



United Nations
Climate Change

#Together4Transparency

Initiative Self-Service (ISS) Registration User Manual for Cooperative Climate Initiative (CCI) Focal Points (*Account setup*)

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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

1.2. Prerequisite

Before creating an account, ensure that:

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](#)

A step-by-step video tutorial covering the same account creation and ISS access process described in this user manual is also available online: [How to register and log into the Initiative Self Service platform as a CCI](#).

2. Creating an account

2.1. Access the platform

- Open the ISS platform link: <https://iss.unfccc.int/>

Important - before creating an account

The ISS platform provides two different login options:

- Left side: For users who are not representing a Party or Affiliated Organization
- Right side (“Sign in as a Party”): For users representing a Party or Affiliated Organization (e.g., Admitted Observers, DNAs, NMAs) who already have a UNFCCC account

If you already have a UNFCCC account

- Use the right-hand side of the screen to log in
- Depending on your previous usage of UNFCCC systems:
 - You may be asked to set up or confirm two-factor authentication (2FA). If so, continue from Section 3 of this document.

If you do NOT have a UNFCCC account

- Click “Create one” next to “Don’t have an account?” on the left-hand side
- Follow the steps described in this section to create your account

The screenshot shows the UNFCCC sign-in portal. At the top, the United Nations Framework Convention on Climate Change logo is displayed. Below it, the heading "Welcome to the UNFCCC sign-in portal" is centered. The portal is divided into two main sections, each enclosed in a red box. The left section, titled "Sign in with your UNFCCC account", contains fields for "Email Address" and "Password", a "Forgot your password?" link, a "Sign in >" button, and a "Don't have an account? [Create one](#)" link. The right section, titled "Are you signing in on behalf of a Party or affiliate organization?", includes a note: "Use this option only if you represent a Party or an affiliated organization (e.g., Admitted observer, DNAs, NMAs) and already have a UNFCCC account." and a "Sign In as a Party >" button. Red curved arrows point from the "Create one" link in the left section to a red-bordered box containing the text "For users who are not representing a Party or Affiliated Organization". Another red curved arrow points from the "Sign In as a Party >" button to a red-bordered box containing the text "For users representing a Party or Affiliated Organization (e.g., Admitted Observers, DNAs, NMAs) who already have a UNFCCC account". At the bottom of the portal, a small line of text reads: "Having trouble accessing your application? Please contact your UNFCCC support team for assistance."

2.2. Email verification

- Enter your email address
- Complete the CAPTCHA verification
- Click “Send code” to request a verification code
- Check your inbox (or spam folder) of the email address entered for the verification code
- You will receive an email containing the verification code from “Microsoft on behalf of UNFCCC B2C PRD”, with the subject line “UNFCCC B2C PRD account email verification code.” This may take a few minutes.
- Enter the code and press “Create account” to proceed

2.3. Create a password

- Create your password. Your password must:
 - Be at least 8 characters long
 - Include at least:
 - One number
 - One uppercase letter
 - One lowercase letter

- Enter the password again in the box “Confirm New Password”
- Click “Next”

2.4. Enter personal information

Provide the following details:

- First name
- Last name
- Date of birth
- Place of birth
- Country of residence
- Gender

Click “Next” once all fields are completed.

2.5. Add organizational details

Important note: Regardless of your actual affiliation with an organization, in this section, if you are primarily creating an account to act as a focal point of CCIs, you may proceed with selecting “No” to the first question: “Are you affiliated with an entity such as a company, organization, institution or similar”?

3. Setting up two-factor authentication

To complete registration, you must enable two-factor authentication:

- Install the Microsoft Authenticator or other compatible authenticator application on a secondary device (e.g., smartphone, a camera is required). iOS users can also use the integrated verification code function.
- After you install the app, open the app on the device you have just installed and select the QR code scan option from within the app
- Scan the QR code displayed on the screen where the ISS account creation is in process
- The app will generate a 6-digit verification code for this system
- Then, go back to the screen on the webpage (ISS account creation), and select “Continue”
 - If you do not see the “Continue” button beneath the QR code, zoom out in your browser window
- Enter the 6-digit verification code on the ISS platform. This code may change from time to time. So please make sure you are using the latest code displayed on your device
- Select “Verify”

4. Linking your account to an initiative

Before accessing the ISS, your account must be linked to your initiative:

- After Step 3 is completed, you will be guided to a screen displaying “No permission to use the application”. Please note that the appearance of this page is expected
- Send an email to the NAZCA Team at NAZCA@unfccc.int including:
 - Your registered email address to the system
 - The name(s) of the CCI(s) you represent
- If you represent multiple initiatives, include all names
- Wait for the confirmation email from the NAZCA Team

5. Logging in

Once you have received the confirmation email from the NAZCA Team stating your account is linked to the CCI(s):

- Go to the ISS login page, <https://iss.unfccc.int/>
- Log in using your credentials or sign in as a Party or Affiliated Organization
- Enter the authentication code from the Microsoft Authenticator app on your device when prompted
- Click “login” to access the platform

When you first access your CCI profile, some information will already be available in ISS. Legacy data, including CCI profile information and previously reported progress information, has been migrated from the current NAZCA database where it aligns with the current NAZCA CCI reporting framework and corresponding data points. Legacy information that does not align with the current framework and data structure has not been migrated.

6. Troubleshooting Tips

- If you don't receive a verification email:
 - Check your spam/junk folder
 - Wait for another 5 minutes
- Ensure your password meets all security requirements
- Confirm that your account is linked to an Initiative before attempting to log in
- If you do not see action buttons (e.g. “Continue”, “Next”, etc.), try to zoom out the screen and/or your browser
- For any other technical issue, you can contact NAZCA@unfccc.int