) (see para.31) to request a guest pass for multiple days. It is at the discretion of SEPU to determine the appropriate passes/tickets to be issued.

33. Who should I contact for questions or problems with eRegistration?

➢ For <u>technical problems</u> (e.g., user log-in, password reset, etc.), please contact OICT:

❖ Help Desk, OICT
Department of Operation Support
Tel: 1 (212) 963-3333; Email: missions-support@un.int

➢ For all other <u>substantive issues</u> relating to meeting registration and access to UN Headquarters, please contact the Protocol Office:

❖ Ms. Wai Tak Chua
Senior Protocol Assistant
(eRegistration focal point, inc. VVIP/VIP passes, IGOs and Specialized Agencies)
Tel: 212-963-7181; Email: chuaw@un.org

❖ Mr. Patrick Ruiz
Protocol Assistant
(eRegistration)
Tel: 212-963-7181; Email: patrick.ruiz@un.org

❖ Mr. Hans Grohmann
Senior Protocol Assistant
(eRegistration back up and Protocol IT focal point)
Tel: 212-963-2938; Email: grohmann@un.org