

## **eACCREDITATION**

### **Frequently Asked Questions**

**1. What is the objective of eAccreditation”?**

It aims to streamline protocol accreditation business processes and to enhance efficiency, accountability and security. The transition from paper to digital process is a part of the policy of greening the United Nations pledged by the Secretary-General.

**2. Who can use the eAccreditation to submit accreditation requests?**

All permanent/observer missions, intergovernmental organizations having received a standing invitation to participate as observers in the sessions and the work of the General Assembly, as well as specialized agencies stationed in New York. For organizations and offices away from New York, please refer to #4 below.

**3. What is the procedure to set up an account for eAccreditation?**

To set up an account for eAccreditation, the head of mission and office is requested to send a letter to the Chief of Protocol along with the form SG.39 which can be obtained from the protocol website [www.un.int/protocol](http://www.un.int/protocol). The form SG.39, which requires information on the designated focal point/backups responsible for accreditation, must be stamped and signed by the head of the mission/organization. The focal point/backups will each receive an email from the Information and Communications Technology Section (ICTS) of the Department for General Assembly and Conference Management with instruction and log-in credential to set up their account.

**4. What about other intergovernmental organizations or specialized agencies without an office in New York and how do they gain access to eAccreditation?**

Intergovernmental organizations or specialized agencies without an office in New York may also submit accreditation requests via eAccreditation. They should visit the Protocol website [www.un.int/protocol](http://www.un.int/protocol) and retrieve the information on the new system under “eAccreditation”. To set up an account for eAccreditation, they should follow the procedure specified in #3 above. It is to be noted that the form must be stamped and signed by the head of the organization and not by any personnel from different regional offices and departments.

**5. Who is responsible for monitoring and submitting accreditation requests?**

Authorized users (focal point/backups) designated by the heads of missions/offices specified in the SG.39 form. It is the sole responsibility of the authorized users to closely monitor the activities on the account and immediately contact the Protocol and Liaison Service for any suspicious activities/requests on the account.

**6. Can I share my log-in credential (user name and password)?**

No. It is emphasized that the missions are responsible for the safeguarding of the log-in details (user ID and password). Missions/liaison offices are reminded that the log-in details should only be shared with the authorized personnel within their own mission/office.

**7. What to do if there are changes of the focal points/backups?**

For security reason, any changes of focal points/backups must be communicated to the Protocol and Liaison Service immediately. Missions/offices are requested to inform the Protocol and Liaison Service by phone as soon as a change occurs and follow with a letter to the Chief of Protocol attaching the SG.39 form with the change, stamped and signed by the head of the mission/office.

**8. How to log on to eAccreditation to submit a request?**

Authorized users should go online and log onto the United Nations eAccreditation website at <https://eaccreditation.un.int> with their log-in credential (user ID and password). Click on "Create New Request" and fill in all the blanks, verify all the information and submit. For additional delegates, click on the "back" button to return to the main page and repeat the same procedure.

**9. Does eAccreditation handle all requests for grounds passes including permanent staff of the missions/offices?**

No. eAccreditation only replaces the paper-based process for accreditation to official meetings/conferences taking place at UN Headquarters using SG.6 form and meetings with UN officials using SG.37 form. The procedure for all other requests utilizing SG.5, SG.8, SG.32, SG.34, SG.35 and SG.38 remains the same.

**10. Can I use eAccreditation for registration of diplomatic personnel/staff of the missions?**

No. The eAccreditation is separate from the registration process of permanent staff members of the missions and offices in New York. Please see reference in #9 above.

**11. Does eAccreditation also handle requests of VIP passes for heads of state/government, vice-presidents, crown prince/princess, cabinet ministers and their spouses?**

Yes, requests for VIP passes should also be submitted via eAccreditation. Please refer to #16 & #17 for photographs requirements.

**12. What to do if I don't see the meeting I want?**

Scroll down to "Other meetings" and type in the full title of the meeting as it appear in the UN Journal.

**13. Does eAccreditation handles requests for special event tags (SETs) for side events or other unofficial meetings at UN Headquarters?**

No. Missions/offices are reminded that the Protocol and Liaison Service does not handle requests of passes for side events, training courses, seminars, workshops, exhibitions and receptions. For access to UN Headquarters on these occasions, please submit a request to the Chief of Security Event Planning Unit by fax to 1-212-963-0316 or contact their office at Tel: 1-212-963-7028.

**14. What to do if additional days are required for other official business beyond the timeframe of the meeting specified?**

First submit a request for the calendar meeting. Second, submit a separate request specifying the dates and purpose of the other official business under "Bilateral Meetings" (for meetings with UN officials) or "Other Meetings".

**15. How to go about accreditation to multiple calendar meetings?**

For accreditation to more than one meeting, please submit separate requests for each meeting.

#### **16. Can I send attachments via eAccreditation?**

Yes. You may attach digital photographs (**in jpeg format**) of VIPs for requests of VIP passes; and copy of passport/visa for requests of temporary staff passes.

