The United Nations has introduced a new platform for managing NGO registration to meetings and events at UN Headquarters in New York. The platform is called **Indico**, and it replaces the registration functionality of the previous system, CSO-Net. Indico has its own secure password engine, and the username and password for the old CSO-net will not work for Indico. Representatives will be able to create a new password when they sign up an account in Indico. The main difference between the new Indico system and the old CSO-net is that in Indico, **representatives register themselves individually**, to increase online security and privacy for each participant.

Once the representatives of an organization have registered for a conference in Indico, the organization's Conference Focal Point will be able to see and approve their registrations. Upon approval of their registration by the Conference Focal Point of their organization, representatives will receive an automated email notification containing the official confirmation letter. Representatives will bring a print-out of the confirmation letter to pick up a UN grounds pass at the meeting or conference in New York.

* Please note that these instructions only apply to NGOs in consultative status with ECOSOC and Accredited NGOs to the Open-Ended Working Group on Ageing.

Please note that participation by civil society representatives in United Nations meetings and conferences is governed by the modalities of each event. *Registration in Indico does not guarantee participation in any specific event.* The United Nations reserves the right to deny participation to any organization or individual at any time.

Indico is administered by the United Nations Office at Geneva. © United Nations.

This guide provides step-by-step instructions for participants on the following:

1. Creating your Indico account (page 2-3)

2. Activating your Indico account (page 4-5)

3. Registering for OEWG Ageing (page 6-9)

4. Modifying a registration (page 10)

5. Additional information (page 11)

Creating an account in Indico

Creating an account in Indico – Step by step guidance

To register for conferences in Indico, you will first need to create your Indico account. You only need to do this once and will be able to use your account for registering to current and future meetings and conferences.

1. Go to Indico at https://reg.unog.ch/

2. Click on *Login* in the upper right corner

3. Click the *Create a New Account* button
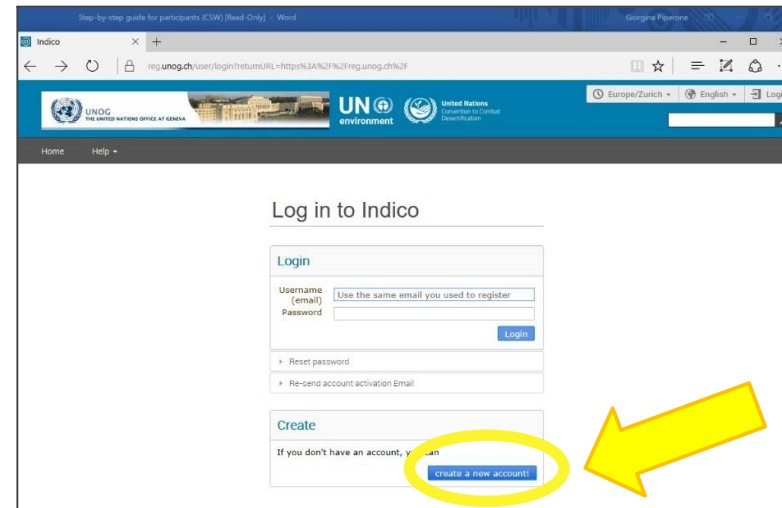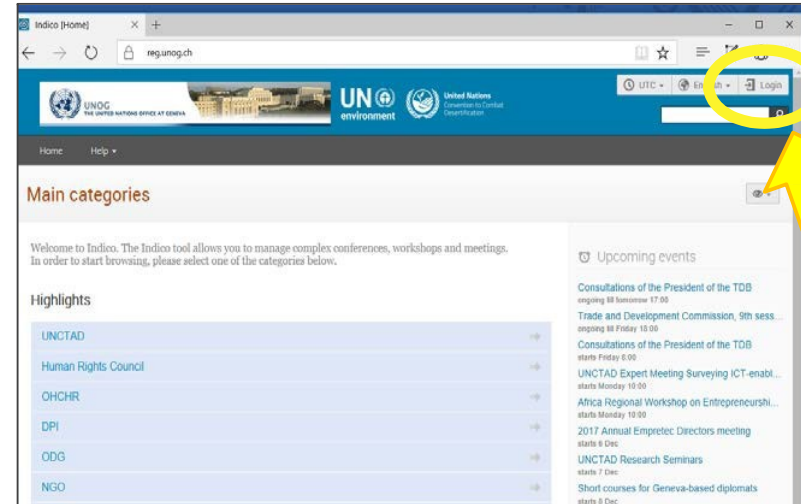
4. Fill in your personal information on the sign-up form.

