



UNOG Indico Project

CERN - Indico Workshop 2.0
18-20 October 2017
Geneva, Switzerland

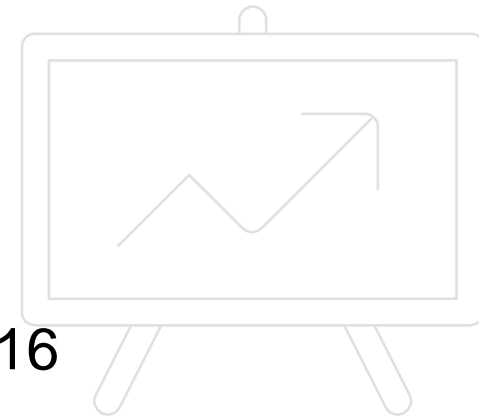
The Problem

- Long queues by conference participants at the Pregny Gate
- Overhead for SSS
- Inadequacy of IT systems to handle the volume
- Unsatisfactory service to participants
- Multiple registration methods
(Excel sheet, Contact database, emails, etc)
- Poor UN image

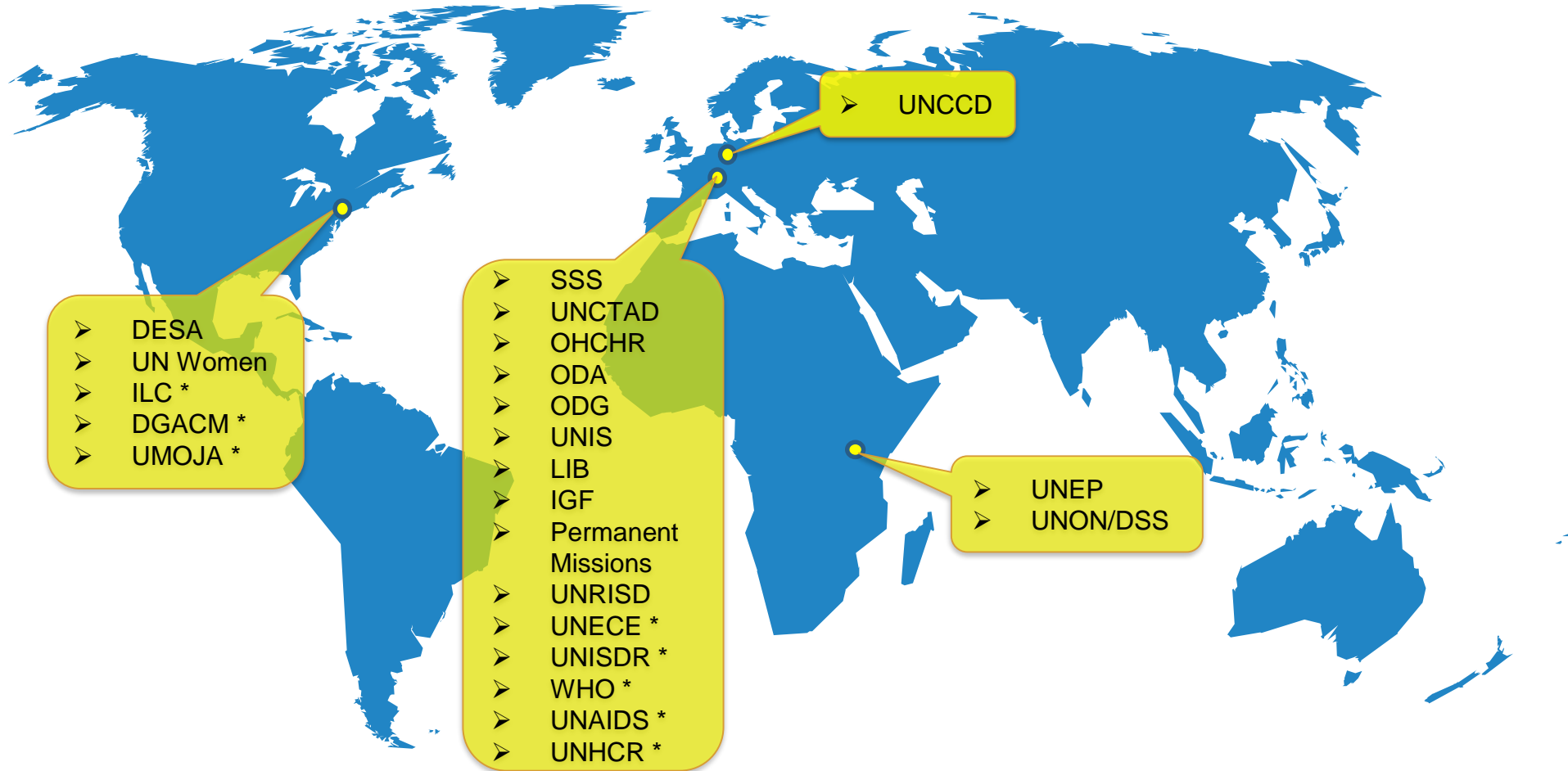


The Project

- Mandated by the UNOG DG
- Supported by UNOG/SSS
- Implemented by UNOG/ICTS and UNOG/DCM/ITS
- Conceived in 2015
 - improve IT systems
 - modernise processes
- Pilot with UNCTAD XIV in Nairobi in July 2016
 - ~7000 participants registered
 - ~6600 badges issued
- Full implementation at UNOG from Sep. 2016 to Dec. 2017



