

INDICO

A GUIDE TO CREATING ACCESSIBLE EVENTS ON INDICO

GENERAL INFORMATION CONCERNING ACCESSIBILITY ON INDICO

The following **mandatory updates** are available on Indico:

- A. Meeting Accessibility and Accessibility Support to be announced on **Events pages**.
- B. **Registration forms** to recognize participants with disabilities and their support persons so that:
 - They have fast access through accreditation and can remain together at all times.
 - Security has a contact number for them, in case of an emergency.
 - They can request support and reasonable accommodation, in line with UNDIS.

A Master Template has been created, incorporating these changes. This is a step-by-step guide to adapting it to your event.

CLONING THE ACCESSIBILITY MASTER TEMPLATE

Once your event has been synchronised through gMeets, clone the Accessibility elements to your event. The event number of the Accessibility Master Template is **32376**.

Go to the event management area² of the **new event**, the modules listed on the menu to the left of the screen are used to configure an event.

For your **main event page**, click **Tools** and the tools work area opens. Click on the **Clone Customization** tab.

The elements that can be cloned to the new event from a previous event through this tab are:

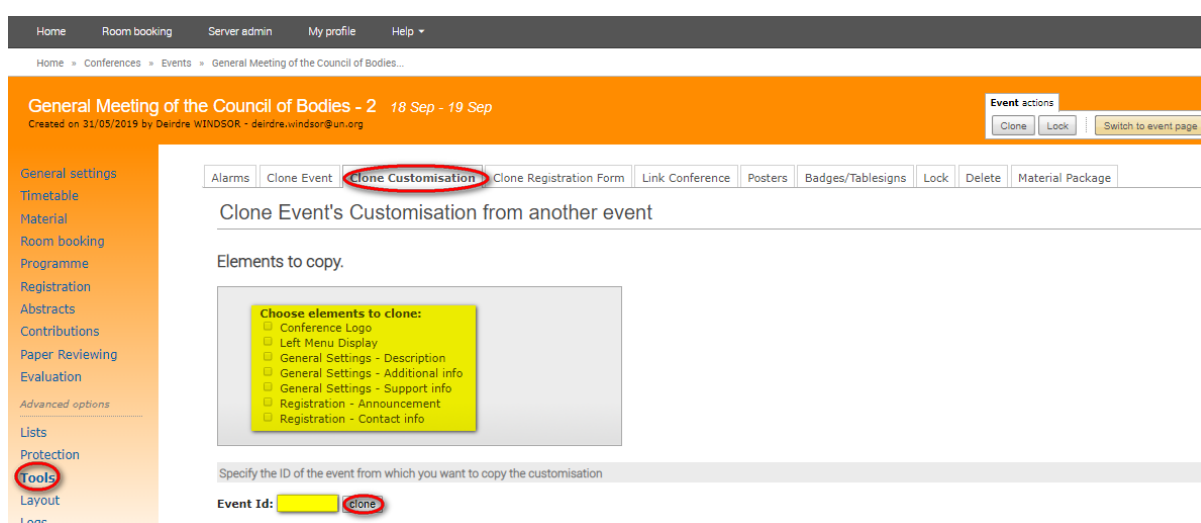
- Its logo
- The left-hand menu
- The event description
- Additional info
- The support information
- Announcement
- Contact info



Select the elements required.

For **accessibility**, select all the items except the first and the last. In the **Event Id** field, enter **the event number 32376**

(i.e. the event number) of the past event. Click **Clone**.



² The event management area is always an orange environment.

A message will appear requesting confirmation that you wish to copy these elements Click **Yes**.

The event page of the new event opens. Depending on the elements cloned, verify to ensure that all is as it should be.

ACCESSIBILITY ON THE EVENTS PAGE

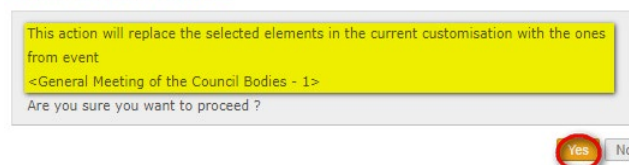
Here are the details of the accessibility features on the **Events page**:

A. DESCRIPTION

Five icons should appear corresponding to the broad accessibility standards met by all events at the Palais des Nations, with the exception of the following rooms: III, V, XIV, XV. Unless your meeting is in one of these rooms, your Events page must display these icons.

