United Nations
Climate Change Secretariat

Nations Unies
Secrétariat sur les changements climatiques

Frequently asked questions about side events and exhibits

Updated in March 2023.

Kindly also refer to the Side Events and Exhibits application manual for detailed information on the application process.

Contents

1. What are side events and exhibits? 3
2. What is SEORS? 3
3. What is my personal account? 3
4. Who can submit an application? 4
5. I am applying on behalf of a Party. How do I submit my side event/exhibit application and register our partnership with an observer organization in SEORS? 4
6. I am applying on behalf of a UN organization/specialized agency. Should I apply via SEORS? 4
7. How can I register in SEORS? 4
8. I get the "Login name invalid or already taken" notification when trying to register. 5
9. I have not received an email with my login credentials from SEORS. 5
10. I have created an account, but I cannot log in to SEORS. 5
11. Can I submit more than one side event or exhibit proposal? 5
12. Is the application process for a side event different from the application process for an exhibit? 5
13. Can I register additional delegates for my side event or exhibit? 6
14. Is registration necessary for virtual participation? 6
15. A speaker will join my side event remotely. Do they also have to be registered? 6
16. Can I submit a joint application through SEORS? 6
17. Other problems with registration in SEORS? 6
18. Where can I find the "Submit" button? 7
19. What does "request authorization" involve? 7
20. What should the National Focal Point (NFP) or Designated Contact Point (DCP) do? 7
21. Should my application be authorized by the NFP or the DCP? 7
22. How can I find out who is the DCP for my organization? 7
23. The former DCP no longer works at my organization/the contact details of the DCP have changed. How can I get my application authorized? 8
24. What happens after my application has been authorized? 8
25. What is "negotiation" stage? 8
26. How do I merge my application? 9
27. What does merging as the lead applicant entail? 9
28. What does merging as a co-applicant entail? 9
29. How can I liaise with the lead applicant/co-applicants? 9

30. Why cannot I unmerge my application from the joint application? 9
31. What is the deadline to update my application in SEORS? 10
32. What happens during confirmation? 10
33. How can I change the allocated date and/or time slot? 10
34. How can I request simultaneous interpretation? 11
35. Do I need to apply for my side event to be livestreamed? 11
36. How may I upload attachments to the schedule? 11
37. Can my event be cancelled or rescheduled? 11
38. How may I communicate with the secretariat? 11
39. Where should I send my consignment? 11
40. How do I find my consignment? 12
41. How do I organize extra equipment or other services? 12
42. What is the cost for a side event or an exhibit? 12
43. How do I organize catering? 12
44. When may I set up/dismantle my exhibit? 12
45. Can we dispose the leftover materials? 13
46. How does the return shipment work? 13
47. Still have questions about the upcoming conference? 13

1. What are side events and exhibits?

As a way to engage observers in the Convention process, the secretariat manages side events and exhibits within the negotiation venue where observers can interact with Party delegates and other participants. The number of side events and exhibits facilitated by the secretariat will depend upon the nature of the meetings and the availability of resources at the sessions.

- One side event slot is 90 minutes in duration. Side event rooms are usually equipped with a computer, a projector, a screen, internet access, microphones at the podium and a handheld microphone for Q&A sessions.
- The floor space of an exhibit stand is usually 2x2m with a poster wall, a table/counter, a chair, and apower socket.
- ***Side event room and exhibit setup might change from conference to conference. Further details will beavailable prior to the conference.***

For further information on side events and exhibits, please visit the Side Events and Exhibits Overview webpage on the official UNFCCC website.

