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. **What meetings may be processed via eAccreditation?**
   The eAccreditation may process requests of UN grounds pass for official representatives attending temporary meetings at UN Headquarters: (1) UN official calendar meetings, including meetings of the main session and resumed session of the general assembly, (2) meetings of the Security Council; (3) meetings with UN senior officials; and (4) other high-level meetings or special summits/events.

   Regarding (3) above - meeting with UN senior officials: Representatives of missions/offices may also accompany their guests to UN premises for appointments with UN officials by signing them in as guests at the Information Booth; up to five guests per delegate (with red "D" or "O"). Please note that, as a standard practice, it is also the responsibility of the office of UN official with whom the guests are meeting to sign the guests in and escort them to the meeting venue.

3. **Where to look for the calendar of UN official meetings taking place at United Nations Headquarters (New York)?**
   You may visit the UN official website at www.un.org for the UN official meetings calendar or refer to the UN daily journals. Please refer to the quick links below.
   - For UN meetings calendar: http://conf.un.org/DGAACS/Meetings.nsf/
   - For UN daily journal: http://www.un.org/en/documents/journal.asp

4. **What about all other meetings, side events and activities held at the UN headquarters? Can I request access for participants to these meetings via eAccreditation?**
   No. Participants attending all other meetings (internal or informal), workshops, seminars, trainings, side events and activities organized by missions/liaison offices, UN offices, funds, programmes and agencies do not require "accreditation" and will not be handled by the Protocol and Liaison Service. Access to these meetings/events is handled by the Security Event Planning Unit of the Security and Safety Service. To request special event tickets for these events, missions/offices are required to submit a request by email to the Security Event Planning Unit (Lt. Malinda McCormack, Tel: 212-963-1867, email: mccormackm@un.org) and copy the Pass and ID Unit (Lt. Paul Jankowsky, Tel: 212-963-7533, email: jankowsky@un.org). A template to request these special event tickets is made available to missions/offices and can be found on the Protocol website under the page of "Accreditation" or "Forms". The template may also be obtained from the Pass and ID Unit. Upon approval by the Security Event Planning Unit, the tickets may be collected at the Pass and ID Unit one day prior to the meeting/event. For follow-up on these requests, please contact the Pass and ID Unit at +1-212-963-7533.

5. **What is a delegate's pass and who is entitled to it?**

   A "delegate's pass" is a blue UN grounds pass with a **red "D" or "O"** on it. It is authorized by the Protocol and Liaison Service and issued to official representatives of member states/observers, intergovernmental organizations, specialized agencies and related organization attending official meetings referred to #2 above, as well as other high-level meetings or special summit hosted by the Secretary-General or President of the General Assembly.

   It is also issued to registered diplomatic staff/supporting staff of permanent missions and registered staff of IGOs and specialized agencies.

6. **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 #8 below.

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

   To request an account for eAccreditation, the head of mission/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 under "Forms". **The form SG.39, which requires information of 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 a log-in credential (password) to log on to the eAccreditation website. Missions and offices are reminded that eAccreditation accounts are issued only to permanent registered staff of the missions/offices. Non-registered/temporary staff, messengers or chauffeurs/drivers are not acceptable.

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

   eAccreditation is not open to intergovernmental organizations or specialized agencies away from New York or without an office in New York. They are required to follow the old procedure as follows:

   a) Submit a letter to the Chief of Protocol, signed by the head of the organization or head of chancery, with the names and functional titles of the delegation attending the meeting/conference. In addition, **the letter must include a name and an email address of the focal point responsible for the request.**.
   b) Attach an SG.6 form for each member of the delegation; (the SG.6 form can be obtained from the protocol website http://www.un.int/protocol under "Forms")
   c) Send both (a) and (b) to the Protocol and Liaison Service by fax to 1-212-963-1921.

   Please note that accreditation requests from these categories must be received in the Protocol and Liaison Service at least 7 working days prior to the start date of the meeting. In the days prior to any high-level meetings, extra working days are anticipated. Please also refer to #28, #31, #33 and #34 for information on notification of approval and issuance of UN grounds pass.

9. **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.

10. **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.