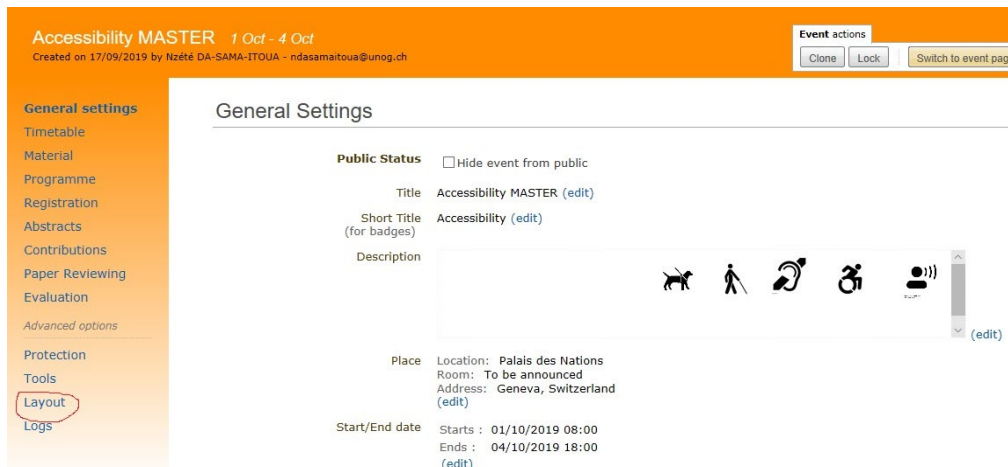
If your meeting provides additional accessibility services, such as sign language interpreting, then you must add the corresponding icons.

Confirmation Required

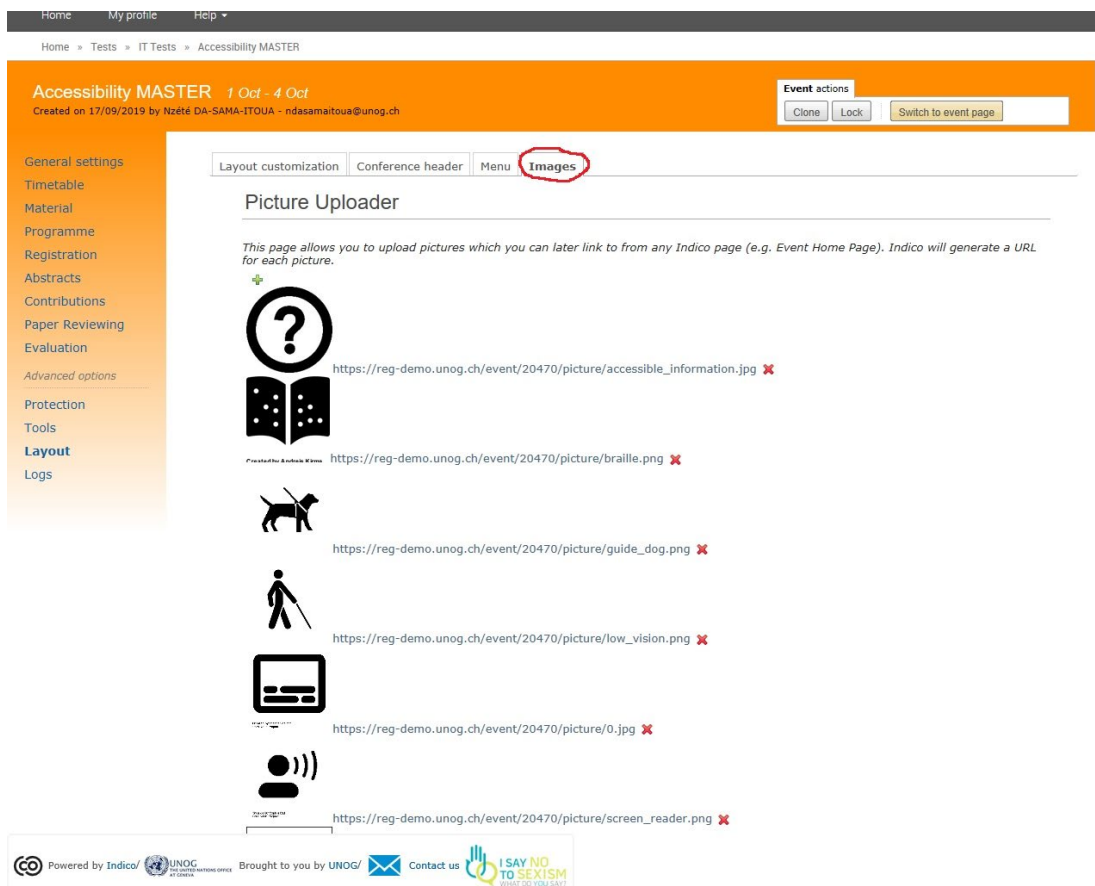


Here is how to do it:

