



PROTOCOL AND LIAISON SERVICE - DGACM

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

Guidelines on “eRegistration” system

1. How to log on to “eRegistration” to submit a request for a UN grounds pass or a VIP pass?

- a. Log on to the United Nations eRegistration website at: <https://delegate.un.int>; *[We recommend using “google chrome” or “firefox” on most laptops and “Safari” on other electronic devices.]*
- b. Enter your log in credentials (user ID and password); *[The email address you registered with the ‘eRegistration’ system is your user ID. If you forgot your password, please click the “forgot password” button and a new password will be sent to you shortly.]*
- c. Click on “New request” to open up a new application form; *[For first-time users, please go to the top menu “Protocol” and choose from the dropdown “Registration to UNHQ meetings” to get to the ‘New request’ page.]*

Supporting documents (i.e. credentials, notes verbales or official delegation lists) may be uploaded to the online application by using the “attach...” button at the bottom of the page. This is absolutely required if the participant in need of the pass is not a government official.

- d. First select a “Capacity”, then under “**Meeting Information**” select the meeting title in the dropdown menu under the appropriate category. Upcoming UN meetings/conferences are pre-programmed in the system with the duration of the meetings already pre-set. Some meetings may require the users to fill in the blanks.
- e. Next section is “**Delegate details**”. Please select “In-person participation” or “Virtual Participation”. All fields are mandatory, including photograph of the participant. For virtual participation, a designated email of the virtual participant (or the aide/technical focal point of the virtual participant) is required. Functional title and Affiliation must be properly specified, for example:

Functional title: Minister for Foreign Affairs

Affiliation: Ministry of Foreign Affairs (*not government of XXX*).

Please do not use acronyms (e.g. FM, HS, MOFA, etc.). Affiliations other than “ministries” and “office of the President/Prime Ministers” must be specific and should indicate if it is a government office/agency.

[Note: Requests for non-government officials who have been appointed by the government as official representatives in a specific meeting, e.g. representatives from NGOs, civil society, private sector, etc. must be supported by credential or official delegation list, which must be uploaded to the application form – see step 1.c) above.]

- f. Attachments (photographs/copies of passports/visas), if applicable:
 - i. Photograph attachments must follow the photo specifications provided by the UN Pass office (see attached Annex). Photographs of delegates visiting UNHQ for the first-time must be attached online. Photograph attachments may be optional for returning delegates, whose photographs are already in Pass office system and are less than 5 years old.

Please note photograph is not needed for Heads of State/Government, Vice Presidents, Crown Princes/Princesses and their spouses.
 - ii. Copies of passports and visas or alien cards/US passports must be attached at the time of submission for requests of grounds pass for supporting staff, including freelance interpreters or interpreters hired locally.
- g. **Review carefully, verify the details, check the confirmation box** and submit the application by selecting one of these two options:
 - i. If finished and to log out, please select the first blue button “Submit to UN Protocol and Liaison Service”.
 - ii. To continue with additional requests for members of delegation attending the same meeting, please select the second blue button “Submit to UN Protocol and Liaison and Create another request for the same meeting”. A new application form will open up with the same meeting already selected, then select the capacity, skip the “Meeting Information” and jump to “Delegate details”.

2. What to expect after submission?

- a. An automated receipt will be emailed to the authorized user who submitted the request(s) indicating successful transmission. Depending on the volume, it may be sent once or twice a day.
- b. The online submissions will be received in the Protocol and Liaison Office, reviewed and processed in due time. This process requires at least 48 working hours;

c. Upon approval by the Protocol Office:

- i. For “In-person participation”, a UN grounds pass will be issued to the delegate. The focal point and backup(s) will receive via email an approval notification. This notification contains a unique reference number, the name of the delegate, country/organization name, his/her capacity, duration authorized and the meeting title;

The data and photo attachment of the approved request will automatically be transmitted to the Pass and ID Unit the next working day; [Please note urgent “requests without photograph” processed and approved the same day will require the delegate to visit the Pass and ID Unit for a photograph to be taken, unless a valid photograph (less than 5 years) of the delegate has been deposited in the system of the Pass and ID Unit.]

- ii. For “Virtual participation”, a UN grounds pass will not be issued to the virtual participant. The focal point and backup(s), as well as the virtual participant, will receive an approval notification by email. This notification contains a unique reference number, the name of the delegate, country/organization name, his/her capacity, duration of the meeting and the meeting title.

Delegates participating in a meeting held on a virtual platform (e.g. those who will speak/intervene) are advised to contact the meeting host/organizer for the access link/arrangement to the virtual meeting platform.

- d. Requests requiring verification or missing information will be rejected with a reason/explanation via email to the focal point and backup(s). Such requests may be re-submitted with the requested information for approval by the Protocol Office.

3. When and where passes will be issued (for in-person participation only)?

- a. The focal point and back-up(s) will be notified by email once an online application is approved by the Protocol Office (see 2.c.i above). The approval notification is the actual authorization slip which should be printed and presented to the Pass and ID Unit for issuance of UN grounds pass.
- b. The Pass and ID Unit is located at 320 East 45th Street, New York, NY 10017, USA (Tel: +1 (212) 963-7533). The hours of operation are 9 a.m. to 4 p.m., Monday through Friday, except UN holidays.
- c. **UN Grounds passes (blue passes)** are issued by the UN Pass Office as early as five (5) days prior to the start date approved by the Protocol Office and specified in the approval notification;

VIP passes (white passes) are issued by the Protocol Office and may be collected in Room S-0200 three (3) days prior to the start date of VIP pass.