#### **17. What are the requirements for photograph attachments?**

The requirements for photographs of VIPs are:

- (1) colour photo
- (2) .jpeg file format (.pdf format is not acceptable)
- (3) Photo to be no more than 6 months old
- (4) Front view, full face.

A photograph is not needed for Head of State/Government, Vice President, Crown Prince/Princess and their spouses.

If the photograph of the VIP is not available at the time of submission, it may be emailed to [protocolphoto@un.org](mailto:protocolphoto@un.org) later but not less than 2 working days prior to the date when the pass is needed. In addition to the photo requirements above, missions/offices must also follow the requirements below:

- Each email may contain multiple photograph attachments; each attachment must be labelled with the name (first and last) of the VIP;
- Subject line of the email should contain ONLY the name of member states or observers and no other information.

#### **18. How long does it take to process a request?**

As in past practice, it takes 48 working hours to process a request. However, delay is anticipated prior to high-level meetings, especially during the high-level week and general debate in September. Every effort will be made to ensure the issuance of grounds passes in a timely manner.

#### **19. How early can I submit a request via eAccreditation?**

As early as possible and not later than 48 working hours prior to the start date of the meeting specified.

#### **20. Is there any special requirement in the name fields and can I use initials?**

First name (given) and last name (family/surname) MUST be spelled out exactly as they appear in the English translation of the national passport (WITHOUT special characters) and NOT a translation interpreted by the host country. No initials are to be used, full first/given name only. In the instance where the delegate only has one name then a period [ . ] is required in the space to be left blank.

#### **21. 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 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. It is to be noted that “official” or “delegate” are not functional titles. Requests with such terms will be rejected.

#### **22. How do I know if the request has been successfully submitted?**

An automated email will be sent to the authorized user who submitted the requests indicating successful transmission. You can also keep track of your requests in the main page by logging into your account.

### **23. What will happen after submission of the requests?**

The requests submitted via eAccreditation will be transmitted to the Protocol and Liaison Service and will be reviewed and approved/rejected in a due time. Please note this process will require at least 48 working hours.

### **24. Will I be notified if a request is approved?**

Yes. Once the request is approved by the Protocol and Liaison Service, the focal point and backups will receive an email approval notification with a unique reference number, the name of the delegate, country and the duration approved.

### **25. What to do if a request is rejected?**

Requests requiring further information or verification will be rejected. Focal point and backups will be informed the same way via email with a rejection notification specifying the reason of rejection.

### **26. Can a rejected request be re-submitted?**

Yes. Rejected request can be re-submitted with the requested information/verification as a new request via eAccreditation.

### **27. What to do once the request is approved?**

Once approved by Protocol, the data of the delegate will automatically be transmitted to the system of Pass and ID Unit. Representatives of missions are no longer required to collect the authorization slips from the Protocol Office, except for collection of VIP passes. The email approval notification is the actual authorization slip. For pick up of the grounds pass, please print a copy of the email approval notification referred to in #24 above and bring it directly to Pass and ID Unit.

### **28. When and where can a grounds pass or VIP be 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. Please refer to #29 below.
- VIP passes are issued by Protocol and Liaison Service and will be made available for collection in the office of the Protocol and Liaison Service (S-0201) by a representative of the mission/office (with a valid UN grounds pass).

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

- First time visiting delegates must appear in person in the Pass and ID Unit along with a copy of the email approval notification together with a passport or a government issued photo ID. He/she will then be photographed and issued a grounds pass.
- Grounds passes for returning delegates, whose photographs are already in the computer system of the Pass and ID Unit, may be collected by a mission representative (with a valid UN grounds pass) in their absence upon presentation of copies of the approval emails.
- A grounds pass may be issued to a delegate attending meetings taking place consecutively upon presentation of copies of separate email approval notifications. It is standard operating procedure that grounds passes issued outside the main session of the general assembly cannot exceed 4 weeks duration.

### **30. How do I go about requesting a protocol pass?**

eAccreditation does not handle requests for protocol pass. The protocol pass is issued at the discretion of the Chief of Protocol on special request/occasion and is curtailed during the high-level week and the general debate. The procedure for requesting a protocol pass remains the same and would require a letter signed by permanent representative to the Chief of Protocol, stating the name, functional title and affiliation of the guest, as well as duration and purpose of visit at UN Headquarters.

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

For last minute or urgent request, it is the same procedure via eAccreditation. After submission online, you may wish to contact the accreditation officer or respective desk officers of the Protocol and Liaison Service to expedite the requests.

### **32. Who should I contact for questions regarding eAccreditation?**

- For technical problems relating to user login or passwords, please contact:
  - ❖ ICTS Help Desk  
Tel: +1-212-963-5033; Email: [help-desk@un.org](mailto:help-desk@un.org)
- For all other substantive issues relating to accreditation/access to meetings taking place at UN Headquarters, please contact the Protocol and Liaison Service:
  - ❖ Ms. Wai Tak Chua  
Tel: +1-212-963-7181; Email: [chuaw@un.org](mailto:chuaw@un.org)
  - ❖ Mr. Hans Grohmann  
Tel: +1-212-963-2938; Email: [grohmann@un.org](mailto:grohmann@un.org)