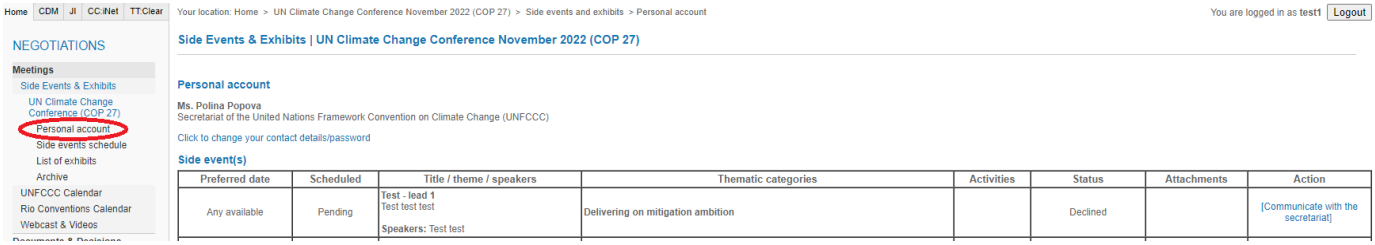
Side events and exhibits are free of charge, but there is a selection process. The selection process is conducted by the UNFCCC secretariat. For more information, please consult the Side Events and Exhibits Eligibility Criteria and Side Events and Exhibits Selection Criteria.

2. What is SEORS?

SEORS stands for Side events and Exhibits Online Registration System (SEORS). The system allows for full collaboration and interaction between the applicant (yourself) and the secretariat. It provides a unique window for communication and the transfer of information on side events and exhibits. The information you provide on your side event and/or exhibit will appear in the public schedule available on the UNFCCC secretariat website if a slot is allocated, so please formulate it carefully. To access the home page of SEORS, please click here.

3. What is my personal account?

Through registration, your personal account is automatically created in SEORS. The personal account is your onlyentry point for the whole application and communication process.



4. Who can submit an application?

According to the Side Events and Exhibits Eligibility Criteria, Observer organizations duly admitted by the Conference of the Parties, Parties to the UNFCCC partnering with observers, UN system organizations and specialized agencies are eligible for applying for a side event and/or an exhibit slot.

Please note that ***it is not necessary that the application is submitted by the observer organization's Designated Contact Point (DCP)/Party's National Focal Point (NFP). Any user can create an application on behalf of an observer organization/Party.*** The role of the DCP/NFP is to authorize their application in SEORS. For more information on the authorization process, please consult sections 4.7 and 4.8 of the SEORS user manual.

5. I am applying on behalf of a Party. How do I submit my side event/exhibit application and register our partnership with an observer organization in SEORS?

As stated in the Side Events and Exhibits Eligibility Criteria, Parties must partner with observers to be eligible for a side event/exhibit slot. However, it is not possible to submit pre-merged applications via SEORS. In order for a partnership to get duly registered in the system, applicants must firstly submit individual applications and subsequently merge them in SEORS during the "merger" period. Hence, those applying on behalf of Parties must firstly submit an individual application on behalf of their Party. Once it gets authorized by their National Focal Point (NFP), the application can be merged into a joint application with an observer organization. For detailed instructions on how to submit a joint application, please consult section 5 of the SEORS application manual.

6. I am applying on behalf of a UN organization/specialized agency. Should I apply via SEORS?

The application process for UN applicants varies depending on the session type.

- **COP sessions:**

  Applications by UN organizations for holding a side event and/or an exhibit at COP are outside of the SEORS scope. The inter-agency coordination for UN and side events and exhibits is undertaken by the UNFCCC secretariat. A few months prior to the start of the session, the secretariat communicates the information on the side events and exhibits application process to Designated Contact Points (DCPs) for UN organizations to the UNFCCC secretariat.

- **SB sessions:**

  Please note that there is no secretariat-managed coordination of UN side event and exhibit applications for the SB sessions. UN applicants must follow the application process in SEORS.

7. How can I register in SEORS?

In order to create a user account, please click on the **"Apply"** button on the home page of SEORS. Kindly note

that this button is only available during the application period. Once the application period has concluded, this button will be replaced by the **"Apply for being placed on the waiting list"** button.

8. I get the "Login name invalid or already taken" notification when trying to register.

In case you have already used SEORS in the past, please note that it is necessary to create a new user account for each conference. Your login credentials from previous conferences will not work. Please create a login following the instructions on the screens. Kindly note that you can only use Latin characters, digits, and "-" and "_" signs. The use of the "@" symbol is not permitted.

You will receive a message with your PIN which will allow you to log into your personal account. You may then change this PIN to apassword of your own choice. Please note that **passwords are case sensitive**.

9. I have not received an email with my login credentials from SEORS.

Please check the spam folder. Automated messages from SEORS can sometimes, unfortunately, be categorized as spam.