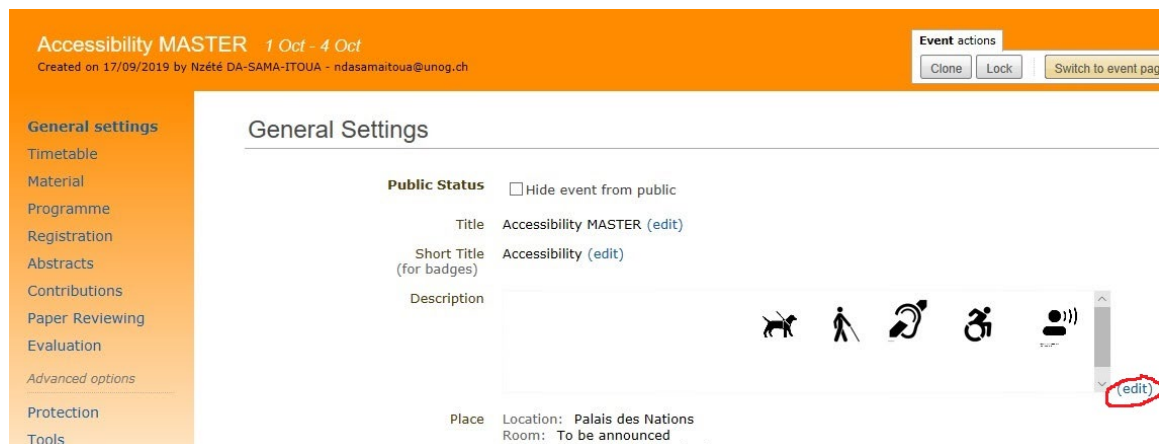
1. Select Layout from the left menu:



2. Then select Images:

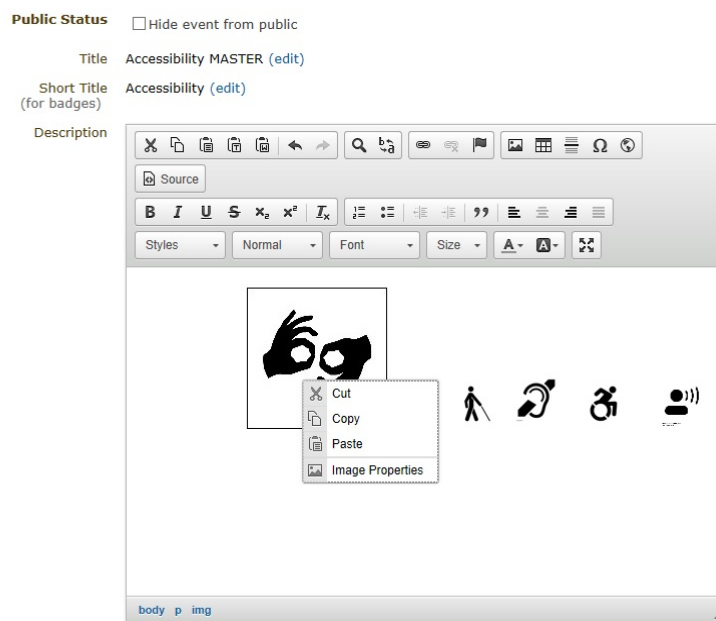


3. Right click on the image you need and Copy.
4. Go back to General Settings (using the left menu) and edit the Description field:

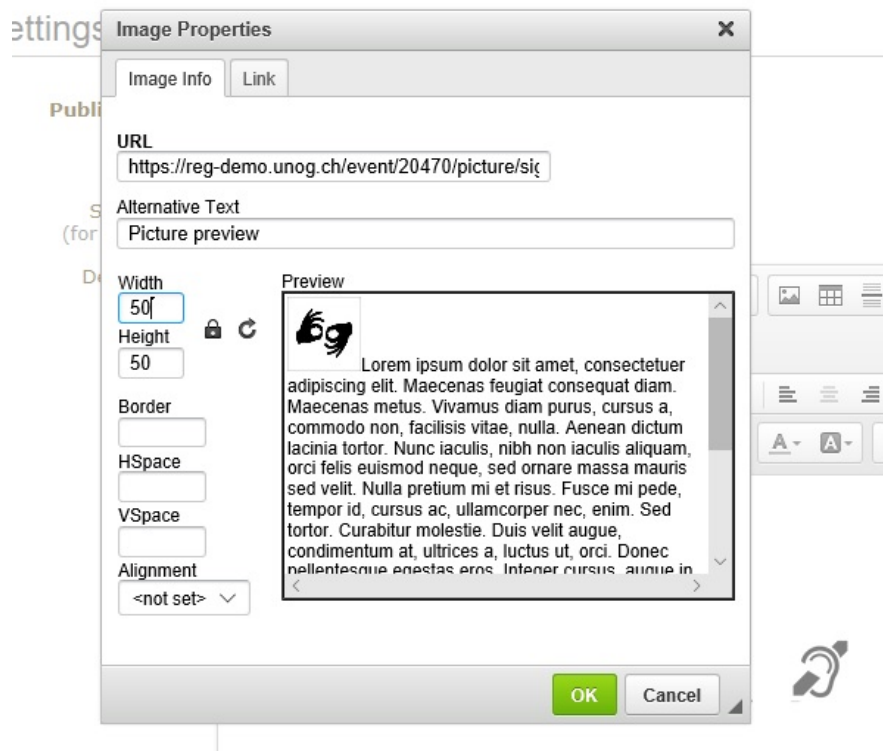


5. Paste your image – it will be much larger than the others. Right click on it and select Image Properties:

General Settings



6. In the “width” box, write “50”:



7. The height will appear automatically. Add AltText in the appropriate box. Click [here](#) for suggested text. Click OK. Repeat this process for each icon required. Please note that the 5 pre-selected icons already have AltText. When ready, SAVE, before exiting.