Users of UNOG Indico (Sep.2017)



* Adoption of Indico is under consideration or in progress





The Benefits



We are HAPPY Indico Users
and
Developers!

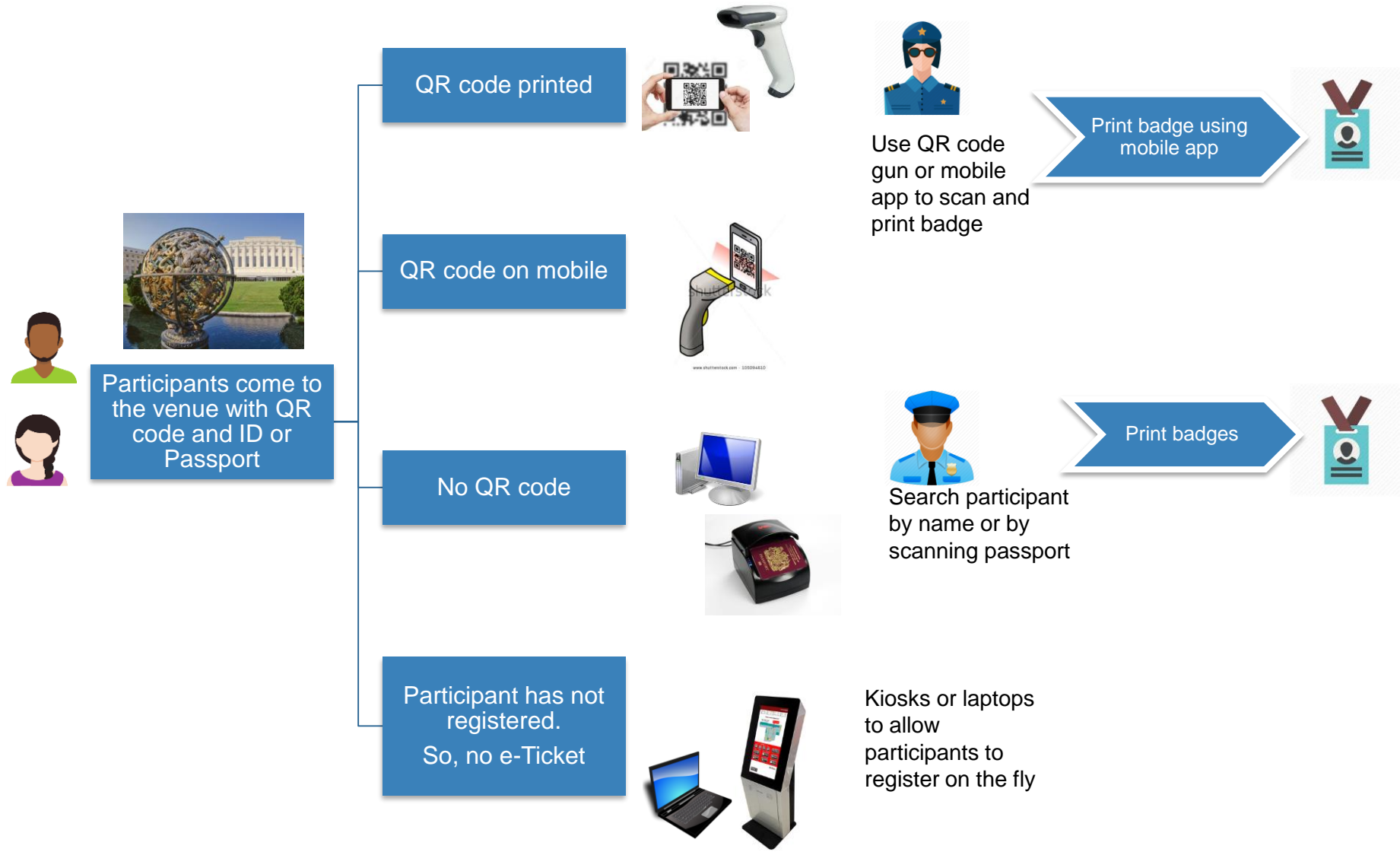
- ❖ Shorter and faster queues at the Pregny Gate
- ❖ Increased efficiency by Security
- ❖ Expanded services to conference participants
- ❖ Modernised business processes
- ❖ Improved UN image
- ❖ Support for remote venues

