



## **PROTOCOL AND LIAISON SERVICE - DGACM**

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

**Frequently Asked Questions on**

**system**



away from New York are also encouraged to register with the eRegistration system. Please refer to the “Guidelines to apply for an eRegistration account” at <https://www.un.org/dgacm/en/content/protocol/meetings>.

**9. What is the procedure for permanent missions and GA-accredited IGOs based in New York to submit requests via the eRegistration system for UN grounds passes and VVIP/VIP passes?**

To request UN grounds passes and VVIP/VIP passes for access to UN premises for participation in official calendar meetings, authorized users (focal points and back-ups) of t

If a focal point/backup 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.

**15. Are there deadlines for registration to meetings at UNHQ?**

Yes, there are deadlines for all official meetings handled by the Protocol Office. In general, it is one week (7 days) prior to the start date of the meetings for all missions/offices in New York and GA-accredited IGOs already enrolled in the eRegistration system. Note that the deadline for GA-accredited IGOs not represented in New York and not enrolled in the eRegistration system is 2 weeks (14 days) prior to the start date of the meetings. The Protocol Office cannot guarantee the timely processing and issuance of UN passes if the requests are submitted after the deadline or less than 48 working hours prior to the opening of the meeting.

For specific high-level meetings held at UNHQ and conferences held outside of UNHQ, the deadlines may vary.

**16. How early can I submit a pass request via the eRegistration system??**

It is important to note that all requests for UN grounds passes must be submitted in a timely manner. All official UN calendar meetings, including GA and ECOSOC meetings, are normally open for registration in the eRegistration system 4 weeks prior to the start dates of the meetings.

**17. Can I upload supporting documents and photograph attachments via eRegistration and how?**

Yes. You may upload supporting documents (e.g., letters of credentials or letters/notes verbales with official delegation lists), copies of passports and visas, and photographs in the eRegistration system front page or in the online application forms.

**To upload supporting documents** (letters of credentials or letters/notes verbales with delegation lists)

Have your supporting document ready on your computer, log on to the eRegistration system front page, click on the “**Attach delegation list**” button (next to the “New Request” button) at the top of the page, select the meeting corresponding to the credentials/delegation list, and use the browser to select the document from your computer, then upload and save. Note that a letter (stamped and signed by the head of the organization) with the delegation list is required for all GA-accredited IGOs not represented in New York.

For non-government officials (consultants, advisers, experts, researchers, etc.) appointed as official representatives of a state in a specific meeting, credentials or a letter must be uploaded onto the browser in the online application form by selecting “No” under

Please be reminded that a valid photograph is a mandatory requirement for pass requests even

**24. Will I be notified if a request is approved by Protocol and what happened then?**

Yes. 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 (weekend not included). The authorized users (focal point and backups) will

UN grounds pass. If a photograph was not uploaded in the online application form at the time of submission, the delegate will be photographed onsite.

Representatives of missions/offices (with valid UN grounds pass) may collect the UN grounds passes on behalf of the delegates by presenting copies of the approval emails **and** copies of passport bio-pages of the delegates.

The Pass and ID Unit issues grounds passes as early as **five (5) days** prior to the approved start date of the passes and these passes are valid for immediate access to the UN compound once they are issued to the delegates.

**“VVIP/VIP passes”** are issued by Protocol Office located in Room S-0200, 2nd/F, Secretariat Building [Tel: +1 (212) 963-7181], Monday - Friday from 9:30 am to 12:00 pm and 3:00 pm to 5:30 pm]

Representatives of missions/offices (with valid UN grounds pass) may collect the VVIP/VIP passes upon presenting copies of the approval emails.

The Protocol Office issues VVIP/VIP passes as early as **three (3) days** prior to the approved start date of the passes.

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

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

**For a duplicate of UN grounds passes (blue pass):** A mission representative is required to bring a copy of the “duplicate pass approval email” to the UN Security “Lost and Found” at Room GA-1B-052 (between 9:00 am and 5:00 pm) to file a report of the lost pass. Upon completion, the approval email will be endorsed with an approval stamp by UN Security, which may then be brought to the Pass and ID Unit for issuance of a duplicate pass.

**For a duplicate of VVIP/VIP passes (white pass):** A mission representative is required to bring a copy of the “duplicate pass approval email” to the Protocol Office at Room S-0200 along with his/her valid UN grounds pass and a note verbale (stamped and signed) reporting the loss of the VVIP/VIP pass, in order to collect a duplicate VVIP/VIP pass.

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

Access/registration to side events at UNHQ is NOT handled by the Protocol Office. These events are handled by the **Security Event Planning Unit (SEPU)** of the Security and Safety Service in coordination with the hosts or event organizers. Side event participants require a special event ticket to access the UN premises. These tickets are approved and issued by SEPU upon request by the host/event organizer. Missions/offices/UN departments hosting any side events at UNHQ should contact SEPU at [security\\_service\\_coordinator@un.org](mailto:security_service_coordinator@un.org) for necessary access arrangements for their invited participants.

### 32. How to request access to UNHQ for appointments with UN staff or for other business?

As a general policy, government officials or guests of the missions/offices requiring access to UNHQ for appointments with UN staff or for other business may be signed in as a guest at the Information Booth (Visitors' lobby) by a mission staff (with red “D” or a red “O” pass) or a UN staff and be escorted to the meeting venue. Note that each red “D” or red “O” pass or a UN staff pass may sign up to 5 guests at the Information Booth.

Additionally, if access to UNHQ for appointments is required for more than a day, missions/offices may email the Security Event Planning Unit (SEPU) (see para.31) to request a guest pass for multiple days. It is at the discretion of SEPU to determine the appropriate passes/tickets to be issued.

### **33. Who should I contact for questions or problems with 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](mailto: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, inc. VVIP/VIP passes, IGOs and Specialized Agencies)  
Tel: 212-963-7181; Email: [chuaw@un.org](mailto:chuaw@un.org)

Mr. Patrick Ruiz  
Protocol Assistant  
(eRegistration)  
Tel: 212-963-7181; Email: [patrick.ruiz@un.org](mailto:patrick.ruiz@un.org)

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