



PROTOCOL AND LIAISON SERVICE - DGACM

Room S-0200 • Tel: +1 (212) 963-7181 (Registration to meetings) • Email: unprotocol@un.org

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 of UN grounds pass for members of official delegations of Member/Observer States, Intergovernmental organizations (IGOs) accredited with the General Assembly, 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.

2. 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 pass 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 via UNTV. Delegations wishing to follow the proceedings of these meetings may log on to UNTV at webtv.un.org for public viewing.

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

No. The eRegistration system does not handle registration of diplomatic personnel and supporting staff of the permanent missions/offices in New York. Please check out <https://protocol.un.org/dgacm/pls/site.nsf/Registration.xsp>.

4. 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 of the following passes:

- **VIP 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 official delegations, including supporting staff and freelance/local interpreters) of member/observer states, IGOs accredited with the GA, specialized agencies and related organizations attending UN official calendar meetings at UN Headquarters referred to para. 5 herein; [Temporary/commercial drivers not included.]
- b) **Media Accreditation and Liaison Unit [MALU]**, Department of Global Communication (DGC), processes requests of **press/media pass** issued to media personnel (e.g. print, photo, 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 of **security passes** issued to security personnel accompanying high-state officials, as well as **driver passes** issued to temporary/commercial drivers supporting delegations during the high-level weeks of the General Assembly.

5. What meetings can be processed via eRegistration?

The “eRegistration” system processes registration of delegates for official meetings under the following categories:

- a) UN official calendar meetings/conferences, including official meetings under the mandate of ECOSOC;
- b) General Assembly meeting (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 with UN senior officials (i.e. Secretary-General of the United Nations, President of the General Assembly, Deputy Secretary-General and Under-Secretaries-General/Assistant Secretaries-General)

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

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

- a) For UN meetings calendar: <http://conf.un.org/DGAACS/Meetings.nsf/>
- b) For GA plenary and related meetings: <https://www.un.org/en/ga/>
- c) For Security Council meetings: <https://www.un.org/securitycouncil/events/calendar/>
- d) For UN daily journal: <http://www.un.org/en/documents/journal.asp>

7. Who can apply for an account of the eRegistration system and how?

All permanent/observer missions to the United Nations in New York, IGOs accredited with the GA, as well as specialized agencies and related organizations. IGOs accredited with the GA away from New York are also encouraged to register with the eRegistration online system. Please refer to “Guidelines to apply for an eRegistration account” at <https://protocol.un.org/dgacm/pls/site.nsf/AboutAccreditations.xsp>.

8. What is the procedure to submit requests via “eRegistration” for UN grounds passes and VIP passes?

To request UN grounds 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 <http://delegate.un.int> with their log-in credential (username/email and password). eRegistration users are recommended to use browsers like “Google Chrome”, “Firefox” or “Safari”, whichever applicable to your 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://protocol.un.org/dgacm/pls/site.nsf/AboutAccreditations.xsp>.

9. What is the registration procedure for accredited IGOs with the General Assembly not represented in New York?

It is similar to the procedure for missions/offices in New York. However, additional documentation is required, e.g. letter with list of members of official delegation. Please refer to the “Guidelines on eRegistration for accredited intergovernmental organizations (IGOs) and entities away from New York” at <https://protocol.un.org/dgacm/pls/site.nsf/AboutAccreditations.xsp>.

10. 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 (notified 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 contact the Protocol Office for any suspicious activities/requests on the accounts.

11. Can I share my log-in credential (username and password)?

No. Designated focal points and back-ups are responsible for the safeguarding of their log-in details (username and password), which should not be shared.

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

Log on to the eRegistration system at <https://delegate.un.int> with your username (registered email address) and click “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.

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

For security reason, any changes of focal points and back-ups must be communicated to the Protocol Office immediately. To make changes to the eRegistration account, please refer to the link specified in para. 7 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/back-up 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.

14. How early can I submit a request via the eRegistration system?

It is important to note that all requests for UN grounds passes must be submitted in a timely manner. Passes may be requested a few weeks in advance but not less than 48 working hours (2 working days) prior to the start date of the meeting. The Pass and ID issues grounds passes as early as five (5) days prior to the start date of the meetings. Official UN calendar meetings are normally open for registration in the eRegistration system 3-4 weeks prior to the meetings.

15. Can I upload documents and photograph attachments via eRegistration?

Yes. Once you log on to the eRegistration system, you may upload a note verbal/credential/delegation list by using the “Attach Note Verbale ...” button at the bottom of the front page. Except for high state officials specified in the VVIP group, it is mandatory 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. 18 for the photograph specifications required by the Pass Office.