Delivery of your password may take up to one hour if there is high demand. If you have not received your login credentials within one hour after registering in SEORS, please report this problem to see@unfccc.int.

Tip! To prevent SEORS notifications from being labeled as spam in your inbox, please add see@unfccc.int to your "allowed list" or "contact list."

10. I have created an account, but I cannot log in to SEORS.

Please use your login, not the email address. If you cannot remember your password, please click on the **"Forgotten your password?"** button.

11. Can I submit more than one side event or exhibit proposal?

No. ***Only one application for a side event and/or one application for an exhibit may be submitted per Party or admitted observer organization, regardless if it is as lead or co-organizer.*** Due to the high demand for slots, it isnot possible to submit multiple applications for side events and/or multiple applications for exhibits.

12. Is the application process for a side event different from the application process for an exhibit?

While the applications for a side event and exhibit are submitted through one personal account in SEORS, the

selection and allocation process is separate and independent. This means that, for example, an application for a side event can be declined while the application for an exhibit is confirmed.

13. Can I register additional delegates for my side event or exhibit?

Since side events and exhibits are located within the official conference venue, any person wishing to access the side event and/or exhibit area must be duly registered through the Online Registration System (ORS) as part of a delegation of a Party or an observer organization and in possession of a conference badge. This also applies to technical staff required to access the venue for the set-up of side events and/or exhibits.

N.B.! The confirmation of a side event or exhibit does not entitle the organizer to any quota increase for its delegation.

14. Is registration necessary for virtual participation?

Yes. Only duly registered conference participants have access to the platform for virtual participation. It is not necessary to be registered to follow side events as they are livestreamed on the official UNFCCC website or via YouTube. However, active participation is only possible via the virtual platform.

15. A speaker will join my side event remotely. Do they also have to be registered?

Yes. Only duly registered conference participants can join side events as virtual speakers.

16. Can I submit a joint application through SEORS?

SEORS does not allow submitting a “pre-merged” application since only individual applications can be submittedand there is no initial field for lead and co-applicants. The lead and co-applicant/s should therefore apply separately through SEORS and use the merger function in SEORS to join forces. Please refer to section 5 of the SEORS application manual for further details on this process.

17. Other problems with registration in SEORS?

In case your input verification is not displayed, we suggest to switch to the web browser “Mozilla Firefox”, which can be downloaded free of charge at: http://www.mozilla-europe.org/en/firefox/

Should you encounter any other technical problems in SEORS, please send a brief description of the problem with a screenshot to see@unfccc.int.

18. Where can I find the "Submit" button?

There is no "Submit" button in SEORS. To submit your application, please click on the **"Request authorization from your NFP/DCP"** button in the "Action" column next to your side event/exhibit application in your personal account in SEORS.

You can always check the status of your application in your personal account in SEORS. Please note that your application will remain in the "Draft" stage until you have requested authorization from your National Focal Point (NFP)/Designated Contact Point (DCP).

19. What does "request authorization" involve?

After you have entered your application in your personal account, you must request the authorization of your National Focal Point (NFP) if you are applying as Party or Designated Contact Point (DCP) if you are applying as an observer organization. Otherwise, the application cannot be processed further. Click on "Request authorization" in the "Action" column of your personal account for an automatic request to be sent to your respective NFP/DCP. Your NFP/DCP will then receive an automated message that asks for authorization or turndown. Only authorized applications can be considered by the secretariat, so it is in your interest to follow up directly with your NFP/DCP to ensure that it is authorized quickly. ***Kindly note that it is the responsibility of the applicant to follow up with the NFP/DCP.***

20. What should the National Focal Point (NFP) or Designated Contact Point (DCP) do?

The NFP/DCP should follow the link in the automated message received, view the event, and approve/decline by clicking on the appropriate bar. The application will remain in a "pending authorization" status in your personal account and not be processed until authorization is registered within SEORS.

N.B.! The NFP/DCP can authorize only one side event application and only one exhibit application per Party/observer organization.

21. Should my application be authorized by the NFP or the DCP?

- Applications submitted on behalf of **Parties** are authorized by **National Focal Points (NFPs)**.
- Applications submitted on behalf of **observer organizations** are authorized by **Designated Contact Points (DCPs)** for these organizations to the UNFCCC secretariat.

