



EXPO  
2020  
DUBAI  
UAE

# **Event Time Accreditation**

# **Technical Handbook**



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# Acronyms, Abbreviations, Units, and Definitions

## Acronyms and Abbreviations

Acronym/Abbreviation	Expansion
AHO	Accreditation Help Office
ALO	Accreditation Liaison Officer
AO	Affiliated Organisation
BGC	Background Check
BIE	Bureau International des Expositions
DRP	Data Review Process
ID	National Identification Card
MAC	Main Accreditation Centre
RO	Responsible Organisation
UAE	United Arab Emirates

## Definitions

Term	Definition
Accreditation Help Office	Office located at each thematic Arrival Plaza offering accreditation assistance and issue resolution.
Accreditation Liaison Officer	Single point of contact for the Expo 2020 Accreditation Team who deals with applications for accreditation on behalf of the Participant.
Affiliated Organisation	An organisation which may be a third-party supplier, subcontractor, or agency contracted by a Participant which is directly engaged by the Expo 2020 Accreditation Team.
Background Check	Check carried out to determine an individual's suitability to be accredited for Expo 2020 Dubai.
Designation/Role	The official role that will be undertaken by an accredited individual. Used to determine accreditation privileges per the Accreditation Privilege Matrix.
Expo 2020 Dubai®	Name of the event that will be hosted on the Expo 2020 site; also referred to as 'Expo 2020,' 'Expo,' 'Dubai Expo 2020,' 'Expo Dubai 2020,' and 'Expo Event.'
Main Accreditation Centre	Main hub of the accreditation activity and central location for production and distribution/collection of Accreditation Passes.
Participant	A recognised organisation within a Guest Group which is responsible for the fulfilment of the accreditation process for eligible guests, workforce, and third parties under their direction.

## Accreditation Application Status

Status	Definition
Accredited	This status indicates that the applicant has been accredited – an Accreditation Pass has been printed for this record. The applicant has successfully completed the Application for Accreditation process.
Cancelled	This status indicates that the record has been cancelled and cannot be re-activated by the ALO. The record may have been cancelled for a number of reasons, including, but not limited to, the Accreditation Pass no longer being valid or the applicant no longer requiring accreditation.
DRP – Approved	This status indicates that applicant data has undergone the Data Review Process and has been approved. All information within the record is correct and can now be considered final.
DRP – Standby	This status indicates that applicant data is still undergoing the Data Review Process. All information within the record is currently being checked and verified by Expo 2020.
Invited	This status indicates that an email invitation has been sent to the selected individual to apply for accreditation. The record will remain at this status until the recipient of the invitation email (applicant) completes the registration form and submits the Application for Accreditation.
More Information Requested	This status indicates that Expo 2020 requires further information from the ALO in order to continue processing the Application for Accreditation. Typically, this status is used when non-compliant photographs, ID document scans, and/or incorrect data has been submitted. The ALO must take action to amend the record to ensure that its components are compliant, and that all information provided is accurate and up to date. The ALO must then re-publish the application once deemed ready for further review by the Expo 2020 Accreditation Team.
None	This is the initial status assigned to an Application for Accreditation. The ALO and/or the applicant has completed the first page of the registration form but has not fully fulfilled or submitted the Application for Accreditation. This application requires further action prior to being submitted.
Pending	This status denotes that an Application for Accreditation has been submitted. The ALO should review the data submitted to ensure that it is accurate and up to date - the record can still be amended and/or corrected by the ALO in this status if any data is found to be inaccurate.
Published	The Application for Accreditation is now being reviewed by Expo 2020. The ALO can no longer make adjustments to the record.

### Accreditation Pass Status

Status	Expansion
None / Not Printed	Accreditation Pass has not yet been printed.
Pass Cancelled	Accreditation Pass has been printed but has been cancelled and can no longer be used.
Pass Expired	Accreditation Pass has been printed but is no longer valid and can no longer be used.
Pass Live	Accreditation Pass has been printed, distributed, and can now be used to access the Expo 2020 site.
Pass Printed	Accreditation Pass has been printed but is not live and cannot yet be used to access the Expo 2020 site.