- d. First time visiting delegates (request submitted without photograph) must appear in person in the Pass and ID Unit along with a copy of the approval notification together with a government photo ID or a passport. He/she will then be photographed and issued a UN grounds pass.
- e. First time visiting delegates (request submitted with photograph) may visit the Pass and ID Unit in person to collect his/her UN grounds pass along with a copy of the approval notification together with a government photo ID or a passport.
- f. Grounds passes for returning delegates, whose photographs are already in the system of the Pass and ID Unit or first-time visiting delegates (request submitted with photograph), may be collected by a representative (with valid UN grounds pass) of the mission in their absence, upon presentation of copies of the approval notifications and copies of the passport bio-page of the delegates;
- g. For a delegate whose photograph in the system of the Pass and ID Unit is older than five (5) years and a new photo was not attached to the online application, he/she must report in person to the Pass and ID Unit for a photograph to be taken, upon presentation of a valid passport or government issued photo ID and a printed copy of this approval email in order to obtain the UN grounds pass;

4. Special attention:

- a. Please do not log on to the “eDelegate portal” and your generic mission “un.int email account” through the same browser at the same time. These two applications have a single sign-on feature, they should not be opened at the same time in the same browser. If you have to open the two applications at the same time, please use different browsers.
- b. All online applications take at least 48 working hours to process. Delay is anticipated prior to high-level meetings/conferences, especially prior and during the high-level week and the general debate in September. Deadlines for registration will be imposed on these occasions.
- c. As focal points/backups of the eRegistration system, you are responsible for monitoring the activities in the system under your account. Please be reminded not to share your log-in ID and password with anyone who is not designated by the head of your mission.
- d. Update/edit photo attachments: If the 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 in question under “Approved”, select “update/edit photo” button on top and upload the new photograph and save. The new photograph will be transmitted to the Pass

Office the following day. Please DO NOT re-submit a new request simply to update the photograph, it will be rejected.

- e. Cancel an online request: An online application which is still under “Processing” (not yet approved by the Protocol Office) may be cancelled by the eRegistration users of the missions/offices. To do so, please log on to the eRegistration system, retrieve the application in question under “Processing”, select “cancel” button on top, then confirm and submit. Please take a moment to review before you submit the cancellation. Once it is cancelled, the request cannot be reinstated.

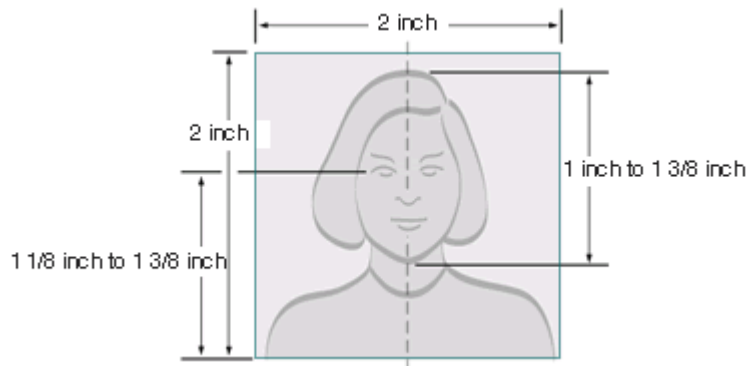
- f. Please do not submit online requests via eRegistration system for training courses, seminars, workshops, exhibitions, receptions and side events organized by missions and UN entities. These events are NOT handled by the Protocol Office. Please contact the hosts or organizers for access to UNHQ for these events.

ANNEX

Photograph specifications

- In color
- 2 x 2 inches (51 x 51 mm) in size
- Sized such that the head is between 1 inch and 1 3/8 inches (between 25 and 35 mm) from the bottom of the chin to the top of the head.
- Taken within the last 6 months to reflect your current appearance
- Taken in front of a plain white or off-white background
- Taken in full-face view directly facing the camera
- With a neutral facial expression and both eyes open
- Dimensions The image dimensions must be in a square aspect ratio (the height must be equal to the width). Minimum acceptable dimensions are 600 x 600 pixels. Maximum acceptable dimensions are 1200 x 1200 pixels.
- Color The image must be in color (24 bits per pixel) in sRGB color space which is the common output for most digital cameras.
- File Format The image must be in JPEG file format
- File Size The image must be less than or equal to 240 kB (kilobytes).
- Compression The image may need to be compressed in order for it to be under the maximum file size. The compression ratio should be less than or equal to 20:1.
 - Taken in clothing that you normally wear on a daily basis:
 - Uniforms, clothing that looks like a uniform, and camouflage attire should not be worn in photos except in the case of religious attire that is worn daily.
 - You may only wear a hat or head covering if you wear it daily for religious purposes. Your full face must be visible and your head covering cannot obscure your hairline or cast shadows on your face.
 - Headphones, wireless hands-free devices or similar items are not acceptable in your photo.
 - If you normally wear prescription glasses, a hearing device or similar articles, they may be worn for your photo. Glare on glasses is not acceptable in your photo.
 - Dark glasses or non-prescription glasses with tinted lenses are not acceptable unless you need them for medical reasons (a medical certificate may be required).

Photo Head Size Template



- Photo must be 2 inches by 2 inches
- The height of the head (top of hair to bottom of chin) should measure 1 inch to 1 3/8 inches (25 mm - 35 mm)
- Make sure the eye height is between 1 1/8 inches to 1 3/8 inches (28 mm - 35 mm) from the bottom of the photo