B. ADDITIONAL INFO

Select General Settings from the left menu. Edit the Additional Info field:

Start/End date	Starts : 01/10/2019 08:00 Ends : 04/10/2019 18:00 (edit)
Timezone	Europe/Zurich (edit)
Additional info	Accessibility Support @un.org (edit)

Please add the e-mail address and/or telephone number of the Meeting Accessibility Focal Point, as well as any other relevant information.

C. SUPPORT

Please complete the Support field with an e-mail address and/or telephone number. The same contacts can be used as above.

D. MATERIAL

The Material section contains the UNOG Accessibility Guide, which should appear by default on all Events pages. Please do not delete it.

ACCESSIBILITY ON THE REGISTRATION FORM

CLONING THE REGISTRATION FORM

If you have not already done so, you can clone the **registration form** now.

Clone a registration form from a past event to a new event

In the new event, click **Tools** and the tools work area opens. Click on the **Clone Registration Form** tab.

In the **Event Id** field, enter the ID **32376** (i.e. event number) of the past event. Click **Clone**.

The screenshot shows the UNOG event management interface. At the top, there is a navigation bar with links: Home, Room booking, Server admin, My profile, and Help. Below this is a breadcrumb trail: Home > Conferences > Events > General Meeting of the Council of Bodies... The main header area is orange and displays the event title 'General Meeting of the Council of Bodies - 2' for the dates '18 Sep - 19 Sep'. It also shows the creation date 'Created on 31/05/2019 by Deirdre WINDSOR - deirdre.windsor@un.org'. On the right, there are 'Event actions' buttons: Clone, Lock, and Switch to event page. A left-hand menu lists various settings: General settings, Timetable, Material, Room booking, Programme, Registration, Abstracts, Contributions, Paper Reviewing, Evaluation, Advanced options, Lists, Protection, Tools (highlighted in blue), Layout, and Logs. The main content area has a tabbed interface with tabs: Alarms, Clone Event, Clone Customisation, Clone Registration Form (highlighted with a red circle), Link Conference, Posters, Badges/Tables signs, Lock, Delete, and Material Package. The 'Clone Registration Form' tab is active, showing the text 'Clone Registration Form from another event' and 'Replace the registration form of this event with one from another event.' Below this is a text input field labeled 'Specify the ID of the event from which you want to copy the registration form' with the value '32376' entered. To the right of the input field is a 'Clone' button (highlighted with a red circle).

A message will appear requesting confirmation that the registration form in the new event will be replaced by that of the past event. Click **Yes**.

Confirmation Required

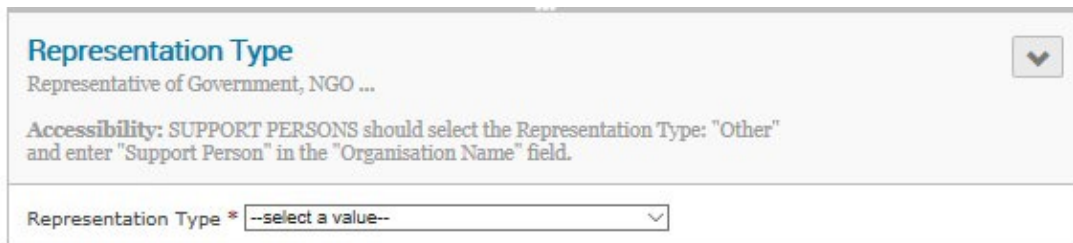
The confirmation dialog box has a yellow background and contains the text: 'This action will replace the registration form with the one from event <General Meeting of the Council of Bodies - 1>'. Below this is the question 'Are you sure you want to proceed ?'. At the bottom right, there are two buttons: 'Yes' (highlighted with a red circle) and 'No'.

The **Registration** module work area opens in the management area of the new event. Verify to ensure that all is as it should be.

A. ACCESSIBILITY FIELDS

The following new **mandatory features** have been created on Indico to enable participants with disabilities and their support persons to register and be able to **access security together without having to queue**.

Support persons will now choose Other – Support Person as their Representation/Representation sub-type. The Accessibility field contains questions to identify Persons with Disabilities and Support Persons, so that they receive an approval e-mail which will allow them to enter Pregny Gate for accreditation without queueing.



Representation Type Representative of Government, NGO ... ▼

Accessibility: SUPPORT PERSONS should select the Representation Type: "Other" and enter "Support Person" in the "Organisation Name" field.

Representation Type * --select a value-- ▼



Accessibility + ⊘ ▼

Are you a person with disability? * -- Choose a value -- ▼

If YES, please proceed to the "Accessibility Requirements" section below.

Are you a support person? * -- Choose a value -- ▼

If YES, please fill in the name of the person you are supporting.

If YES, please indicate your support function -- Choose a value -- ▼

Both persons with disabilities and their support persons will identify each other, allowing Meeting Secretariats to cross-check their names before approving registration.