Statistics

-  **11,350+ conferences and events**
created with Indico
-  **41,645 registrations**
by participants to conferences and events
-  **47,284 users**
Avatar created in Indico
-  **28,209 badges printed**
by Security



Basic Indico Workflow



Indico features for Security

- ✓ QR code scanning
- ✓ Passport scanning
- ✓ Badge printing
- ✓ Check-in (check-out)
- ✓ Forecast number of participants and badges to print by day/week/month
- ✓ Side Events
- ✓ Black-listing
- ✓ Calendar views
- ✓ Mobile application (scanning, printing and check-in)
- ✓ Registrants management in exceptional cases

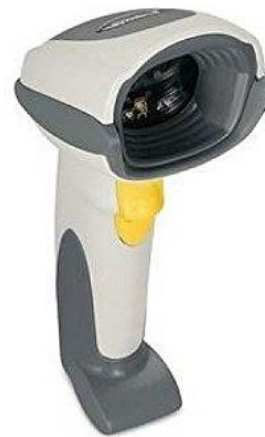


Security Equipment supported by Indico

Passport Reader
3M™ AT9000 MK2



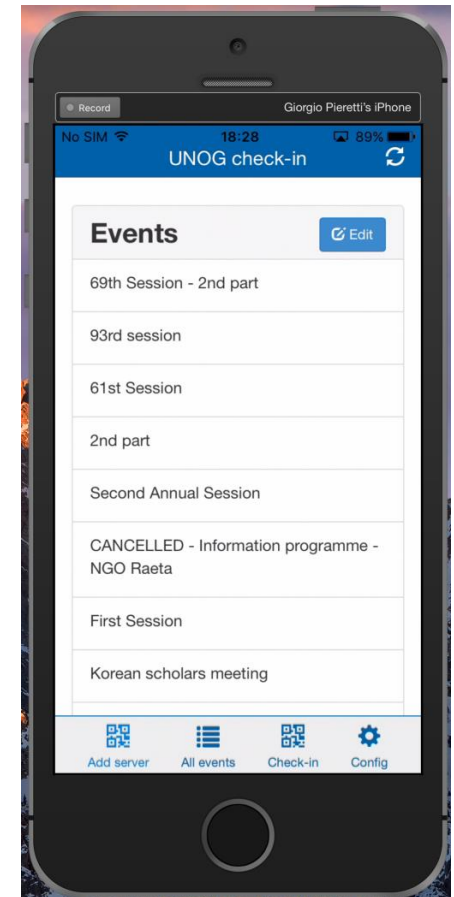
QR code scanner gun
CHAMPTEK IG610



ID Document Reader
3M™ - CR100



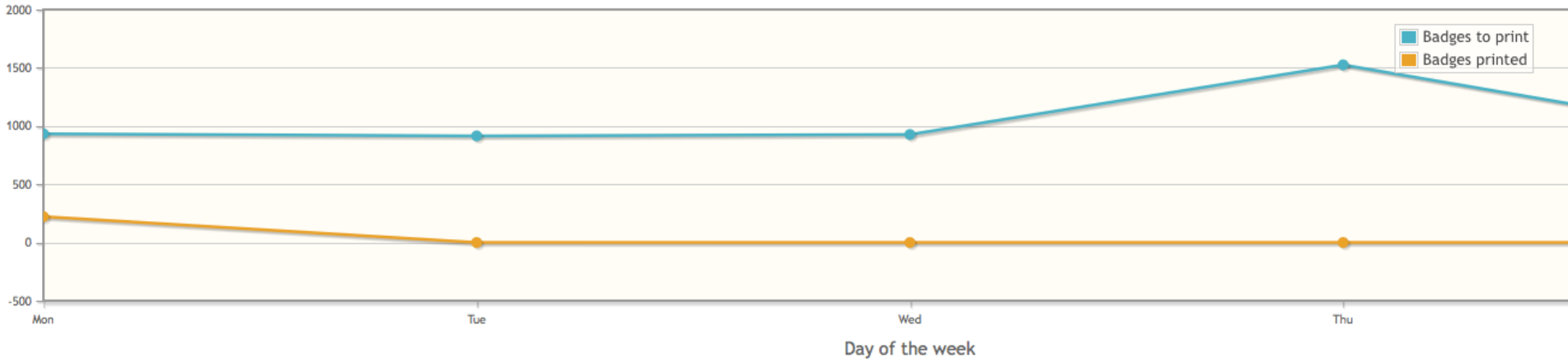
Mobile app for Smartphones
to scan QR-codes
and print badges