11. **What to do if I forgot the login password?**
Log onto the eAccreditation website, from the "Welcome Page", enter your user name (registered email address) and click "Forgot Password". A new password will be sent to you within a few hours and no more than a day. Email the helpdesk at help-desk@un.org if you did not get the new password after more than 24 hours.

12. **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 immediately follow by (1) **a letter** (stamped and signed the head of the mission/office) to the Chief of Protocol and (2) **attach the SG.39 form** with the change(s). The letter must specify exactly what changes need to be made.

13. **How to log on to eAccreditation to submit a request?**
Authorized users should go online and log onto the United Nations eAccreditation website at http://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. **Users are strongly reminded to review and verify the accuracy of the information provided before submission**.

14. **Does the eAccreditation handle all requests for grounds passes including permanent staff of the missions/offices?**
No.   The 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.

15. **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 #14 above.

16. **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 #19 & #20 for photographs requirements.

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

You will find the upcoming UN calendar meetings in the dropdown of the online form. For other scheduled UN meetings, please refer to the UN journals for information, e.g. meeting name, date/time and venue. With this information handy, please scroll down to "Other meetings" and type in the full title of the meeting exactly as it appears in the UN Journal. **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. Please refer to # 4 above.

18. What to do if the duration requested is more than the timeframe of the meeting specified?

Scroll down to "Other meetings" and type in the main meeting the delegate is attending and add on the reason or the meeting requested for the extra days, then select the start and end day from the calendar.

19. Can I send attachments via eAccreditation?

Yes, only for requests of VIP passes and passes for supporting staff. Once these capacities are checked, you may click on the "browse" button and attach the digital photographs (**in jpeg format**) of VIPs for requests of VIP passes; or attach copy of passport/visa for requests of temporary staff passes for supporting staff.

20. 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 must be taken within the last 6 months
   (4) Front view, full face.

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 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.

21. How long does it take to process a request?

As in past practice, it takes at least 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.

22. 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. Early submission does not constitute early pick up of grounds passes. The Pass and ID will only issue grounds passes as early as 5 days prior to the start date of the meeting.

23. Can I use initials in the name field?

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

24. 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. It is to be noted that "official" or "delegate" are not functional titles. Requests with such terms will be rejected.

25. 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.

26. How can I keep track of the requests submitted?

Authorized users may log onto the eAccreditation website and keep track of all requests under "Pending", "Approved" and "Rejected". To follow-up on requests submitted or queries of missing email approvals, users are strongly advised to first consult this page before contacting the Protocol Office.

27. 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 due time. Please note this process will require at least 48 working hours.

28. 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.

29. 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.

30. 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.

31. What do I 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, a hard copy of the email approval notification referred to in #28 above must be presented to the Pass and ID Unit.

32. How do I go about missing approval emails?

First, make sure the request has been approved, then cross-check with other users within your mission/office. If none of them has received the approval email, then you may contact the Protocol Office to re-send it.

33. 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 #31 above.

- VIP passes are issued by Protocol and Liaison Service and will be made available for collection in the Protocol Office by representative of the mission/office (with a valid UN grounds pass).

34. 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 approval email 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.

35. How do I request a duplicate/replacement of a lost VIP/grounds pass?

Log onto eAccreditation 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" will be sent to the users.

36. How do I go about requesting a protocol pass?

eAccreditation does not handle request 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.

37. 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 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.

The purpose of the eAccreditation online system is to streamline the protocol accreditation business processes and eAccreditation users are strongly reminded to respect the 48-working hours policy, as well as to be responsible on their part to advise their government officials/visiting delegates to provide advance notice of their visits to UNHQ.

38. Who should I contact for questions or problems of eAccreditation?

- For technical problems (e.g. user log-in, password reset, etc.), please contact the Help Desk of the Information and Communications Technology Section of the Department for General Assembly and Conference Management at Tel: 1-212-963-5033 or via email at 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
      Senior Protocol Assistant
      (Protocol eAccreditation Project Manager)
      Tel: 212-963-7181; Email: chuaw@un.org

    ❖ Mr. Hans Grohmann
      Senior Protocol Assistant
      (Protocol IT Focal Point)
      Tel: 212-963-2938; Email: grohmann@un.org