The Accessibility Requirements field enables the following information to be collected:

- Contact number (to be forwarded to Security for emergency purposes)
- If accompanied by live assistance (e.g. guide-dog)
- The exact needs of persons with disabilities (by scrolling right along the screen) and accommodation required (some measures will be available automatically through the broad accessibility standards met by UNOG, other measures may be personalized and fall within the scope of reasonable accommodation under the United Nations Disability Inclusion Strategy, which the Meeting Secretariat will then have to decide upon).

The screenshot shows a web-based form titled "Accessibility Requirements". At the top, there are navigation buttons: "Add section", "Recover sections", and a trash icon. The form itself is a scrollable panel with a title bar containing a plus icon, a refresh icon, and a close icon. The main content area starts with a heading "Accessibility Requirements" followed by a paragraph: "UNOG is committed to making its facilities and conferences inclusive. Persons with accessibility requirements should complete this section so that arrangements for the appropriate support may be put in place." Below this, the form contains several sections: 1. "Contact number" with a text input field and a placeholder "(+41) 123 45 6789". A note below states: "Please provide a number on which you can be reached you when you are in the Palais des Nations. This number will be given to the UN Safety and Security Service who may use it to locate you in an emergency situation." 2. "Will you be accompanied by a support person?" with a dropdown menu "Choose a value". A note below states: "If you are part of a group bringing its own interpreters or driver, only write their names if you are the Group Leader." 3. "If YES, please fill in the name(s) of your support person(s)." with a text input field. 4. "Will you enter UNOG in a private vehicle?" with a dropdown menu "Choose a value". A note below states: "Private vehicles can only enter with UNOG Security Service's permission, to facilitate access for persons with reduced mobility. Please ask drivers to register on Indico." 5. "Will you enter UNOG with live assistance such as a guide dog?" with a dropdown menu "Choose a value". 6. "If you require accommodation, please check the relevant box(es)." followed by a list of checkboxes: "Wheelchair access", "Support to find the meeting room", "Accessible seating", "Sign language interpretation", "Real-time captioning", "Documents in braille", "Documents in Plain Language", "Documents in accessible format", and "Other". 7. A note below the checkboxes: "Please explain below or contact Accessibility Support." 8. A paragraph: "The above services are not programmed for all meetings. The host secretariat will contact you about their availability." 9. "If you wish to, please tell us more about your accessibility requirements." with a text input field and a character count "Char left : 300". At the bottom of the form, there is a footer bar with logos and text: "Powered by Indico / UNOG", "Brought to you by UNOG", "Contact us", and "I SAY NO TO SEXISM".

The additional information will be captured in the **Registration** Management section of Indico in the **Registrants** tab:

Accessibility MASTER 1 Oct - 4 Oct
Created on 17/09/2019 by Nzé DA-SAMA-ITOUA - ndasama@unog.ch

Event actions: Clone, Lock, Switch to event page

Setup Edit **Registrants (10)** Stats UN Event Pass

Showing 1 to 3 of 3 entries (filtered from 10 total entries)

Registrant Actions: Email, Remove, Badge Validity, Approve, Reject, Set Pending, Other Statuses, Toggle Check-In, Add Registrant, Add from Existing, Add Tags

Export/Import: Excel, Participant List, Participant List (Draft), Import

Select all Show/Hide Columns Reset Columns Filters Reset Filters Search: []

Show 50 entries Previous 1 Next

Select	Surname Filter	First Name Filter	Are you a person with disability? yes	Are you a support person? Filter	Badge expiring Date Filter	Badge start date Filter
☐	Eelbing	Eva	yes	no		
☐	New Person A	New A	yes	no		
☐	New Person D	New D	yes	no		

Show 50 entries Previous 1 Next

B. PROVIDING PERSONS WITH DISABILITIES AND THEIR SUPPORT PERSONS WITH DIRECT ACCESS AT PREGNY GATE

This is an essential and mandatory feature of Disability Inclusion. Persons with disabilities and their support persons are provided with direct access by being sent a different Registration Approval e-mail.

Please follow these instructions:

1. Meeting Secretariats should apply a filter on the question: “Are you a person with disability?” Filter “yes” or “y” will call up all participants having registered as persons with disabilities.

Accessibility MASTER 1 Oct - 4 Oct
Created on 17/09/2019 by Nzété DA-SAMA-ITOUA - ndasamaitoua@unog.ch

Event actions: Clone Lock Switch to event page

Setup Edit **Registrants (10)** Stats UN Event Pass

Showing 1 to 3 of 3 entries (filtered from 10 total entries)

Registrant Actions: Email Remove Badge Validity Approve Reject Set Pending Other Statuses Toggle Check-In Add Registrant Add from Existing Add Tags

Export/Import: Excel Participant List Participant List (Draft) Import

Select filtered Show/Hide Columns Reset Columns Filters Reset Filters Search: []

Show 50 entries Previous 1 Next

Select	Surname Filter	First Name Filter	Gender Filter	Are you a person with disability? yes	Badge start date Filter	Badge expiring Date Filter
☐	Eelsing	Eva	Female	yes		
☐	New Person A	New A	Male	yes		
☐			Female	yes		

Powered by Indico/ UNOG THE UNITED NATIONS OFFICE AT GENEVA Brought to you by UNOG/ Contact us I SAY NO TO SEXISM WHAT DO YOU SAY?

