



## **United Nations Protocol and Liaison Service**

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

- i. Access the United Nations eRegistration website at: <https://delegate.un.int>; *[we recommend using “google chrome” or “firefox” to log in.]*
- ii. 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.]*
- iii. Click on “New request without photo” or “New request with photo” *[If “New request without photo” is selected, the delegate/participant must visit the UN Pass and ID Unit in person for a photograph to be taken unless his/her photograph is already in the system of the Pass and ID Unit and is less than 5 years old. Please refer to Paragraph 5 (iii & iv).]*
- iv. Fill in all the blanks on the online registration form (all mandatory fields are required);
- v. Functional title and affiliation must be provided. Affiliations other than “ministries” and “office of the President/Prime Ministers” must be specific and should indicate if it is a government office/agency. Please do not use acronyms. *[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 an official communication/credential, to be sent to the Protocol Office confirming their official capacity prior to online application.]*
- vi. Attachments, if applicable:
  - a. Photograph attachments must follow the requirements below (paragraph 4);
  - b. Copies of passport and visa must be attached at the time of submission for requests of grounds pass for temporary supporting staff, including freelance interpreters or interpreters hired locally.
- vii. Review carefully, verify the details and submit;
- viii. To continue with additional requests, just click on the “back” button to return to the main page and repeat step (iii) to (vii).

#### **2. What to expect after submission?**

- i. 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.
- ii. 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;
- iii. Once approved, the focal point and backup(s) will receive via email an approval notification. This notification contains the name of the delegate, country/organization name, a unique reference number and the duration authorized;

- iv. The data and photo attachments of the approved requests 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. Please refer to para. 3 iii to v below.]
- v. 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?**

- i. The focal point and back-up(s) will be notified by email once an online application is approved by the Protocol Office. 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;
- ii. Ground passes for approved requests may only be issued in the Pass and ID Unit 5 days prior to the start date approved by the Protocol Office and specified in the approval notification;
- iii. 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 grounds pass.
- iv. 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.
- v. 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/participants;
- vi. 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;
- vii. VIP passes are issued by the Protocol Office and may be collected in Room S-0200 of the Protocol Office as early as 3 working days prior to the start date of VIP pass.

### **4. What are the photograph requirements?**

- i. When attaching photographs for requests of UN grounds pass and VIP Pass via eRegistration system, the following requirements must be followed:
  - Passport size colour photograph, with plain white background
  - .jpeg file format (.pdf format is not acceptable)
  - Photo must be no more than 6 months old
  - Front view, full face.

Please refer to the **Annex** for detailed guidelines for photograph requirements.

Please note photograph is not needed for Heads of State/Government, Vice Presidents, Crown Princes/Princesses and their spouses.

- ii. Photographs **MUST** be attached for VIP pass requests at the time of online submission (except for Heads of State/Government, Vice Presidents, Crown Princes/Princesses and their spouses, and ministers whose photographs have already been deposited with the Protocol Office).

## 5. Special attention:

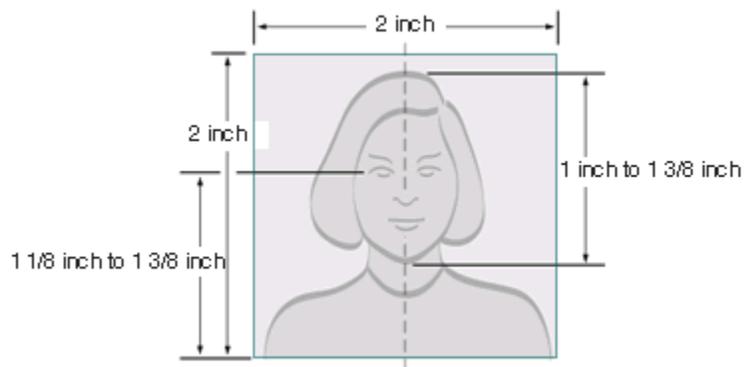
- i. It is recommended that you use the browser “google chrome” to log on to eRegistration via <https://delegate.un.int>.
- ii. All online applications take at least 48 working hours to process. Delay is anticipated prior to high-level meetings/conferences, especially prior and during the high-level week and the general debate in September. Deadlines for registration will be imposed on these occasions.
- iii. “Photograph attachments” to the online application is a feature requested by the Pass and ID Unit. If you submitted an online request with photograph and it was not accepted by the Pass and ID Unit, the delegate/participant is required to visit the Pass and ID Unit in person for a new photograph to be taken. **Please do not re-submit with new photos and do not send the new photographs to the Protocol Office.**
- iv. When starting an online application, please be sure if you are going to attach a photograph or not. Once an online application (submitted without photograph) has been approved by the Protocol Office, the delegate/participant is expected to line up for a photograph in the Pass and ID Unit, unless his/her photograph is already in the system. You are not allowed to submit a second request for the same person simply to attach the photograph. However, you do have the option to cancel the application if it is still under “processing” [not yet approved by the Protocol Office] and re-submit a new application with photograph. To cancel an online application which is still under processing, log on to the system and go to “Under Processing”, retrieve “the request” and select the button “Cancel this request” on top, then confirm and submit.
- v. As focal points/backups of the eRegistration system, you are responsible for monitoring the activities of the online applications. Please be reminded not to share your log-in ID and password with anyone who is not designated by the head of your mission.
- vi. Please do not log into 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.

## 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