

INDICO- FREQUENTLY ASKED QUESTIONS

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What is INDICO and for which meetings in UNODC is it used?

INDICO is an open source platform customized by the UN Office in Geneva for the organization of conferences, workshops and meetings. At UNODC, INDICO is the registration system for intergovernmental meetings organized by the following Secretariats:

- the Secretariat to the Governing Bodies (DTA/SGB)
- the Corruption and Economic Crime Branch (DTA/CEB)
- the Organized Crime and Illicit Trafficking Branch (DTA/OCB)
- the Cybercrime Ad-hoc Committee

What is the procedure for registration of delegates in INDICO?

- The link to register for a session is available during the registration period on the website of the respective body.
- Permanent missions can nominate a focal point who can register the delegation
- Permanent Missions / Organizations share the link to register for the event together with the Note Verbale / Official Letter containing the composition of their delegation to the designated delegates and ask them to register in INDICO;
- Delegates create an account in INDICO (for the first time only) and register for the event, attaching the required proof for their participation (i.e. Note Verbale from the Permanent Mission/ official communication signed by the head of the organization).
- The Secretariat reviews and approves the registration of the delegates.

What information has to be provided in the Note Verbale?

The Note Verbale has to be issued by the Permanent Mission accredited to the United Nations Office (Vienna); Official letter has to be issued by the head of the organization.

- In line with the information provided by the organizing Secretariat regarding participation, the Note Verbale should:
 - list the **members** of its delegation to the event
 - indicate the **Head of Delegation**

Should the Note Verbale with the composition of the delegation also be sent to the Secretariat via email?

There is no need to send the note verbale or the official letter signed by the head of organization to the secretariat

Only registrations submitted in INDICO together with the corresponding official document will be considered and approved by the Secretariat.

How can the Permanent Mission / Organizations ensure that only designated participants register in INDICO? Is it possible for the Permanent Mission to register its delegates in INDICO?

The Secretariat carefully reviews all applications received against the uploaded Note Verbale / official letter issued by the Permanent Mission or Organization.

In addition to that, there is an option for the Permanent Mission to nominate a 'Focal Point'.

A 'Focal Point' will be able to review and pre-approve (or reject) all persons who register for an event in INDICO as their Government participants. The Secretariat receives only the registrations that have been pre-approved by the 'Focal Point', checks whether all the information is correct and only then approves the registration.

Permanent Missions that would like to nominate a 'Focal Point' are kindly requested to submit a Note Verbale with the name, title, and contact details (email address) of the designated person to the organizing Secretariat. A 'Focal Point' also has to have his/her own account in INDICO.

When creating an account in INDICO, is it possible to use a generic email address for use by several participants (f.ex. the email address of a Permanent Mission)?

NO. E-mail addresses, in combination with the participant's name and surname, are used as unique identifiers for users. For this reason, every participant has to create his/her account in INDICO with a personalized email address. For the registration of high level delegates it is recommended to indicate a focal point at the permanent mission who can register on behalf.

What are the main advantages for participants/delegations of INDICO?

- With their INDICO ID, nominated participants can easily self-register for events organized at the United Nations Office in Vienna or in other places where INDICO is already in use (f.ex. at the United Nations Offices at Geneva and Nairobi).
- Participants' data, such as name and email address do not run the risk of spelling mistakes.
- Participants are kept informed about the status of their registration.
- Participants can be contacted and receive relevant information directly

Where can we find more information on INDICO and how to create and account and register?

- [INDICO – Frequently Asked Questions](#)
- [Profile creation and register for an event \(YouTube video\)](#)
- [Step-by-Step guide for Permanent Missions Focal Points](#)

Who can be contacted in case of questions?

For questions relating to a specific event, kindly contact the respective Secretariat.

For technical issues with INDICO: <https://indicohelp.unog.ch/contact-us/>

UNODC/DTA points of contact:

unodc-sgb@un.org (Secretariat to the Governing Bodies)

uncac@un.org (Corruption Economic Branch)

untoc.cop@un.org (Organized Crime Branch)

cybercrimeahc@un.org (Cybercrime Ad-hoc Committee)