2. Registration is approved by clicking on the “Approve” tab. See above.

3. Then send the Approval e-mail by clicking on the “E-mail” tab. (see above) The following screen appears. Go to template and open the drop-down box. Choose **Approved for Accessibility** and click on Use Template:

Home My profile Help

Home Tests IT Tests Accessibility MASTER

Accessibility MASTER 1 Oct - 4 Oct
Created on 17/09/2019 by Nzété DA-SAMA-ITOUA - ndasamaitoua@unog.ch

Event actions: Clone Lock Switch to event page

Setup Edit **Registrants (10)** Stats UN Event Pass

Template: Home - Account confirmation Home - Account created Home - Account disabled Home - Account enabled Home - Account login changed Home - Account moderation Home - Approval Home - New add clean account Home - Registration confirmation Home - Reject Home - Reset password Home - Visa email IT Tests - 20470 - APPROVAL - ACCESSIBILITY

Use Template

CC addresses []
Beware, addresses in this field will receive one mail per registrant

4. The text of the e-mail will open. Click on send.

APPROVED FOR ACCESSIBILITY - {conference_title}, {conference_startdate} to {conference_enddate}

United Nations Office at Geneva - Accreditation System

APPROVED FOR ACCESSIBILITY

English

Dear {registrant_title} {registrant_first_name} {registrant_family_name},

NEW TAG

Your registration for the meeting {conference_title} at {conference_location} from {conference_startdate} to {conference_enddate} has been approved.

Since persons with disability and accompanying support persons do not need to wait in line for badge collection at the Pregny Gate, you are invited to go directly to the security entrance and present to security staff **this email** (containing a QR code) together with your **national passport**.

The QR code is here:

{registrant_qrcode}

security check after which you will be able to collect your badge.

 [Contact us](#)  notice to UNOG Security of your arrival by calling: +41 22 91 7 50 02.

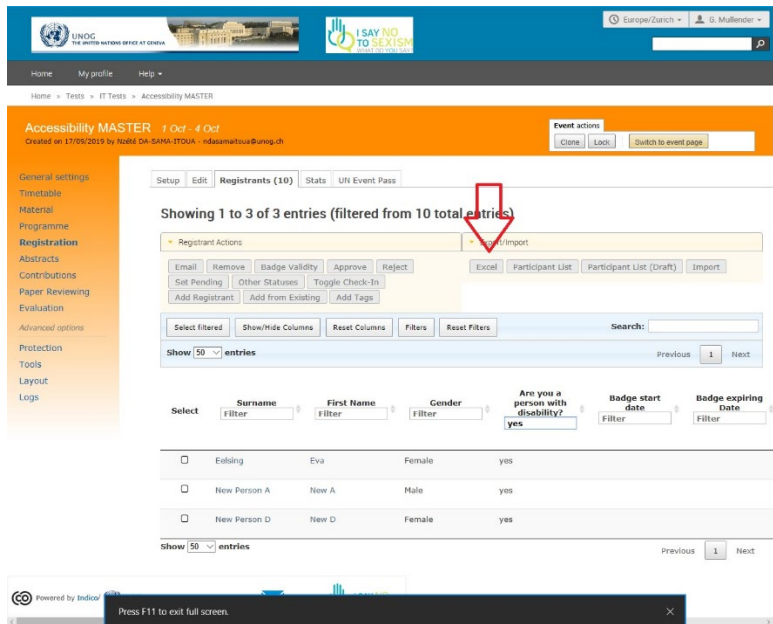
5. Repeat steps 1 to 4, but in step 1 apply the filter to “Are you a support person? This will enable the same approval e-mail to be sent to Support Persons and thereby enable them to enter Palais des Nations together with the person they are supporting.

INFORMING SECURITY ABOUT THE PARTICIPATION OF PERSONS WITH DISABILITIES

For imperative safety reasons, Meeting Secretariats should inform UNOG Security about:

- Approved registrations and the expected arrival of persons with disabilities;
- The contact numbers of persons with disabilities, whilst they are in the Palais des Nations, in case of an emergency.

1. In order to send this information to Security, **on the last working day before the session begins and whenever additional registrations occur after the session has begun**, Meeting Secretariats should apply the above filter on the question “Are you a person with disability?” and then click on Excel:



2. A worksheet will open with the information which is most pertinent for Security in the first columns (this is the result of the columns on the **registrants** tab having been arranged in a specific order on this template).

3. Meeting Secretariats should save this worksheet with the following title: **Short name of conference_PwD** and send it as an attachment to the [UNOG Security Control Centre](#), adding the **Room Number** of the meeting room in the subject line.