### Photo Status

Status	Expansion
Photo Approved	Photo has been approved by Expo 2020.
Photo Linked	The record contains a photo; however, the photo has not yet been reviewed by Expo 2020.
No Photo	The application does not contain a photo file. The ALO should retrieve a compliant photo for the individual immediately.
Photo Rejected	The photo has been rejected by Expo 2020, as it is not compliant with the specifications outlined in the Photo Requirements section of this document.

# 1 Introduction

The Expo 2020 Dubai Accreditation System is designed and configured to handle large volumes of data and to facilitate the submission of applications for Event-time Accreditation Passes.

Expo 2020 has included four different methods of submitting applications as depicted below:

- Individual Registrations
- Individual Invitations
- Bulk Invitations
- Bulk Contact Import

These methods of submission and other functionalities will be discussed within this document. The content found herein has been tailored to the Accreditation Liaison Officer and aims to guide and support Participants submitting data for Event-time Accreditation activities.



## 11 Internet Browsers and Settings

The Accreditation System is a web-based application, it is accessed through the Expo Portal using the most common internet browsers as mentioned below

- › Google Chrome<sup>1</sup>
- › Microsoft Edge
- › Mozilla Firefox
- › Apple Safari

## 12 Reporting Functionality

The reporting functionality in the Expo 2020 Dubai Accreditation System requires **Microsoft Excel version 2007 or higher**.

## 13 Regional Format

Regional Format must be set to **“English (United Kingdom)”** to avoid formatting errors whilst using the Bulk Contact Import Template.

From the computer’s **“Settings”** function, select **“Time & Language”**, then **“Region”**.

Under **“Regional format”**, ensure that **“English (United Kingdom)”** is selected.

### › For Windows users

1. Navigate to the **“Settings”** window.

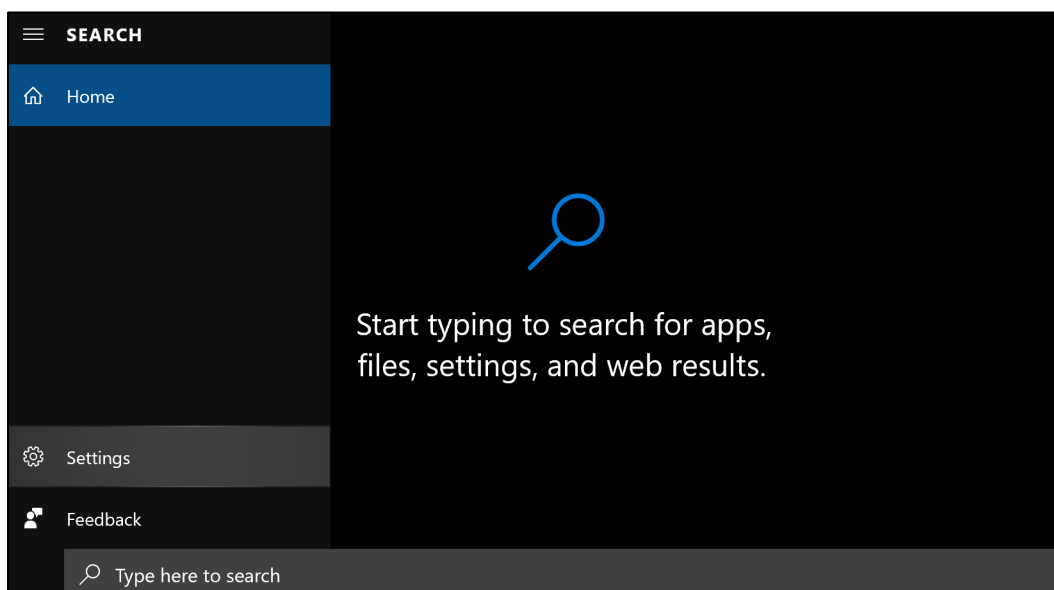


Figure 1 Settings Menu Location

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<sup>1</sup> Preferred browser.