Forecasting and planning

< Monday 18 September 2017 – Sunday 24 September 2017 >

Mon 18/09	Tue 19/09	Wed 20/09	Thu 21/09	Fri 22/09
08:00 HRC36 Side- & other events (Palais des Nations)	08:00 HRC36 Side- & other events (Palais des Nations)	08:00 HRC36 Side- & other events (Palais des Nations)	08:00 HRC36 Side- & other events (Palais des Nations)	08:00 Test WHO (Palais des Nations: E.74)
10:00 64th session (Palais des Nations: Room XVII)	09:00 Ghostnets: Australian Indigenous Art, Culture and Sustainability (Palais des Nations: Mezzanine)	09:00 Ghostnets: Australian Indigenous Art, Culture and Sustainability (Palais des Nations: Mezzanine)	09:00 Ghostnets: Australian Indigenous Art, Culture and Sustainability (Palais des Nations: Mezzanine)	10:00 64th session (Palais des Nations: Room XVII)
10:00 62nd session (Palais des Nations: Room XVI)	10:00 64th session (Palais des Nations: Room XVII)	10:00 64th session (Palais des Nations: Room XVII)	10:00 64th session (Palais des Nations: Room XVII)	10:00 62nd session (Palais des Nations: Room XVI)
10:00 ASYCUDA Coordination meeting Turkmenistan Kazakhstan (hidden) (Palais des Nations: Annex Bocage A1-92)	10:00 62nd session (Palais des Nations: Room XVI)	10:00 62nd session (Palais des Nations: Room XVI)	10:00 62nd session (Palais des Nations: Room XVI)	10:00 76th Session (Palais Wilson: Palais Wilson ground floor)
10:00 76th Session (Palais Wilson: Palais Wilson ground floor)	10:00 76th Session (Palais Wilson: Palais Wilson ground floor)	10:00 Meeting ASYCUDA with Japan customs (hidden) (Palais des Nations: Annex Bocage A1-94)	10:00 76th Session (Palais Wilson: Palais Wilson ground floor)	
14:15 PCP Presentation to students (hidden) (Palais des Nations)	10:00 NGO Briefing to Member States: The New York declaration: one year on (Palais des Nations: Room IX)	10:00 76th Session (Palais Wilson: Palais Wilson ground floor)	16:30 Geneva Peace Talks 2017 (Palais des Nations)	
15:00 MGG Academy Study Trip (hidden) (Palais des Nations: E.10116)		15:15 Truth and Reconciliation (Palais des Nations: Communal Space)		
Approved: 2907 - Non Processed: 480	Approved: 2862 - Non Processed: 485	Approved: 2874 - Non Processed: 484	Approved: 3474 - Non Processed: 489	Approved: 2828 - Non Processed: 508



Participant's e-Ticket

- Example of an eTicket for participants

Tests

Test WHO

Monday, 10 July 2017 - Friday, 29 September 2017
Palais des Nations - E.74

UN PASS



Mr. DA-SAMA-ITOUA, Nzété
IT Officer Great
United Nations Office in Geneva
Delegate



- After QR code scanning the Security officer lands on this page
- Check that the participant is approved
- Scan his passport and update his info based on the passport
- Change the participant's photo, if needed.
- Print badge or Reject the participant for security reasons

settings
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 viewing
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 options
 n

Registrant
Mr. DA, King

Go back to: [Registrants list](#)


Main

Registrant ID	0
Registration date	14-September-2017 17:29 (Europe/Zurich)
Registration status	Registrant is approved for the entire conference
Printed badges	0

Registrant actions

Please choose a registration ↓

Personal Data **Picture:** reg0.jpg

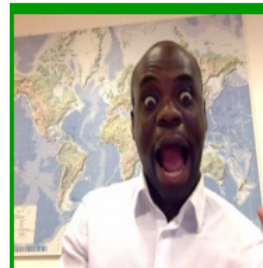


Title: Mr.
Gender: Male
First Name: King
Surname: Da
Position: H.E. the King
Institution: Kingdom of Zamunda
Birth Date: 14/09/2060
Address:
City: Zamunda City
Country: Liechtenstein
Phone:
Fax:
Email: daking@mailinator.com
Personal homepage:
Passport ID: A12345
Passport Origin: Liechtenstein
Document: 14/09/2020

Click to print badge

Participant's badge

- Different badges are printed based on the representation type
- Example: D and green for delegate



Conf.