4. In order to ensure access of Support Persons at the same time as the persons they are supporting, as a matter of good practice, Meeting Secretariats should repeat this process with the filter “yes” or “y” applied to the question “Are you a support person?” (at the same time cancelling the filter on the question).

C. CLONING AN ENTIRE PAST EVENT

(NOTE: only use this option if your new event **isn't synchronised** from gMeets as it creates a whole new event and number. Events synced from gMeets will already have an event number, so you should follow (a) and (b) above instead.)

In the past event, click **Tools** and the tools work area opens. Click on the **Clone Event** tab.

Under *Step 1: what to clone*, select the elements to clone.

Under *Step 2: when to clone*, enter the current date. Then click **clone once**.

The screenshot shows the 'Clone Event' interface for the 'Second International Forum on World Poverty' (2 Jan - 23 Jan). The interface is divided into a left sidebar with navigation links and a main content area. The 'Tools' link in the sidebar is highlighted. In the main content area, the 'Clone Event' tab is selected and circled. Below the tab, the title 'Clone the event: Second International Forum on World Poverty' is displayed. The first step, 'Step 1: What to clone?', is circled and contains a yellow box titled 'Choose elements to clone:' with a list of items: 'Main information' (checked), 'Attached materials' (unchecked), 'Access and management privileges' (checked), 'Alarms' (checked), 'Tracks' (unchecked), 'Full timetable' (unchecked), 'Sessions' (unchecked), 'Registration' (unchecked), 'Evaluation' (unchecked), and 'Video conference rooms' (unchecked). The second step, 'Step 2: When to clone?', is circled and contains a text input field with the date '30/09/2019' and a 'clone once' button.

Home Room booking Server admin My profile Help

Home » Conferences » UN » UNOG » DCM » JIAMCATT » TEST » Second International Forum on World Po...

Second International Forum on World Poverty 2 Jan - 23 Jan
Created on 07/11/2018 by Deirdre WINDSOR - deirdre.windsor@un.org

Event actions
Clone Lock Switch to event page

Alarms **Clone Event** Clone Customisation Clone Registration Form Link Conference Posters Badges/Tablesigs Lock Delete

Material Package

Clone the event: Second International Forum on World Poverty

Step 1: What to clone?

Choose elements to clone:

- ☒ Main information
- ☐ Attached materials
- ☒ Access and management privileges
- ☒ Alarms
- ☐ Tracks
- ☐ Full timetable
- ☐ Sessions
- ☐ Registration
- ☐ Evaluation
- ☐ Video conference rooms

Step 2: When to clone?

You have the possibility to: clone the event once, clone it using a specific interval or specific days.

Clone the event only once at the specified date

30/09/2019 clone once

A message will appear requesting confirmation that a new event will be created. Click **Yes**.

Confirmation Required

This action will create 1 new events. Are you sure you want to proceed

Yes No

The event management area of the new event opens and will have (CLONE) listed beside its title indicating it's a clone. Then you manage the event as normal.

[Home](#) [Room booking](#) [Server admin](#) [My profile](#) [Help ▾](#)

[Home](#) » [Conferences](#) » [UN](#) » [UNOG](#) » [DCM](#) » [JIAMCATT](#) » [TEST](#) » [Second International Forum on World Povert...](#)

Second International Forum on World Poverty (CLONE) 30 Sep - 21 Oct
Created on 30/09/2019 by Deirdre WINDSOR - deirdre.windsor@un.org

--- END ---

INFORMATION LETTER AND SUMMARY TABLE FOR SIDE-EVENT ORGANISERS

Dear Madam, dear Sir,

We are contacting you regarding your request to organize a side event on [Insert date](#) at [Insert time](#)

Please find hereafter some information from the Secretariat:

- Dissemination of Information

Please note that the Secretariat can only disseminate information about side events to Committee Members. Any other communication or dissemination of invitations should be done by the organizer.

- Participants

All participants in the side event should create an account and register through the online registration system [INDICO](#). Please provide them with the link for registration for your event.

- Conference Services

Side events do not have an entitlement to conference services (documentation, translation, interpretation, meeting-room support and technicians).

Public side-events: events with over 20 participants or spoken language interpretation require the presence of a UN Sound Technician. The cost of hiring one is approximately US\$415 per day. Organizers must have a budget line on the UN SAP system for this payment to be processed, (as is the case with Permanent Missions).

Unless a sound technician is hired (which is nevertheless mandatory in certain rooms), please note that only automatic sound amplification will be provided.

Organisers of side-events may arrange captioning services through the provider of their choice. For information purposes only, [CaptionFirst](#) is the captioning company used by the UN during official meeting time for captioning in English. Organisers must ensure that someone is present to manage the captioner's connection to the event.

If captioning is going to be used, organisers of side-events must ask their captioning provider for the name and contact details of the captioner and the weblink, which is used to display the captions on the screen in the room. **This information (captioning company; name and contacts of captioner, and weblink) must be forwarded to the Secretariat at least two weeks before the event.**

Organisers of side-events may also hire their own interpreters (spoken and sign languages), subject to prior authorization. Access to the interpreting booths will be provided, and pending availability, a technician will show the interpreters how the system works before the meeting starts. Interpreters must register on INDICO if they do not already have a UN badge.