2. Select **"Time & Language"**.

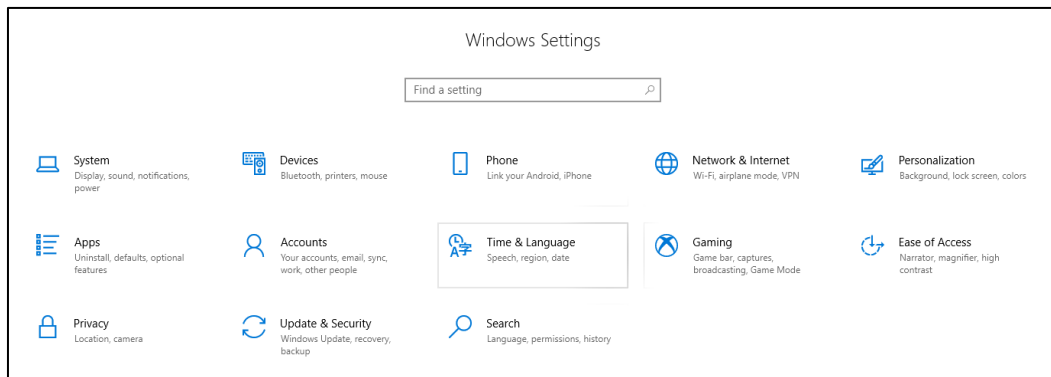


Figure 2 Settings Menu - Language & Time

3. Within the **"Time & Language"** section, select **"Region"**.

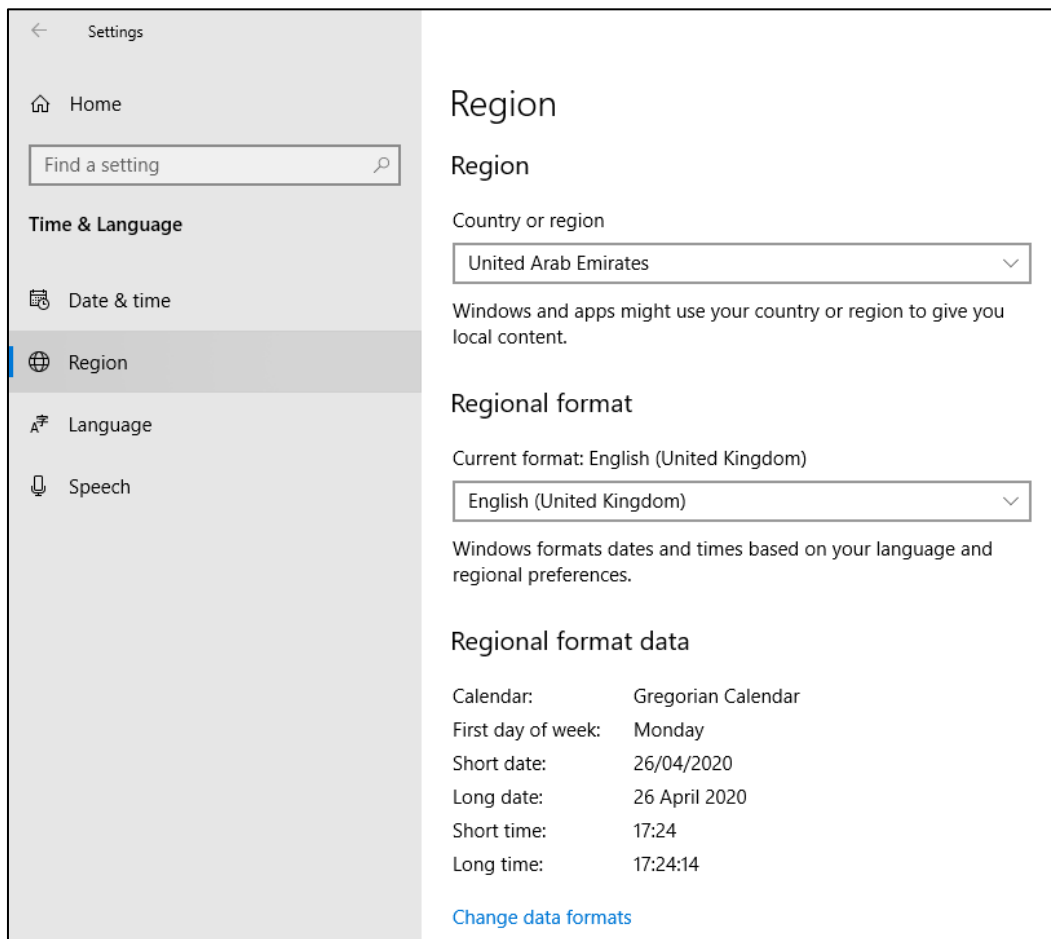


Figure 3 Regional Format Options

4. From the drop-down menu in **"Regional Format"**, ensure that **"English (United Kingdom)"** is selected<sup>2</sup>.

<sup>2</sup> Refer to Figure 3.