When requesting UN grounds passes for supporting staff, missions/liaison offices are also required to attach a copy of the passport and visa of the supporting staff. For supporting staff who are US residents/citizens, a copy of the alien card or US passport will suffice.

16. Can I use initials in the name field?

No, in general. Initials are accepted only if they are used in the passports. Missions are strongly reminded to ensure the names used in the application forms are consistent with those in the passports and US visas. In the case where the first or last name has to be left blanked, please put “a period” [.].

17. Can I submit the form without functional title and affiliation?

No. You must provide a full functional title and affiliation of the delegate. Missions are reminded that no acronyms or abbreviations are accepted in these fields. Functional title and affiliation must be spelled out in full. Failure to provide such information will result in rejection of the request. Please note that “official”, “delegate”, “member”, “staff”, etc. are not functional titles. Requests with such terms will be rejected.

18. What are the requirements for photograph attachments?

A detailed photographs specification can be found on the Protocol website at <https://protocol.un.org/dgacm/pls/site.nsf/AboutAccreditations.xsp>. In general, basic requirements are:(1) colour 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. It is to be noted that a photograph is not needed for the VVIP group.

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

An automated email (acknowledgement) 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 “Processing” in the front page by logging on to the eRegistration system.

20. 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 48 working hours for processing (weekends not included). However, delay 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.

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

Authorized users may keep track of their activities in the eRegistration system “Under processing”, “Approved”, “Rejected” and “Cancelled”. 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.

22. Will I be notified if a request is approved?

Yes. Once the request is approved by the Protocol Office, the focal point and back-ups 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.

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

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 as a new request via eRegistration, only if indicated by the Protocol Office in the rejection reason.

24. 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 Office. To do so, please log on to the eRegistration system, retrieve the application under “Approved”, select “update/edit photo” button on top and upload a new photograph and save. The new photograph will be transmitted to the Pass Office the following day (24 hours required).

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

You can only edit/update in the photograph field (see para. 24). While editing other fields is not allowed, you may cancel the request and re-submit a new one if it is still “under processing”. To do so, please log on to the eRegistration system and retrieve the request “under processing”, click on the button “cancel this request” on 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 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 before submitting a new one.

26. What happened once an online request is approved by the Protocol Office?

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. The email approval notification is the actual authorization slip. To obtain the grounds pass, a hard copy of the email approval notification referred to in para. 22 above must be presented to the Pass and ID Unit.

27. What do I do about missing approval emails?

First, make sure the request has been approved by tracking it under “Approved”, then cross-check with other eRegistration 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.

28. When and where UN grounds passes or VIP passes are issued?

- Approved requests for delegates will be made ready for issuance of grounds pass in the Pass and ID Unit as early as 5 days prior to the start date of the meeting specified. The Pass and ID Unit is located at 320 East 45th Street, New York, NY 10017 (Tel: +1 (212) 963-7533).
- VIP passes are issued by Protocol Office and will be made available for collection in the Protocol Office (Room S-0200, Secretariat Building, Tel: +1 (212) 963-7181) by a representative of the mission/office (with a valid UN grounds pass) as early as 3 days prior to the start date of the meeting specified.

29. What is needed for issuance of a grounds pass at the Pass and ID?

- Approved delegates should present a copy of the approval email along with a valid passport or government issued photo ID.
- Missions representatives (with valid UN grounds pass) may collect the UN grounds pass on behalf of the delegates by presenting copies of the approval emails and passport bio-pages of the delegates.

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

Log on to eRegistration website, retrieve the original request of the lost pass under “Approved”. Click on the button “Request for Duplicate” on the 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 sent to the users. Please note the feature “Request for Duplicate” is the solely for the purpose of lost passes.

31. What to do with last minute or urgent requests submitted less than 48 hours?

For last minute or urgent requests, it is the same procedure as other requests via the eRegistration system. After submission online, you may wish to contact the Protocol Registration focal points or respective Protocol Desk Officers to expedite the requests.

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

Access to these events is handled by the Security Event Planning Unit (SEPU) of the Security and Safety Service in coordination with the host or organizer of the events. Participants should contact the host or organizer for access arrangement to these events.

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

- For technical problems (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 substantive issues relating to meeting registration and access to UN Headquarters, please contact the Protocol Office:
 - ❖ Ms. Wai Tak Chua
Senior Protocol Assistant
(eRegistration focal point)
Tel: 212-963-7181
Email: chuaw@un.org

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

 - ❖ Mr. Rommel Maranan
Protocol Assistant
(eRegistration back up)
Tel: 212-963-7181
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