22. How can I find out who is the DCP for my organization?

You can consult the following webpages to check the names of the Designated Contact Points (DCPs):

- For admitted IGOs;
- For admitted NGOs.

N.B.! Please note that these webpages can be used to check the names of DCPs and do not necessarily list their personal email addresses to which authorization requests get sent.

23. The former DCP no longer works at my organization/the contact details of the DCP have changed. How can I get my application authorized?

In order to ensure timely communication, admitted organizations are to inform the secretariat of any change in their contact details by completing a Contact Details Form (CDF) for already admitted organizations and sending it to cool@unfccc.int. Therefore, in order for the DCP to be able to authorize your side event and/or exhibit application, ***it is necessary that the contact details of your organization's DCP are up to date within the secretariat's database prior to the SEORS opening.***

In case the contact details of your organization's DCP are outdated, please submit a CDF to the secretariat following the steps outlined on the following webpages:

- For admitted IGOs;
- For admitted NGOs.

24. What happens after my application has been authorized?

Authorized side event/exhibit applications will enter the "negotiation" stage for the secretariat to review. Declined applications will return to a "draft" and will be automatically declined by the secretariat in due course. The progress of your application may be viewed at any time in your personal account.

25. What is "negotiation" stage?

Once your side event/exhibit application has been authorized by the secretariat, it is moved to the "negotiation" stage. Authorized applications in the "negotiation" stage can be merged into joint applications during the merger period. Once the mergers have closed, applications will be reviewed by the secretariat.

26. How do I merge my application?

For detailed instructions on how to merge your application in SEORS, please consult section 5 of the SEORS application manual.

N.B.! Please note that each joint side event/exhibit application must have one lead applicant. The maximum number of co-applicants is not limited.

27. What does merging as the lead applicant entail?

Once the mergers have concluded, the lead applicant's application starts serving as the joint application. Only the lead applicant can update the joint application.

The lead applicant serves as the contact point to the secretariat. After mergers have closed, all the notifications concerning the joint application are sent to the lead applicant only. It is the responsibility of the lead applicant to pass this information over to co-applicants.

28. What does merging as a co-applicant entail?

In case your joint application is successful, your organization/Party will be featured in the official side events schedule/list of confirmed exhibits in SEORS.

If you have merged your application into a joint application as a co-applicant, please note that the content of the lead applicant's application will serve as the content of your joint application. Therefore, it is not necessary to update your individual application in SEORS after merging. If you wish to update your joint application, please liaise with the lead applicant.

29. How can I liaise with the lead applicant/co-applicants?

The contact details of your merger partners can be found in your personal account in SEORS beyond your respective side event/exhibit application.

30. Why cannot I unmerge my application from the joint application?

Since each joint application must have a lead applicant, lead applicants cannot unmerge their application from the joint one. In order for the merger to be cancelled, it is necessary that co-applicants unmerge their

applications first by clicking on the **"Unmerge"** button in their personal accounts in SEORS.

For instructions on how to unmerge your application, please consult section 5.8 of the SEORS application manual.

31. What is the deadline to update my application in SEORS?

A side event/exhibit application can be updated at any time while it is in the "draft" stage. You will not be able to edit your application while it is awaiting authorization from your NFP/DCP. Once you have obtained authorization from your NFP/DCP, you will be able to edit your application again. After the merger period, the secretariat communicates the date beyond which no further direct editing is possible in SEORS. All applicants are required to finish updating their applications in SEORS by the indicated deadline. After this deadline, the secretariat downloads all applications from SEORS for assessment.

In case the applicant needs to further update the application at a later stage (e.g., to edit the information on speakers), they must communicate what needs to be updated to the secretariat via the SEORS communication log. When sending your updates to the secretariat, please be reminded of the following character limits in SEORS:

- **Title: 100 characters, including spaces.**
- **Description: 300 characters, including spaces.**
- **Speakers: 300 characters, including spaces.**

32. What happens during confirmation?

Once your application is confirmed by the secretariat for a particular date and time, you may no longer change any details of your application through SEORS. However, messages including updates regarding title, theme, and speakers may still be sent to the secretariat via "Communicate" in the "Actions" column. For side events, updates are possible up until two days before the side event takes place. All confirmed side events and exhibits may be viewed on the web schedule.