› **For Mac users**

1. Select the Apple icon, and then **“System Preferences”**.

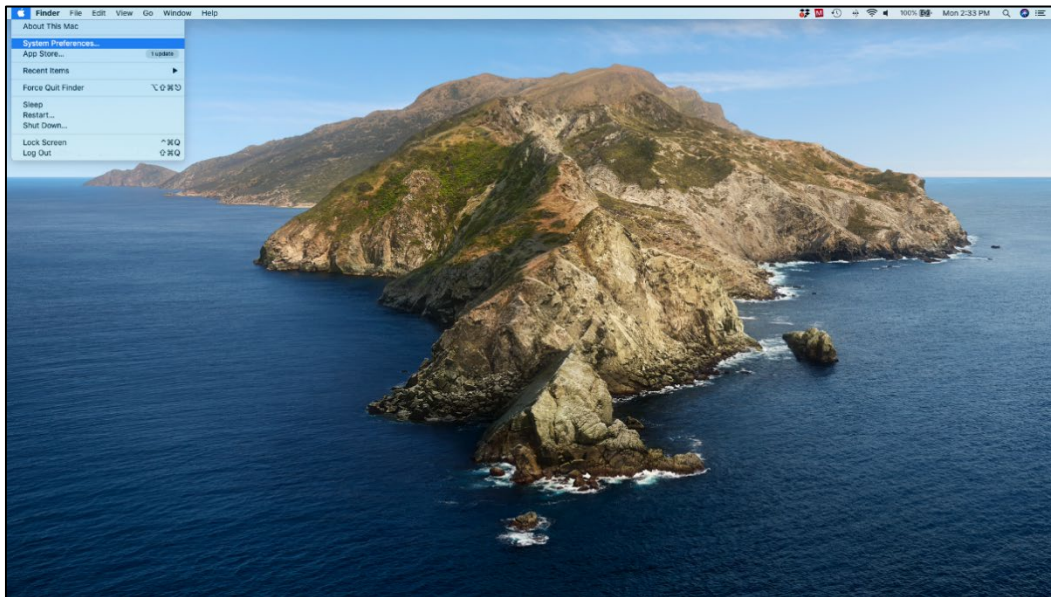


Figure 4 System Preferences

2. Within the System Preferences menu, select **“Language & Region”**.

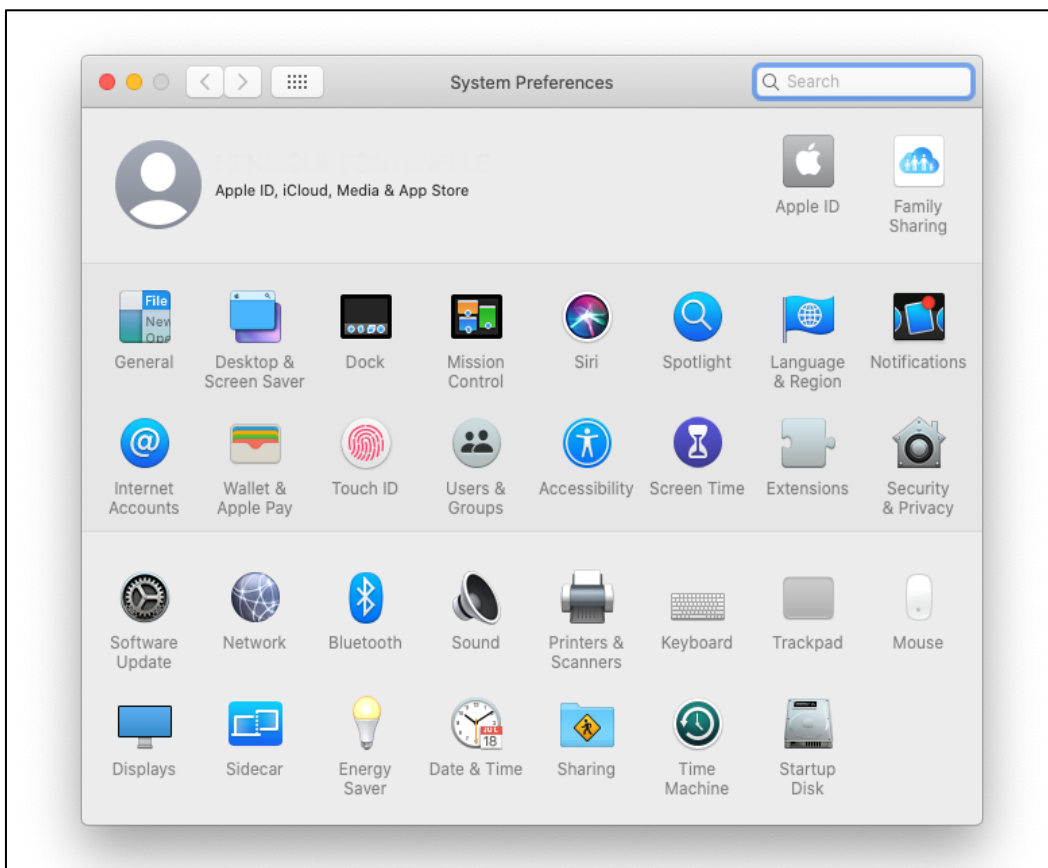


Figure 5 System Preferences Menu

3. On this page, use the drop-down menu next to **Calendar** and select the **Gregorian** calendar (changes should be automatically implemented).

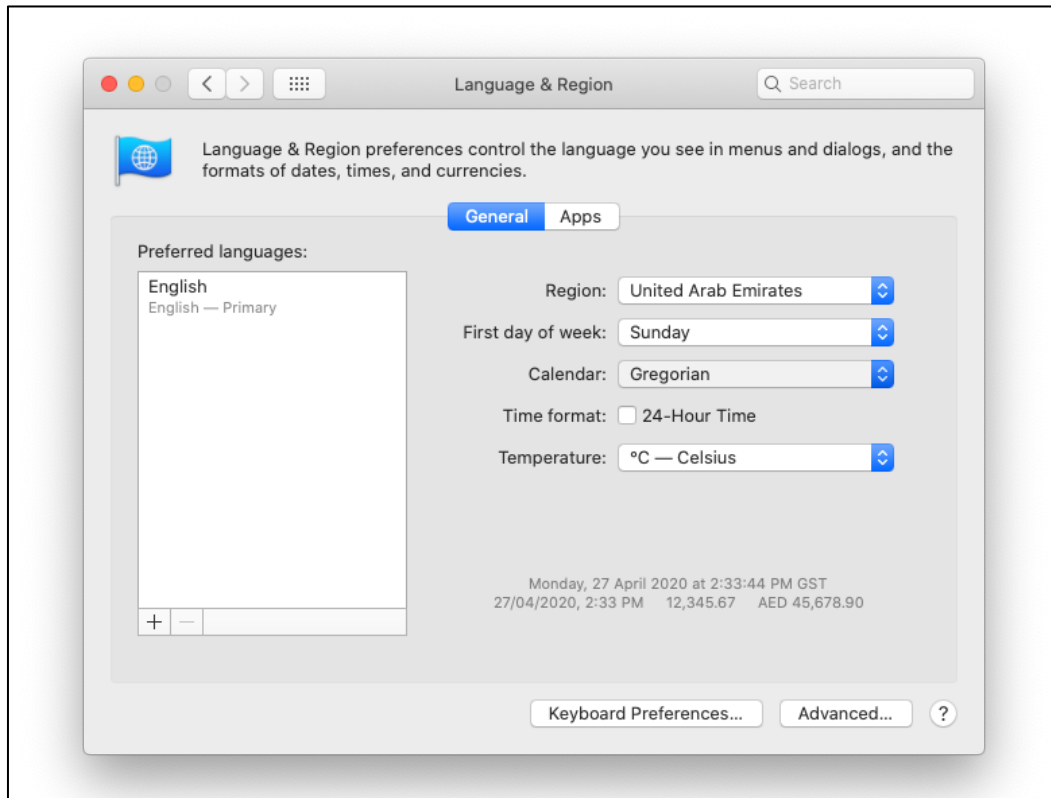


Figure 6 Gregorian Calendar

## 2 Access to the Expo 2020 Dubai Accreditation System

### 2.1 ALO Nomination and Access Set Up

Participants need to nominate an Accreditation Liaison Officer (ALO) for their Pavilion as per the ALO appointment requirements detailed in **Chapter 2** of the **Accreditation Guide** which is available on the Expo Portal. A user account on the Accreditation System for the ALO will be only created after the appointed ALO have successfully passed the background check (BGC).