Please use your personal email to sign up, not an organizational email. All communications, including your confirmation letters for conference registrations, will be sent to your account email address.

Please note that your account email address needs to be unique. It cannot be the same email that is already used for another account in Indico.

5. Click on *Confirm* to submit your account information.

6. Indico will display a confirmation page and will send you an activation email.

Activate your account – Step by step guidance

1. Once you have created your account, you will receive an automated email confirming your account and asking you to activate it.

   The email will come from noreply.accreditation@unog.ch and will have the title "Accreditation account confirmation".

2. Click on the *Activation Link* in the email and your account will be activated.

   You will now be able to register for conferences and events open to representatives of your organization.
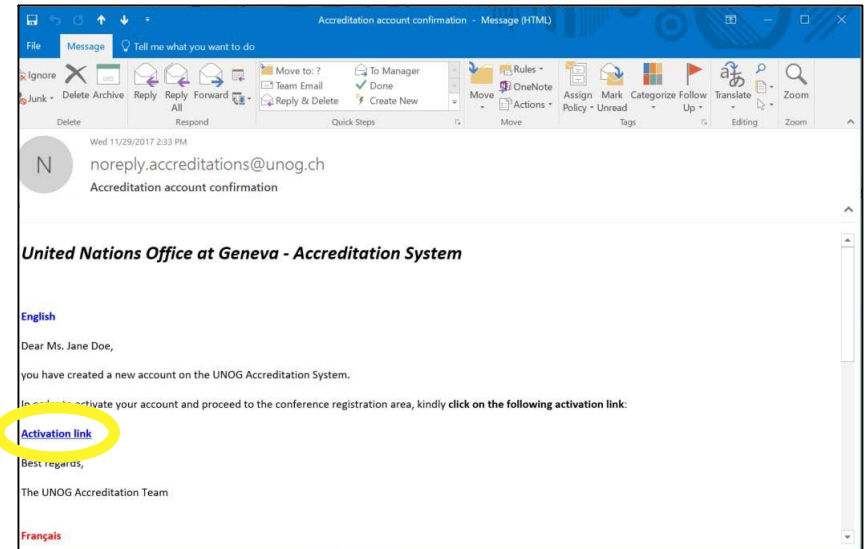
Activate your account

If the account confirmation email is not in your email inbox, **please check your SPAM or Junk mail folder** to see if it ended up there.

If you did not receive the account confirmation email, you can resend it to yourself:

