



United Nations
Climate Change

#Together4Transparency

Initiative Self-Service (ISS) Annual Progress Reporting User Manual for Cooperative Climate Initiative (CCI) Focal Points

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The Initiative Self-Service (ISS) provides a platform for [Cooperative Climate Initiative](#) focal points to manage initiative profile information, contacts and participant entities, and to submit annual progress reports for publication on the [Non-State Actors Zone for Climate Action \(NAZCA\)](#).

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1. Background

1.1. Initiative Self-Service

The **Initiative Self-Service (ISS)** platform is an online tool used by the focal points of registered **NAZCA Cooperative Climate Initiatives (CCIs)** to manage and submit information about their CCIs, in accordance with the NAZCA CCI reporting framework.

With ISS, users can:

- View and edit CCI profile information
- Submit annual NAZCA CCI progress reports
- Manage CCI participant entities

Progress reports provide updates on actions undertaken by the Initiative, achievements, impacts and outcomes, progress towards targets, and challenges and opportunities encountered during the reporting period.

1.2. Prerequisite

Before accessing the Progress Reporting module in ISS, ensure

1. The registration of your Initiative to NAZCA as a CCI has been confirmed by the UNFCCC secretariat. If unsure, visit [NAZCA UNFCCC - Cooperative initiative tracking](#)
2. For users who are not representing a Party or Affiliated Organization: you have successfully created a personal ISS account
3. You have communicated your account details to the NAZCA team, and your account has been successfully associated with the CCI for which you are the Focal Point
4. You have gathered the information required for reporting on actions undertaken, outcomes and impacts, progress towards targets, and challenges and opportunities encountered during the reporting period.

For a detailed description of steps two and three, you can watch the [tutorial available online](#), or consult [Initiative Self-Service \(ISS\) Registration User Manual for Cooperative Climate Initiative \(CCI\) Focal Points \(Account setup\) | UNFCCC](#).

2. Navigating and submitting annual progress reports

2.1. Accessing the progress reporting section

To access the Progress Reporting module:

1. Log in to the [ISS platform](#)
2. Select Progress Reporting from the navigation menu

The landing page displays an overview of previously submitted reports:

- Historical reports submitted before the introduction of ISS may still be displayed in the system for reference
- Only reports submitted from 2024 onwards can be opened, reviewed and downloaded directly from ISS, as these reports follow the current NAZCA CCI reporting framework and corresponding data points

Important note: If a CCI does not submit annual progress reports for more than three years, it will be marked with status Unknown on NAZCA.

2.2. Creating a progress report

To create a new annual report:

1. Select “Create Report” in the upper-right corner
2. Complete the five reporting steps described in this manual

Reports may be drafted throughout the year. However, formal submission is only possible during the annual reporting window: 1 September to 30 September.

2.3. Saving your work

Progress reports do not need to be completed in a single session.

Users may:

- Save reports at any point
- Exit the platform
- Return later to continue editing the report

Regular saving is strongly recommended.

2.4. Mandatory fields

- Fields marked with a red asterisk (*) are mandatory.
- The system will prevent users from progressing to the next section until all required information has been provided.

2.5. Reviewing and submitting reports

After completing all reporting steps:

- Review the information entered
- Download a PDF version if required
- Submit the report during the reporting period (1 September to 30 September of the current year)

2.6. Accessing submitted reports

Submitted reports remain available within the Progress Reporting module for future review and download. Progress against targets can also be viewed in the Initiative Profile section, Goals, targets and monitoring subsection, under Targets.

3. Preparing your progress report

3.1. Step 1: Time frame of information

The first step requires users to define the period covered by the report.

By default, the reporting period spans:

- 1 September of the previous year to 31 August of the current reporting year

If the standard reporting period does not apply:

- Select “Custom” under Timeframe of information
- Enter the appropriate start date
- The end date will be automatically calculated by the system to cover a 12-month reporting period
- Save the changes before proceeding

Once completed, select “Next”.

3.2. Step 2: Action, outcomes and impacts

This section captures the activities undertaken by the Initiative during the reporting period.

Multiple actions may be reported during a single reporting cycle.

Reporting actions

Select “Add Action” and provide:

- A title for the action
- A detailed description of the activity

The description should provide a clear picture of the activity undertaken during the reporting period, including who was involved, what was carried out, where and when it took place, and how the activity contributed to the Initiative’s climate goals.

Action classification

For each action, select:

- The relevant Action Type
- Any associated active target

- Any applicable socio-economic indicator

Important note: The list of socio-economic indicators is currently under review by the UNFCCC secretariat and will be made available in the Progress Reporting module once finalized. If you have already identified a socio-economic indicator that is relevant to the action being reported, please select “Other” from the available options and provide the indicator in the dedicated text field. This information will help ensure that relevant socio-economic contributions are captured during the reporting process until the official list becomes available.

Outcomes and achievements

Provide a summary of:

- Key results
- Major achievements
- Significant outputs delivered

Supporting web links may also be included where relevant.

Impacts

Describe the broader impact of the action and explain how it contributed to:

- The Initiative’s climate objectives
- Relevant targets
- Socio-economic indicators, where applicable

Plans to accelerate solutions (PAS)

If an action contributes to a recognised Plan to Accelerate Solutions:

- Provide the plan name
- Indicate the role of the Initiative in brackets

Format: NAME OF THE PAS (role); NAME OF THE PAS (role); etc.

For more information and to consult the list of PAS, visit [NAZCA](#). When reporting, enter the PAS name as listed on NAZCA. If the name has since changed, you may provide the updated name.

Contributions to UNFCCC processes

If relevant, indicate whether the action contributed to any additional UNFCCC multilateral processes.

For each selected process:

- Provide a brief description of the contribution

3.3. Step 3: Progress towards targets

Reporting against active targets

The system automatically displays active targets that require reporting.

Targets that are already completed or marked inactive are not displayed.

Targets may be:

- Qualitative
- Quantitative

Target status updates, provide:

- The current value achieved (only for quantitative targets)
- Current target status
- A description explaining progress and status

The information entered should reflect progress made during the reporting period.

3.4. Step 4: Challenges and opportunities

This section allows users to identify factors that affected Initiative implementation during the reporting period.

Reporting challenges

Users should:

- Select relevant challenge categories
- Describe the most significant challenges encountered
- Use the “Other” category where necessary

Reporting opportunities

Users may also describe opportunities identified during the reporting period.

3.5. Step 5: Review and submit

Before submission:

- Verify that all information is accurate
- Confirm that actions, target updates, and challenges and opportunities are complete
- Download a PDF copy of the report for your records, if necessary

When satisfied with the report, select “Submit Report”.

The report will then be formally submitted to the UNFCCC through the ISS platform.

4. Additional Support

- For questions regarding Progress Reporting, technical issues, or access to the ISS platform, please contact NAZCA@unfccc.int.