# 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 area<sup>2</sup> of the new event, the modules listed on the menu to the left of the screen are used to configure an event.

For your <u>main event page</u>, 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 <u>this</u> 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.

Home Room booki	ing Serveradmin Myprofile Help +
Home » Conferences »	Events + General Meeting of the Council of Bodies
	of the Council of Bodies - 2 18 Sep - 19 Sep Dendre WINDSOR - deirdre windsor@un.org
General settings	Alarms Clone Event Clone Customisation Clone Registration Form Link Conference Posters Badges/Tablesigns Lock Delete Material Package
Timetable	Clone Event's Customisation from another event
Material	Cione Event's Customisation from another event
Room booking Programme	Elements to copy.
Registration	
Abstracts	Choose elements to clone:
Contributions	Conference Logo
Paper Reviewing	Left Menu Display     General Settings - Description
Evaluation	General Settings - Additional info General Settings - Support info
Advanced options	Registration - Announcement
Lists	Registration - Contact info
Protection	
Tools	Specify the ID of the event from which you want to copy the customisation
Layout	Event Id:
Loas	

General settings
Timetable
Material
Room booking
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Registration
Abstracts
Contributions
Paper Reviewing
Evaluation
Advanced options
Lists
Protection
Tools
Layout
Logs

<sup>&</sup>lt;sup>2</sup> 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

**Confirmation Required** 

one of these rooms, your Events page must display these icons.

from event	the selected elements in the current customisation with the ones
<general meeting="" of="" th="" the<=""><th>a Council Bodies - 1&gt;</th></general>	a Council Bodies - 1>
Are you sure you want t	to proceed ?

services, such as sign language interpreting, then you must add the corresponding icons.

If your meeting provides additional accessibility

Here is how to do it:

1. Select Layout from the left menu:

	STER 1 Oct - 4 Oct Izété DA-SAMA-ITOUA - ndasamaitoua⊛unog.ch					nt actions one Lock	Switch t	o event page
General settings	General Settings							
Timetable								
Material	Public Status	Hide event from public						
Programme								
Registration	Title	Accessibility MASTER (edit)						
Abstracts	Short Title (for badges)	Accessibility (edit)						
Contributions	Description							~
Paper Reviewing	D OD OF POOL		1	Å.	2	ð	<b>(</b> ))	
Evaluation			μ.»	V/	•	Cr.	84.81	
Advanced options								(edit)
Protection	Place	Location: Palais des Nations						
Tools		Room: To be announced						
Layout		Address: Geneva, Switzerland (edit)						
Logs	Start/End date	Starts : 01/10/2019 08:00						
		Ends : 04/10/2019 18:00						
		(edit)						

2. Then select Images:

Accessibility MAS Created on 17/09/2019 by Nz	TER     1 Oct - 4 Oct     Event actions       éé DA-SAMA-ITOUA - ndasamaitoua@unog.ch     Clone     Lock     Switch to event page
eneral settings imetable	Layout customization Conference header Menu Image
aterial	Picture Uploader
rogramme tegistration ubstracts Contributions	This page allows you to upload pictures which you can later link to from any Indico page (e.g. Event Home Page). Indico will generate a URL for each picture.
aper Reviewing	https://reg-demo.unog.ch/event/20470/picture/accessible_information.jpg
dvanced options rotection ools	
a <b>yout</b> ogs	France Antonio Mitps://reg-demo.unog.ch/event/20470/picture/braille.png 🔀
	https://reg-demo.unog.ch/event/20470/picture/guide_dog.png 🗙
	https://reg-demo.unog.ch/event/20470/picture/low_vision.png 🗶
	https://reg-demo.unog.ch/event/20470/picture/0.jpg 🗙
	https://reg-demo.unog.ch/event/20470/picture/screen_reader.png 🗙

- 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:

	STER 1 Oct - 4 Oct Izété DA-SAMA-ITOUA - ndasamaitoua@unog.ch					nt actions one Lock	Switch to event p
General settings Timetable	General Settings						
Material Programme Registration Abstracts Contributions Paper Reviewing Evaluation Advanced options	Public Status Title Short Title (for badges) Description	Hide event from public Accessibility MASTER (edit) Accessibility (edit)	Ŕ	<b>*</b>	Ì	Ť	•))) •••••
Protection Tools	Place	Location: Palais des Nations Room: To be announced					edit

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

## General Settings

Public Status Title Short Title (for badges) Description	□ Hide event from public Accessibility MASTER (edit) Accessibility (edit) $X \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \$
	Styles - Normal - Font - Size - A- A- K
	Cut Copy Paste Image Properties
	body p ing

6. In the "width" box, write "50":

ttings	Image Properties		×	
Publi	Image Info Link			_
Publi	URL https://reg-demo. Alternative Text	unog.ch/event/20470/picture/siç		
(for	Picture preview	Preview		2.0
	50 Height 6 C	Lorem ipsum dolor sit amet, consectetuer	^	
	Border	adipiscing elit. Maecenas feugiat consequat diam. Maecenas metus. Vivamus diam purus, cursus a, commodo non, facilisis vitae, nulla. Aenean dictum lacinia tortor. Nunc iaculis, nibh non iaculis aliguam.		
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 The height will appear automatically. Add AltText in the appropriate box. Click <u>here</u> for suggested text. Click OK. Repeat this process for each icon required. Please note that the 5 preselected 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	^	
		~ (6	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.

