

Indico: Strengthening the Management of United Nations Meetings and Events

A quick guide for managing United Nations meetings and events through Indico

What is Indico?

- Indico is a comprehensive event and meeting management platform used across the United Nations system to plan, organize, and deliver meetings, conferences, workshops, and official events.
- It provides a centralized digital space for participant management, event administration, communication, and document sharing throughout the event lifecycle.
- ECA/PCMS was among the early adopters of Indico, first using the platform for statutory meetings in 2017 before fully adopting it in 2022.
- One of Indico's key strengths is its configurable registration system.
- Registration forms can be tailored to collect participant information through custom fields, mandatory fields, and approval workflows aligned with event requirements.
- This flexibility enables organizers to design registration processes that meet administrative and programmatic needs.

Registration process

Creation of personal profile

- ✓ Participants create an Indico profile once, and then use the same profile to register for future events.
- ✓ To create an Indico profile, use the Indico help page listed under the Resources and Support section and follow the profile creation guidance.

Actual registration

- ✓ A particularly valuable feature is on-behalf access, which allows authorized representatives of Member States or organizations and meeting organizers to register delegations, high-ranking officials, or participants who may be unable to complete the registration themselves due to limited digital skills, connectivity challenges, or other constraints.
- ✓ This has proven highly effective in supporting inclusive and timely official meeting participation.
- ✉ **Access can be requested by contacting the PCMS staff/Indico focal persons at tewolde.uneca@un.org or eshet@un.org, enabling focal points to manage registrations efficiently on behalf of their respective delegations.**

Useful functionalities of Indico

Participant selection

- For events requiring participant selection, Indico provides advanced functionality that supports structured review and approval processes.
- Registration forms can collect supporting information through narrative questions, statements of interest, or other written submissions.
- Applicants may also upload documents such as letters of credentials, curricula vitae, nomination letters, certificates, passport copies, or other relevant files.
- ✓ These features help organizers assess applicants against predefined criteria and support transparent, well-documented selection processes.

Secure information management

- The platform offers a secure environment for managing participant information.
 - **Being a UN system, all data/participant information are owned by the UN and managed in line with UN data management policies**
 - **Subject to organizational policies, data protection requirements, and access permissions, organizers can access relevant profiles and registration records to support accreditation, verification, and registration management.**

Communication

- ☑ Indico also serves as an effective communication tool.
- ☑ Organizers can send individual or bulk emails through the platform to share updates, logistical information, reminders, and post-event messages.
- ✓ Automated notifications help ensure timely and consistent engagement with participants.

Event information and records

- Indico enables organizers to publish and maintain event information on a dedicated event page.
- Agendas, programmes, schedules, concept notes, logistical guidance, presentations, background documents, and other meeting materials can be shared before, during, and after an event, providing participants with a single source of up-to-date information.
- The platform supports role-based access controls, allowing organizers, moderators, and participants to access information according to their responsibilities.
- It also serves as a centralized repository for event records and documentation, supporting institutional memory, knowledge management, and future reference.

Approval process:

- ✓ Meeting organizers are solely responsible for approving registrants.
- ✓ List of approvers will be submitted by meeting organizers at the time of the event set-up in the system.
- ✓ Meeting organizers are provided with access to the system to perform the approval function.
- ✓ Approval of registrants is based on invitees.

Resources and Support

Help resources

● Overall, Indico is a reliable and user-friendly platform that helps United Nations meeting organizers strengthen participant management, improve communication, streamline administration, and deliver meetings and events more efficiently.

ℹ More information and resources/help are found: <https://conf.unog.ch/indico-help/en> (English)

ℹ and <https://conf.unog.ch/indico-help/fr> (French)

PCMS Support Contacts

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