33. How can I change the allocated date and/or time slot?

The secretariat tries its best to allocate side events according to the preferred dates, yet this is not always possible. If you have been allocated a slot but would like to change the date and/or time slot, please approach other side event organizers directly and let the secretariat know of the agreed details within your respective SEORS accounts. The secretariat will thereafter inform you through SEORS whether your joint request for date changes has been accepted.

34. How can I request simultaneous interpretation?

Prior to the start of the conference, the secretariat informs all side event organizers of the interpretation facilities available in side event rooms. We encourage those interested in having interpretation at their side event organizers to regularly check the SEORS communication log for notifications from the secretariat. ***Kindly note that the secretariat cannot provide interpreters. It is the responsibility of the side event organizer to book interpretation services.***

N.B.! Interpreters must be duly registered as part of a delegation and in possession of a conference badge to be able to access the venue.

35. Do I need to apply for my side event to be livestreamed?

No. All side events are livestreamed via the official UNFCCC website and/or via YouTube by default. This official secretariat-managed YouTube channel is used for livestreaming. Video recordings of all side events remain available on YouTube.

36. How may I upload attachments to the schedule?

If your application is confirmed, the secretariat encourages you to upload attachments (within your personal account) such as a draft agenda, presentation files, or display materials and other relevant documents through the "Attachments" column in your personal account. Please consult the Side events and exhibits application manual for further details on this process.

37. Can my event be cancelled or rescheduled?

The secretariat reserves the right to reschedule or cancel events at any time, in the interest of the negotiating process. Changes made by the secretariat will be communicated to you.

38. How may I communicate with the secretariat?

Communications concerning side event or exhibit applications should be made through the "Communicate" option in your personal account. The e-mail address see@unfccc.int should only be used before you create your personal account in SEORS.

39. Where should I send my consignment?

Consignments should be sent directly to the conference venue at the address available on the UNFCCC website.

All consignments should use the special label provided by the secretariat, which will distinguish your consignments from other unauthorized consignments. To facilitate identification of your parcels on site, the names of the sending organization and the recipient/responsible person at the venue and his/her mobile phone number must be clearly visible on the label.

40. How do I find my consignment?

Information on consignment pick-up is provided at the Information Counter onsite.

41. How do I organize extra equipment or other services?

If available at the respective sessions, organizers of side events or exhibits who need to rent equipment or supplies beyond those provided by the host country or the secretariat may contact the official service provider. Contact details are posted on the UNFCCC website as soon as they are available.

42. What is the cost for a side event or an exhibit?

The secretariat does not charge any fees for side events or exhibits. The standard setup is generously provided and paid for by the host country of the respective session. Additional equipment might be rented on a commercial basis from an official service provider appointed by the host country. Contact details will be posted on the UNFCCC website as soon as they are available.

43. How do I organize catering?

Details on catering on a commercial basis are posted on the UNFCCC website as soon as they are available for each session.

N.B.! Side event organizers must follow the policy on catering. For information on catering policy for side event organizers, please refer to the handbook for side event organizers and the information communicated to you via the SEORS communication log.

44. When may I set up/dismantle my exhibit?

Dates for setup and dismantling are communicated to the exhibitors through SEORS shortly after confirmation. Passageways are to be left free from any exhibit materials. The installation and the dismantling of the exhibit is the responsibility of the exhibitor.

45. Can we dispose the leftover materials?

Disposal of publications and other exhibit materials must be arranged by the organizers on-site. Please ask the Information Counter whether appropriate paper bins are available. Organizers will be charged for any cost incurred by unclaimed consignments.

46. How does the return shipment work?

It is necessary that the organizers directly liaise with the shipment agent on site once you decide to ship back the remaining materials. The contact details of the agent for each session are posted on the UNFCCC website.

47. Still have questions about the upcoming conference?

Please consult the "Information for Participants (A-Z)" webpage on the official UNFCCC website. The page is created a few weeks prior to the start of each session.

Kindly contact see@unfccc.int in case you have any further questions.