- Go to Indico at https://reg.unog.ch/

- Click on Login in the upper right corner

- Click "*Re-send account activation email*".
 An email field will appear. Type your email address in the field and press "*Send account activation Email*".
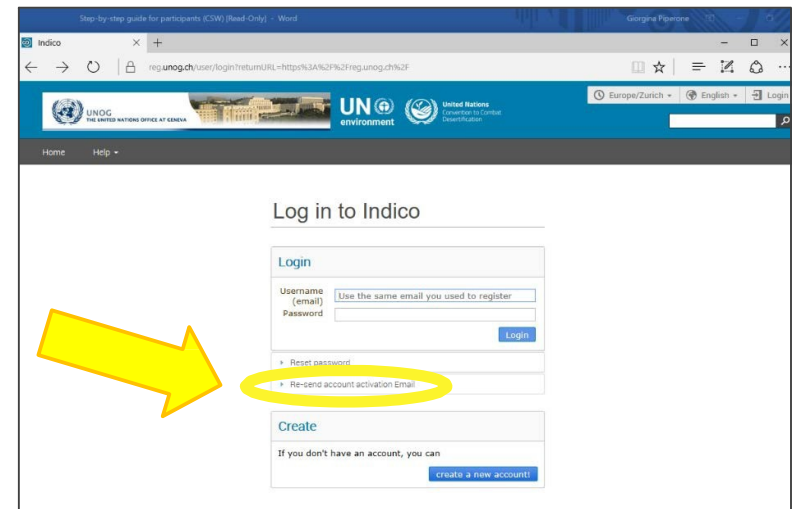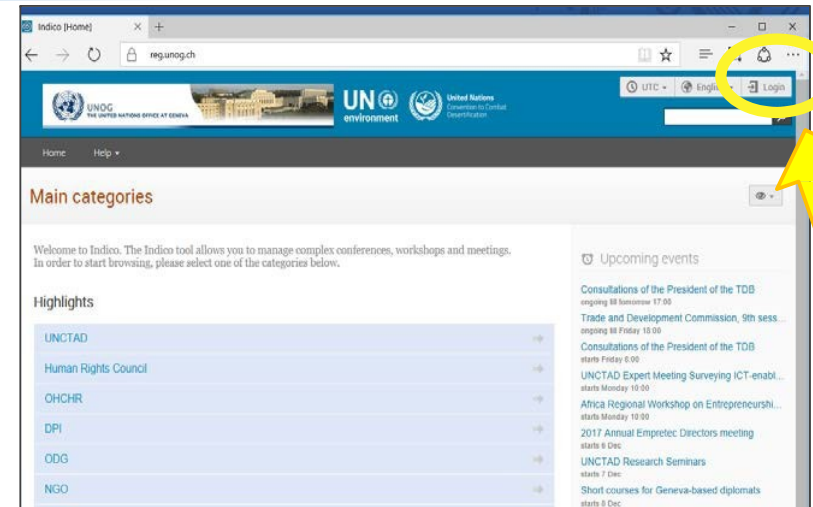
Register for OEWG Ageing – Step by step guidance

Once you have created your account in Indico, you can use it to register for conferences and meetings, e.g. OEWG Ageing:

1. Go to the OEWG Ageing 11th session registration page in Indico: https://indico.un.org/event/33721/registration/

2. Scroll down and click the *Register Now* button
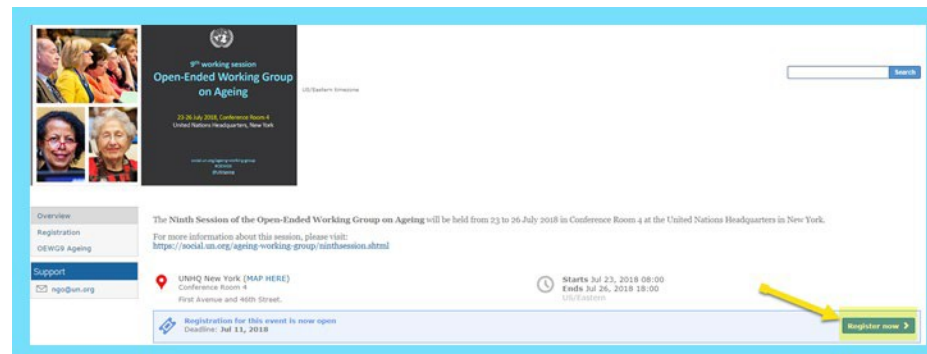
3. *Log in* to Indico using the email address and password of your Indico account (*see "Creating an Account in Indico" on page 3 of this guide*).
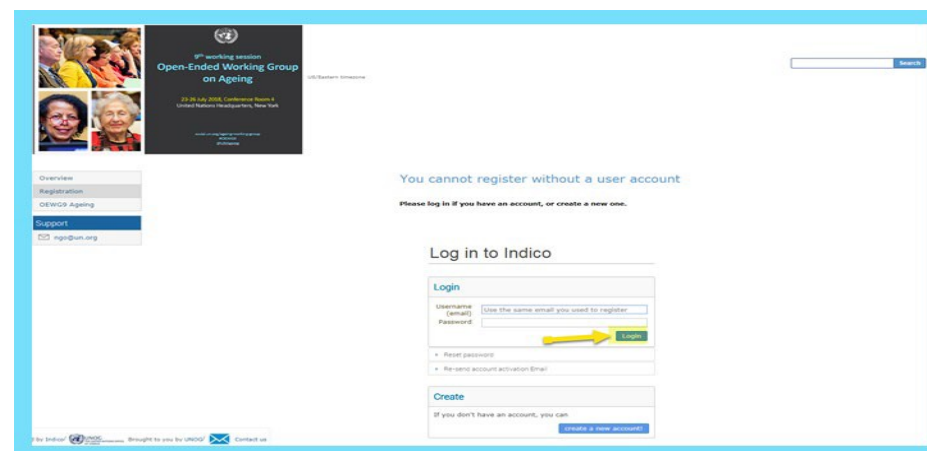
Register for OEWG Ageing