Mr. DA, King

Liechtenstein

14 Sep 2017

Indico mobile app

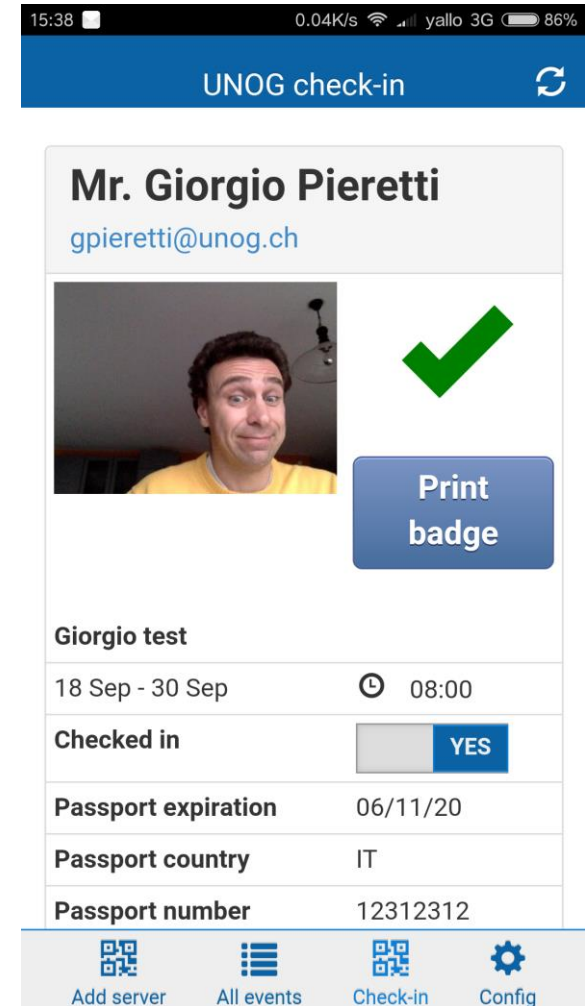
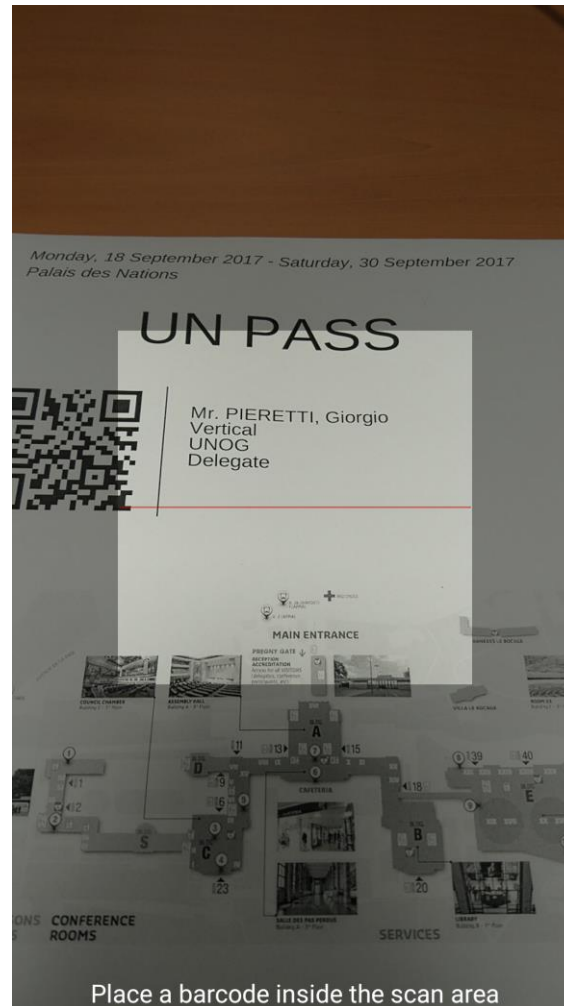
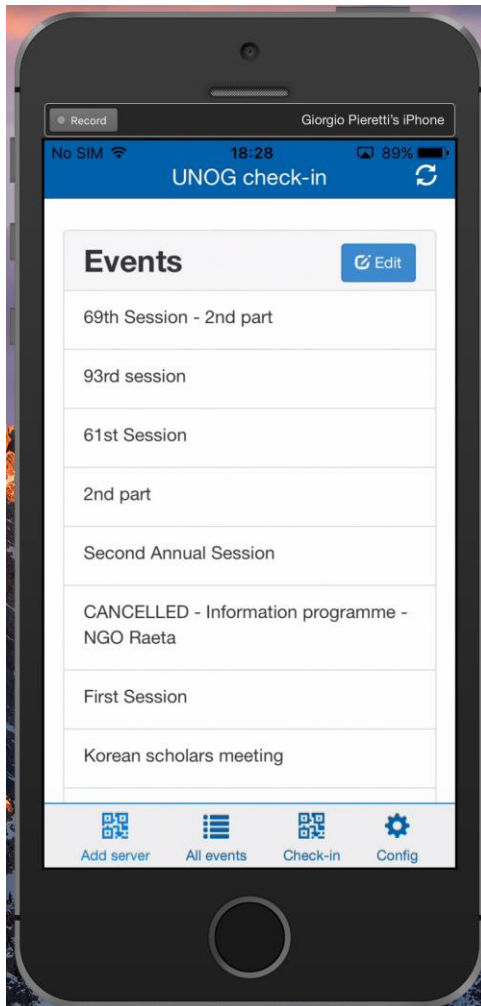
Browse events/meetings