Please complete the [Summary Table](#) below and return it to the Secretariat not less than one month before the start of the session.

We thank you in advance for your kind cooperation.

SUMMARY TABLE OF SIDE-EVENT DETAILS

To be returned to the Secretariat Insert your e-mail here **at least one month before the start of the session.**

Title of Event (max. 60 characters)	
Date, Starting and Finishing Times	
Name of Organising Entity	
Name of Contact Person	
E-mail address	
Mobile telephone no.	

General Characteristics of Meeting

Public/Private	
Announcement of Event on Screens at Doors 6 & 40 (Y/N)	
Expected no. of speakers (incl. interventions from the floor)	

Specific Requirements

Screening of Videos or Projection of Presentations (Y/N)	
Nameplates (of Member-states/Organisations) (Y/N)	
Spoken-language Interpretation provided by organisers (Y/N) Please specify languages.	
Sign-language Interpretation provided by organisers (Y/N). Please specify languages.	
Captioning provided by organisers (Y/N)	
Name of Captioning Provider (if already known)	
Weblink for captioning (please ask the captioning provider for this information)	
Name and contact details of captioner	
Estimated number of wheelchair users	
Other (please specify)	

GUIDANCE ON THE USE OF ACCESSIBILITY ICONS ON INDICO

UNOG is seeking to provide information about accessibility at its meetings and conferences to all potential participants and to publicise its efforts to create a more inclusive environment. The Events page on Indico is an important interface for communicating with the public. Well-known icons are a good means of effectively sharing this information. Each icon is accompanied by AltText, making them accessible to blind persons and persons with low vision, and to explain their meaning in this context. Meeting Secretariats may use the standard AltText supplied or adapt it to their meeting.

All events at UNOG should comply with broad meeting accessibility standards and the United Nations Disability Inclusion Strategy (UNDIS). Hence, **all Events pages should henceforth include the following icons:**



Access for persons with reduced mobility. This implies:

- Fast-track accreditation (this is henceforth in-built into Indico);
- Accessible route from Pregny Gate to the Meeting Room (this should be double-checked by the Meeting Secretariat) See paragraphs 54 and 55 of the SOP;
- Accessible seating in the meeting room and circulating space for wheelchair users;
- Availability nearby of accessible bathrooms.



Access for persons with low vision. This implies:

- Fast-track accreditation (this is henceforth in-built into Indico);
- Accessible route from Pregny Gate to the Meeting Room, free from overhead and tripping hazards (this should be double-checked by the Meeting Secretariat) See paragraphs 54 and 55 of the SOP;
- Support available from the Secretariat to accompany participants to the Meeting Room (when requested on Indico registration).



Assistance dog. This implies:

- Live assistance, such as guide dogs, is permitted in the Meeting Room (N.B. There are no Security restrictions on admittance of live assistance to the Palais des Nations).



Screen Reader. This implies:

- Basic conference documentation is in an accessible format that can be read by a screen reader.
- Alternative text (AltText) is provided for images; graphs and tables in conference documents.



Hearing Loops. This implies:

- Ensuring that hearing loops are available for loan in the meeting room and serviceable.

Many public meetings are also webcast:



Webcast: This implies:

- Public meetings will be webcast
- Accessibility services such as captioning and sign-language interpreting will be made available on the webcast.
- Information about the webcast shall be published on the conference website.

Progressively, the following standard(s) should be met by all UNOG events:



Accessible information. This implies:

- There is a Plain Language version of the Conference Announcement.
- The records of the meeting; outcome documents; resolutions and decisions will be uploaded onto the Conference Website.



Audio Description. This implies:

- Video footage screened by UN officials or mandate-holders will include an Audio Description for persons with low vision or blind persons.

The following accessibility services may be advertised when there is an entitlement to them or the Meeting Organiser has decided to provide them (see Section D, II of the Sop, Provision of Accessibility Services).



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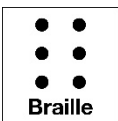
Captioning. This implies:

- Real-time captioning available in one or more languages to participants in the room and remote participants. The AltText (visible to the public) can be used to specify which languages.



Sign Language Interpreting. This implies:

- Sign Language Interpreting will be provided in the room and to remote participants. The AltText should specify which languages.



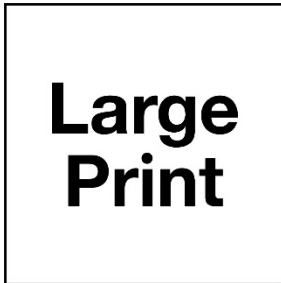
Braille. This implies:

- The Meeting has an entitlement to documentation in Braille (pre, in and/or post-session documents).
- Embossing of statements is possible, (in accordance with DMS timelines and formatting conditions)
- The AltText should ask participants to specify which language version they require in their Registration

In the future, meetings may be given entitlements to the following:



Easy Read. Documentation available in Easy Read versions.



Documentation available in Large Print.