Home Roc	om booking	Server admin	My profile	Help 👻						
Home » Confere	nces » Events	» General Meeting of	the Council of Bo	lies						
		e Council of VINDSOR - deirdre.wi		18 Sep - 19 :						Event actions Clone Look Switch to event page
General settings Timetable Material					Clone Registrati m another ev	on Form Link Confere	nce Posters	Badges/Tablesigns	Lock D	elete Material Package
Room booking Programme Registration Abstracts			5		event with one o copy the registration	e from another even	nt.			
Contributions Paper Reviewing Evaluation		Event Id: 📘	Cione	)						
Advanced options										
Protection Tools Layout										
Logs										

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**

This action will replace the registration form with the one from event <General Meeting of the Council Bodies - 1> Are you sure you want to proceed ?



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 subtype. 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 V	

Accessibility	+ 0 +
Are you a person with disability? *	
If YES, please proceed to the "Accessibility Requirements" section below	
Are you a support Choose a value >>	
If YES, please fill in the name of the person you are supporting.	
If YES, please indicate your Choose a value V support function	

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).

Accessibility Requirements	+ 0 ~
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.	
Contact number (+41) 123 45 6789 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. Will you be accompanied by a support person? Ty you are part of a group tabler. their names if you are the Group Labler.	
If YES, please fill in the name(s) of your support	
person(s). Will you enter UNOG in a private vehicle? — Choose a value - ∨ Private vehicles can only enter with UNOG Security Service's permission, to vehicle? — Tacilitate access for persons with reduced mobility. Please ask drivers to	
register on Indica. Will you enter UNOG with live assistance such as — Choose a value – ✓	
a guide dog? If you require accommodation, please check the relevant box(es).	
UWeelchair 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	
Other     Please explain below or contact Accessibility Support.	
The above services are not programmed for all meetings. The host secretariat will contact you about their availability.	
If you vish to, please tell us more about your accessibility Char left : 30	

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

Home My profile Home » Tests » IT Tests	Help • Accessibility MASTE	R							
Accessibility MAST reated on 17/09/2019 by Nzé							Event acti	Lock Switch to event	page
neral settings netable terial	Setup Edit	Registrants (10) g 1 to 3 of 3 en	Stats UN Event		10 total e	ontrie	c)		
gramme		nt Actions	anes (intered	monn	· · · · · ·	Export			
stracts ntributions per Reviewing	Email Set Pen Add Reg	Remove Badge Va ding Other Statuses	Toggle Check-In	Reject		Excel		Participant List (Draft)	Import
luation anced options	Select all	Show/Hide Columns	Reset Columns	Filters	Reset Filter	s		Search:	
tection	Show 50	✓ entries						Previou	s 1 Ne
rout Is	Select	Surname Filter	First Name Filter	<b>•</b>	Are you a person with disability? yes	¢	Are you a support person?	Badge expiring Date Filter	Badge st date Filter
	0	Eelsing	Eva	ye	s	į	10		
		New Person A	New A	ye	s		o		
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	Show 50	√ entries						Previo	us 1 N

## 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 MAST Created on 17/09/2019 by Nzéte	ER 1 Oct - 4 Oct é DA-SAMA-ITOUA - ndasamaitoua⊕unog.ch		Event actions Clone Lock Switch to event page
General settings Timetable Material	Setup Edit Registrants (10) Stats UN Even		
Programme Registration Abstracts	Reg strant Actions		Export/Import
Contributions Paper Reviewing Evaluation	Email     Remove     Badge Validity     Approve       Set Pending     Other Statuses     Toggle Check-1       Add Registrant     Add from Existing     Add Tags		Excel Participant List Participant List (Draft) Import
Advanced options Protection Tools	Select filtered Show/Hide Columns Reset Columns Show 50 V entries	mns Filters Rese	Previous 1 Next
Layout Logs	Select Surname First Name Filter Filter	e Gender	Are you a person with disability? Badge start Date Date Filter Filter
	C Eelsing Eva	Female	yes
	O New Person A New A	Male	yes
CO Powered by Indico/	DG	Female	yes

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:

		🕥 Europe/Zurich 👻 🚨 G
Home My profile	Help +	
Accessibility MAS		Event actions Cione Lock Switch to event page
General settings Timetable Material Programme Registration Abstracts Contributions Paper Reviewing Evaluation Advanced options	Setup       Edit       Registrants (10)       Stats       UN Event Pass         Template:       Home - Account confirmation Home - Account disabled Home - Account isabled Home - Account inglin changed Home - Account moderation Home - Account moderation Home - Approval Frod Home - New add clean account Home - Registration confirmation Home - Registration Home	
Protection Tools	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.



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**:

	Help +			
Home > Tests > IT Tests >	Accessibility MASTER			
Accessibility MAST	ER 1 Oct - 4 Oct DA-SAMA-ITOUA - ndasamaitoua@unog.ch		Event action Clone	
neral settings	Setup Edit Registrants (10)	Stats UN Event Pass	_	
netable iterial	Showing 1 to 3 of 3 en	tries (filtered from 10 to	otal entries)	
ogramme	-	•	$\lambda$	
gistration	<ul> <li>Registrant Actions</li> </ul>		* Conft/Import	
stracts	Email Remove Badge Val	idity Approve Reject	Excel Participant List Pa	rticipant List (Draft) Import
per Reviewing	Set Pending Other Statuses	Toggle Check-In		
aluation	Add Registrant Add from Exi	sting Add Tags		
anced options	Select filtered Show/Hide Colu	nns Reset Columns Filters	Reset Filters	Search:
tection				
bls	Show 50 v entries			Previous 1 Next
rout				
		First Name Ge	nder Are you a person with disability?	Badge start date Date Filter
js	Select Filter	riter	yes	
<b>J</b> 5		Eva Female	yes	
<b>j</b> 5	Select Filter			
15	Select Filter	Eva Female	yes	

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 <u>UNOG Security Control Centre</u>, 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.



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.



---- 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 <u>INDICO</u>. 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, <u>CaptionFirst</u> 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 <u>Summary Table</u> 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.



• 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:



- 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).

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.