Find & verify participant



Print Badge & Check-in





Indico UNOG Customisations

- ✓ From 2015 to NOW, we did A LOT OF CUSTOMISATIONS
- ✓ Part in plug-ins, most directly in the source code




Indico UNOG Customisations 1/5

✓ Picture Widget for Registration

Registration: Modify

Personal Data

Picture * 

Title

Gender

First Name *

Surname *

Position

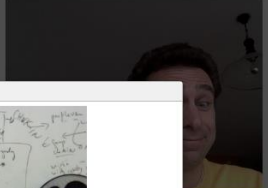
Institution *

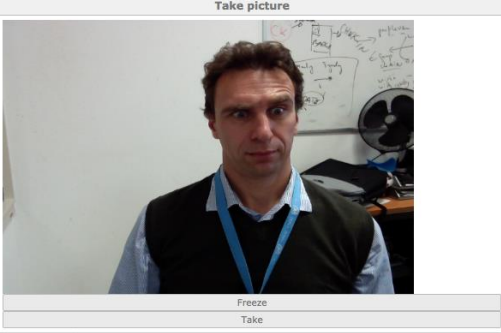
Birth Date * DD/MM/YYYY



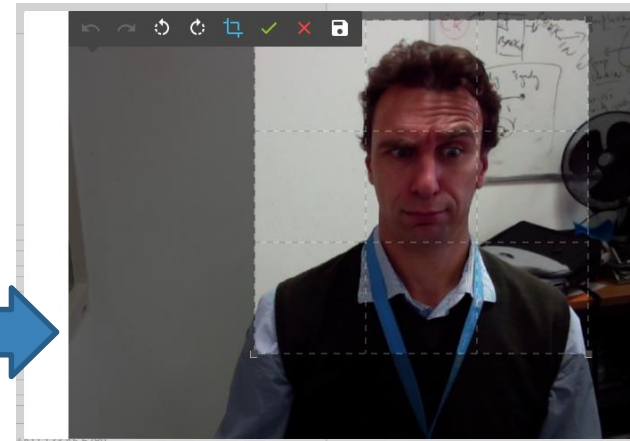
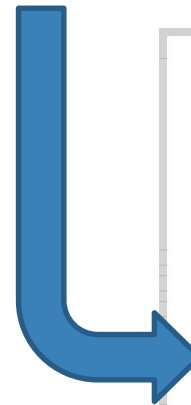
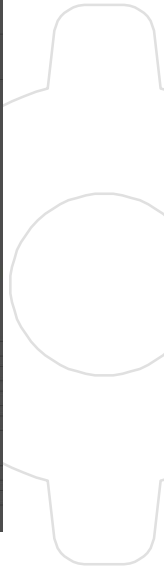
Registration: Modify

Personal Data

Picture * 



Country *



Indico UNOG Customisations 2/5

✓ Email templates at Conference and Category level

General Definitions Timetable Styles Conference Styles Badges Posters **Emails**



Editing email template

Template Name: Approval
 Category ID: 1132
 Conference ID: []

Subject: Registration request approved / Demande d'enregistrement acceptée - {category_name} - {conference_title}

Body

Available tags:

- {server_url} Insert
- {category_name} Insert
- {conference_title} Insert
- {conference_url} Insert
- {conference_logo} Insert
- {conference_startdate} Insert
- {conference_enddate} Insert
- {conference_location} Insert
- {conference_room} Insert
- {conference_address} Insert
- {conference_support_email} Insert
- {registrant_id} Insert
- {registrant_first_name} Insert
- {registrant_family_name} Insert
- {registrant_title} Insert
- {registrant_username} Insert
- {registrant_accommodation} Insert
- {registrant_social_events} Insert
- {registrant_sessions} Insert
- {registrant_arrival_date} Insert
- {registrant_departure_date} Insert
- {registrant_link} Insert
- {registrant_approval_date} Insert
- {registrant_organization_name} Insert
- {registrant_meeting} Insert
- {registrant_qrcode} Insert
- {registrant_room} Insert
- {reset-password} Insert
- {ticket-link} Insert
- {userdetails-link} Insert
- {user-activation-link} Insert
- {user_full_name} Insert
- {registrant_pass} Insert

Dear {registrant_title} {registrant_first_name} {registrant_family_name},

Your registration request for the event (**{conference_title}**) has been **approved**. We are looking forward to welcoming you soon. If you wish to access your registration form, click [here](#).