You will now be placed on the OEWG Ageing registration form. Fill out the required information (fields marked with *)

4. Under **Representation Type**, select **NGO (Non-Governmental Organizations)** or **OEWG Ageing**

5. *Start typing* the **full name** of your organization, and select it from the list that appears†

If you are not sure about the exact name, please consult your organization or look up the exact name in the UN DESA NGO database at http://esango.un.org/civilsociety/

† If your organization has not participated in previous sessions of the OEWG Ageing, the name of your organization may not appear automatically. Please contact ageing@un.org *with any questions.*

6. Verify your personal details, upload a picture (in .jpg format) and fill in any additional required information (marked with *)

   Please note: Indico only recognizes whole numbers for the "Height" and "Weight" fields, please round up to the nearest whole number and do not add units such as "kg" or "cm".

7. Click the *Register* button to submit your request

8. You will receive an automated email notification that your registration has been received and is **pending approval**.

9. Please let our Team or the Conference Focal Point in your organization know that you have registered. **Your organization's Conference Focal Point will also be able to approve your registration in Indico.**

10. Once your organization approves your registration, you will receive an automated approval email containing your **official confirmation letter**.

    In case you do not receive your approval email containing your confirmation letter, please follow up with our Team or your organization's Conference Focal Point so we can resend the email.

    Please bring a print-out of the confirmation letter to pick-up your UN grounds pass at OEWG Ageing in New York.
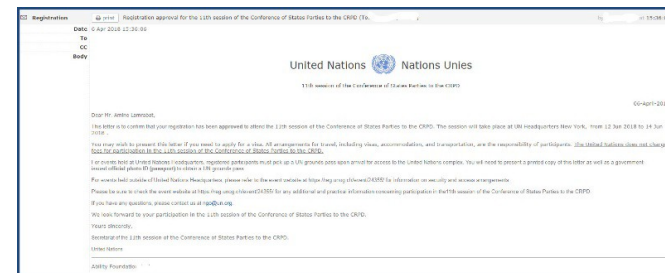
Modify your registration information – Step by step guidance

If you need to modify your registration data, e.g. for correcting a typo, please follow the steps below:

Please note that you can only modify your registration prior to approval by our Team or your Conference Focal Point. If you need to modify your registration after your registration has been approved, please contact your Conference Focal Point.

1. Go to the registration page at
   https://indico.un.org/event/33721/registration/
   and scroll down until you see your current registration information.

2. Click *Modify*.

3. When you are done modifying the registration form, click *Modify*.

For more information on the 11th session of the Open-Ended Working on Ageing, please visit:
http://bit.ly/oewg11-ageing

If you have questions, please contact ageing@un.org and copy ngo@un.org

11th Working Session

General Assembly's
Open-ended Working Group
for the purpose of strengthening
the protection of the
human rights of older persons

6 – 9 April 2020, Conference Room 4
United Nations Headquarters, New York