



UN Climate Change Website

FREQUENTLY ASKED QUESTIONS – April 2018

1. Why did you redesign the secretariat's website?

- The UN Climate Change secretariat (UNFCCC) has enhanced its website in order to improve public access to information through modern and user-friendly technology.
- The old "White pages" content management system and the underlying technology were out-dated.
- There was an urgent need to update the website technology to avoid capacity gaps and allow the secretariat to keep providing a high-quality, secure and stable information environment.

2. Why did you enhance the website close to the April/May session?

- The secretariat had initially planned the website relaunch for September 2017. However, it was decided to delay the relaunch due to the exceptional logistical complexity the secretariat had to deal with for organizing a COP in Bonn.
- It was therefore decided to launch only part of the website: the Newsroom and the COP23 Information Hub.
- This pre-launch, in October 2017, was successful. Since then, the secretariat has been improving the structure of the website and the underlying technology to achieve the highest possible standard of quality.

3. I have problems finding information for the April/May session. Are you going to solve these issues? By when?

- The secretariat apologises for any inconvenience caused.
- Users can find all the information about the UNFCCC process and meetings that was available on the old website through the new website front-page <https://unfccc.int/>
- Information about the current UN Climate Change Conference (Bonn, 30 April-10 May) is prominently displayed in the new website on the front-page through the "Process and meetings" tab in the top menu and through the specific tabs for sessions of each body.
- By clicking on "Process and meetings" / "Conferences" / "Bonn Climate Change Conference April 2018" you will find all the information currently available about the conference, including the agendas and documents for the different sessions (SBI 48/SBSTA 48/APA 1-5), as well as logistical details and information for the press.

4. How can I find the documents I need for the April/May session?

- By clicking on "Process and meetings" / "Conferences" / "Bonn Climate Change Conference April 2018" you will find all the information currently available about the upcoming conference, including the agendas and documents for the different sessions (SBI 48/SBSTA 48/APA 1-5), as well as logistical details and information for the press.
- Clicking on the direct access point 'Documents' underneath the big photo on top of the landing page directs you the documents section.
- All possible care has been taken to ensure that documents can be readily found during the session. The secretariat's website team is working closely with the Documents and Knowledge Management Teams to make sure that both searching for and finding documents is easily understood and intuitive.
- In the lead-up to the May 2018 sessions, expect that the documents and decisions search portal will continue to undergo enhancements.



- We ask every conference participant to help us improve the website by providing feedback. Please write to webmaster@unfccc.int

5. Who can I contact if I cannot find the documents I need?

- If you cannot find the information you are looking for, or you detect that there are webpages and/or links that don't work properly, please let us by writing to webmaster@unfccc.int
- We have published a short guide to ease the search of documents related to the 2018 April/May session. You can access it here: <https://unfccc.int/news/how-to-navigate-the-website>
- The secretariat will establish a Helpdesk at the conference venue to guide delegates through the new navigation, to explain how best to find documents and to learn more about the submission portal. The Helpdesk will be located during the pre-session week opposite the upper conference room in AHH and during the conference at the entrance level on the ground floor of the WCCB.

6. How can I find documents from past sessions?

- (a) You can find documents from past sessions and meetings by clicking the "Documents and decisions" tab on the navigation menu. (b) You can access the documents, decisions and statements from past conferences by clicking on the "Process and meetings" tab on the navigation menu. (c) You can also search website pages, documents and other content by using the general search icon (magnifying lens) at the top right of site pages.

7. I need to follow the webcast of the April/May session. Will the webcast be available on the website as in previous years, both live and on-demand?

- Yes, as in past conferences, the webcast for the April/May session will be available live and on-demand from the front-page. As in past conferences, only plenary sessions, press conferences and some other events will be broadcasted.
- Clicking on the direct access point 'Webcast' underneath the big photo on top of the landing page directs you the live and on-demand webcast section.

8. How can I see the meetings schedule in real time?

- Download the free Negotiator App in iTunes or in the Google Play Store to see the live meetings schedule.
- Please go to the day-view of the website calendar on the website.

9. I am a journalist, and I want to know the schedule of press conferences. Where can I see it? And will press conferences be webcasted live and on-demand?

- You can see the schedule of press conferences in the Press and Media section: <https://unfccc.int/about-us/press-and-media>.
- You can watch the press conferences live and on demand on the webcast section here <https://unfccc-sb48.cloud.streamworld.de>
- A link to the webcast page will be available from the landing page underneath the big picture.