To make your access to the Palais des Nations easier, please make sure to bring your **national passport** and the following **QR code**: {registrant_qrcode}.

You can download your **e-ticket** on your smartphone (iOS or Android - with Wallet or equivalent installed) by clicking on the button below: {registrant_pass}

With best regards,

The Cultural Activities Team.

Location: United Nations Office at Geneva - Palais des Nations - Access through Pregny Gate at 14 Avenue de la Paix. [Map](#)

Default Email Templates

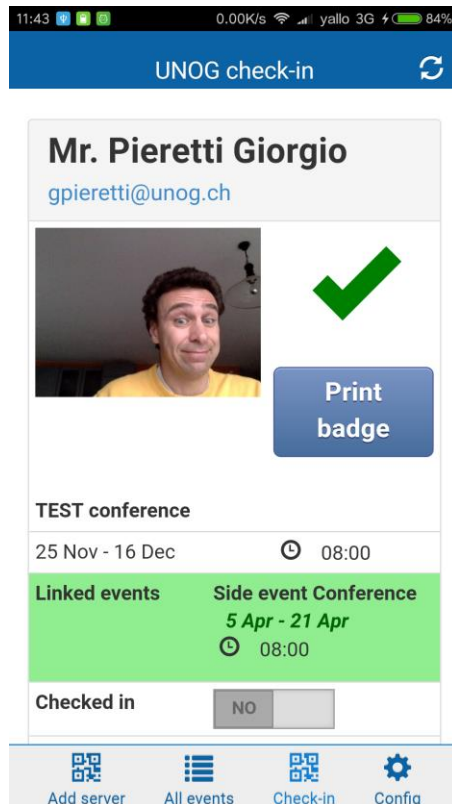
Click 'Create New Template' to make a new global Email template for any Indico users to make use of, or you c

+ Create New Template

Category	Conference	Template name	
831 - CMW	16985 - 27th Session	Approval	
831 - CMW	16985 - 27th Session	Registration confirmation	
831 - CMW	16985 - 27th Session	Reject	
1133 - Celebration		Approval	
1133 - Celebration		Registration confirmation	
1133 - Celebration		Reject	
1131 - Concert		Approval	
1131 - Concert		Registration confirmation	
1131 - Concert		Reject	
583 - Economic & Social Affairs		Account confirmation	
583 - Economic & Social Affairs		Approval	
583 - Economic & Social Affairs		Approval Previous	
583 - Economic & Social Affairs		Registration confirmation	
583 - Economic & Social Affairs		Registration confirmation previous	

Indico UNOG Customisations 3/5

- ✓ Hidden Events
- ✓ Linked Events



Alarms Clone Event Clone Registration Form **Link Conference** Poster

Link Conference

Link this event with a parent or a child.

Current link for this event:

Children :

< Global Entrepreneurship Week (GEW): Start-Up for SDGs > [Unlink](#)

Specify the ID of the event you want to link this conference to

Child Id: [Link Child](#)

General Settings

Child Link < Global Entrepreneurship Week (GEW): Start-Up for SDGs >

Public Status Hide event from public

Title Advisory Group Meeting (edit)

Short Title (for badges) Advisory Group Meeting (edit)

Description *No description*

Indico UNOG Customiations 4/5

✓ Registrar Role

Modification control

Managers
(users allowed to modify)

Modification key

Note: It is more secure to use the manager list instead of a modification key!

Registration modification control

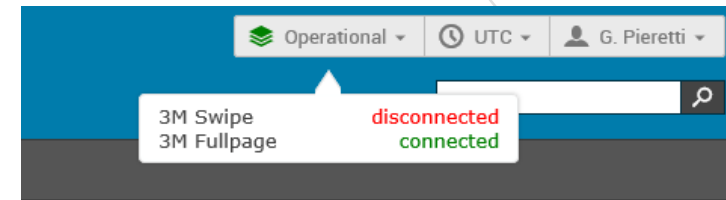
Registrars
(users allowed to modify registration)

