



Indico - Frequently Asked Questions

1. How does Indico differ from CSO Net?

Indico is a more secure, robust and flexible system that allows participants to manage their own registrations to multiple events. In CSO Net, the main representative of an NGO with access to the NGO profile account would log into CSO Net and designate participants to an event, having to fill in the participants' personal information. In Indico, each individual representative creates and manages their own account, which increases online security and privacy for all participants and makes the process more efficient for participating in multiple conferences. To register for an event, the user logs into the system with their account and specifies the NGO with which they are affiliated for the purposes of that event. Thus, if a user represents more than one NGO at any given time, or moves to a different NGO, the account remains associated with the user, who can select which NGO they will represent on a per-event basis.

2. Before I used to log into CSO Net with my NGO's profile account from iCSO and register participants to an event. Why can't I do this now?

In Indico, each individual representative creates and manages their own account. NGOs in consultative status with ECOSOC designate up to two (2) Conference Focal Points which can approve / reject those participants who have indicated that they are affiliated with the NGO, thus making sure there is no misrepresentation.

3. What is the role of the Conference Focal Point?

For each ECOSOC-accredited NGO, up to two Conference Focal Points are designated by the main NGO representative in the iCSO system. ([Please see instructions here.](#)) The Conference Focal Points have the ability to see all individual participants who have registered to an event as representatives of the NGO. The Conference Focal Point may then approve / reject participants.

4. Can NGOs which are not in consultative status with ECOSOC designate Conference Focal Points?

No, NGOs not in consultative status with ECOSOC should **not** designate Conference Focal Points. If a conference is open to the participation of NGOs not in status, their representatives' registration will be evaluated by the conference managers on an individual basis through a special accreditation process.

5. Does each individual participant have to register themselves?

Yes, each representative should create an individual account and register on their own behalf. In filling out the registration form, the representative should select the NGO they are representing in the context of the event. ([Please see participant quick guide.](#)) This increases online security and privacy for all participants and makes the process more efficient for participating in multiple events.

6. If I am a Conference Focal Point, am I automatically registered to events, or do I need to register?

If you have been designated as the Conference Focal Point for your organization, you still need to register to the events you would like to attend. You will then need to approve your own registration the same way you would approve the registrations of other participants from your organization.

7. What happens to my individual participant account once the event I registered to is over?

Your individual Indico account remains in the system and may be used to register for future events. The profile information you entered will not need to be re-entered, thereby saving you time in future registrations.

8. How do we ensure that only people legitimately representing my NGO are able to register as part of my NGO?

If your NGO is in consultative status with ECOSOC, you may designate up to two Conference Focal Points in iCSO. ([Please see instructions here.](#)) The Conference Focal Points have the ability to see all individual participants who have registered to an event as representatives of the NGO. The Conference Focal Point may then approve / reject participants, thus making sure only recognized NGO affiliates are registered.

9. Does the Conference Focal Point change from one event to the next?

The designated Conference Focal Point(s) are applicable to any Indico events that are open to ECOSOC-accredited NGOs. The organisation itself can modify its Conference Focal Point designations at any time through its profile in iCSO.

10. My Conference Focal Point left the organisation and I need to remove them / designate a new one. How do I do this?

To update the designated Conference Focal Points for your NGO, log in to iCSO and reassign the role in the Contacts & Participation section of the NGO profile. Once new Conference Focal Points are assigned, it will take a few business days for the changes to be reflected in Indico.