BOUCHET, Anne (anne.bouchet@unctad.org)	<input type="button" value="Rights"/>	<input type="button" value="Criteria"/>	Organisation <input type="text"/>	<input type="button" value="★"/>	<input type="button" value="✖"/>
QUIRIGHETTI, Ruby (ruby.quirighetti@unctad.org)	<input type="button" value="Rights"/>	<input type="button" value="Criteria"/>	Organisation <input type="text"/>	<input type="button" value="★"/>	<input type="button" value="✖"/>
RENAULT, Ximena (ximena.renault@unctad.org)	<input type="button" value="Rights"/>	<input type="button" value="Criteria"/>	Organisation <input type="text"/>	<input type="button" value="★"/>	<input type="button" value="✖"/>
WILLIS, Mark (mark.willis@unctad.org)	<input type="button" value="Rights"/>	<input type="button" value="Criteria"/>	Organisation <input type="text"/>	<input type="button" value="★"/>	<input type="button" value="✖"/>
SPERL, Silvan (sperl.intern@unctad.org)	<input type="button" value="Rights"/>	<input type="button" value="Criteria"/>	Organisation <input type="text"/>	<input type="button" value="★"/>	<input type="button" value="✖"/>

Rights editor

Criteria	Value
Right	Approve
Right	Log
Right	Import
Right	Export
Right	Participant lists

✓ Security Officer Role



Operational UTC G. Pieretti

3M Swipe disconnected
3M Fullpage connected

Registrant actions

Please choose a registration

Main e-ticket

Registrant ID 11
 Registration date 18-September-2017 11:00 (Europe/Zurich)
 Registration status **Registrant is approved for the entire conference**
 Access linked event < Global Entrepreneurship Week (GEW): Start-Up for SDGs > 14 Nov 2017 - 14 Nov 2017
 Printed badges 0

Indico UNOG Customiations 5/5

✓ Deep CSS customisation (Library)

Plus ▾

Europe/Zurich ▾ français ▾ S'authentifier

Home » Other Events » UN Library Geneva » Exhibition » LiensLazos

Exhibition

LiensLazos

de 24 octobre 2017 à 9 novembre 2017
Palais des Nations

Opening on Tuesday, 24 October 2017 at 1:00 p.m.

About

- About the Opening Ceremony
- Le calendrier
- Registration instructions





Inscription

- FAQs
- Your Feedback

Contact

✉ libraryculture@unog.ch

Organized by the **Permanent Mission of Nicaragua** to the United Nations Office and other international organizations in Geneva.



... and much more!

- ✓ User Search by FirstName, LastName (or reverse) OR Email
- ✓ Registration form Clone feature
- ✓ QR-Code scanner and Passport Scanner user lookup
- ✓ Math Captcha + HoneyPot in Account Creation form
- ✓ Improved STATS
- ✓ ClamAV integration
- ✓ Integrated Audio Recording Portal
- ✓ Sync Conference creation/update from gMeets
- ✓ Backup / Restore scripts + Vagrant recipe
- ✓ Conferences and Categories displayed together, flatlist view
- ✓ 50+ UNOG Indico version released
- ✓ ...etc.



COP13: on-site with Indico



- ✓ 6 – 16 September 2017
UNCCD COP13 – ORDOS – China (Inner Mongolia)
- ✓ Local Indico installation
- ✓ More than 1200 Users registered on-site
- ✓ 80+ commits in separate git branch for specific needs

6154

Registrants

154

Countries

4261

Checked in

4629

Printed badges

5564

Approved

512

Not processed

78

Rejected

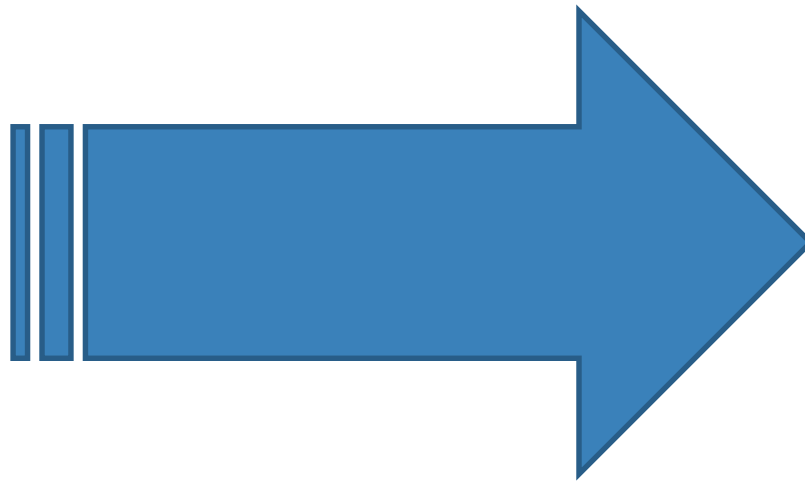
70

VIP

COP13: on-site with Indico

Will we migrate?

1.9.1



2.x



We are ready
to CUSTOMIZE!



COP13: on-site with Indico



From Team:



To Team:



For the SUPPORT and for this sparkling new Indico 2.0 !



Thank you!

**Any
questions?**

For more information, please contact

Giorgio Pieretti
GPIERETTI@UNOG.CH