**The Commissioner General** of the Participant can grant Accreditation access to the ALO through the **Manage Users** functionality on the Expo Portal.

The ALO can access the Accreditation System through Expo Portal. If the ALO does not have access to the Expo Portal, the ALO will first receive an invite link through email to set up credentials to the Expo Portal, following which the Accreditation System can be accessed from the Expo Portal.

User accounts for the Accreditation System will be created and assigned to ALOs upon completion of all requirements for the Participant registration.

**Please Note:** Each Participant should ideally have **one** ALO and therefore only one user accessing the Accreditation System. Expo 2020 Dubai recommends that the account username and password is only used by the owner of the account and is not shared with any other person. Any Participant wishing to **change their ALO** should contact their designated Expo 2020 Country Manager.

In case the Participant **requires more than one ALO** and the request is justified by operational needs, the new ALO appointed by the Participant must go through the same ALOs accreditation process. Please refer to Chapter 2 of the Accreditation Guide available on the Expo Portal for further details.

## 2.2 Accessing the Accreditation System

Accessing the Accreditation System from the Expo Portal is seamless, through single sign-on functionality that will take the ALO directly to their account on the system. They will not need to use any separate credentials to access it.

The Expo 2020 Dubai Accreditation System can be accessed via the Expo Portal link sent to the ALO in the Invitation Email or through the following URL: <https://portal.expo2020.ae/>. It is recommended that the ALO saves the link in their favourites bar.

1. Sign into the “Expo Portal” using Expo Portal credentials.

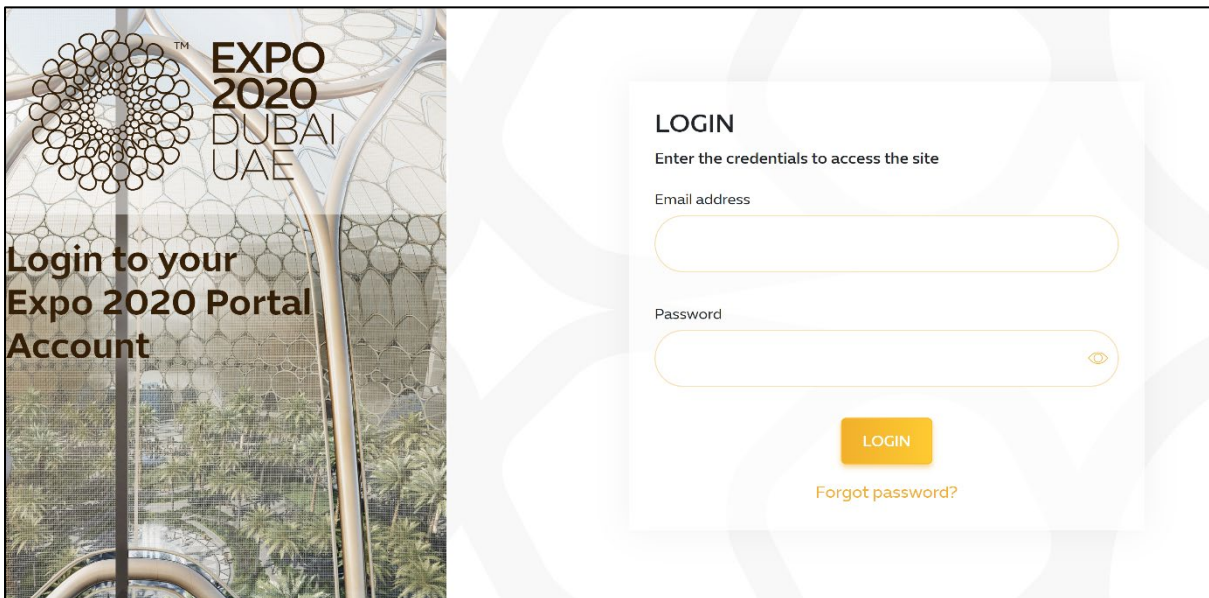


Figure 7 Expo Portal Sign-In Page

2. From “Menu Bar” on the left and select “Services”.

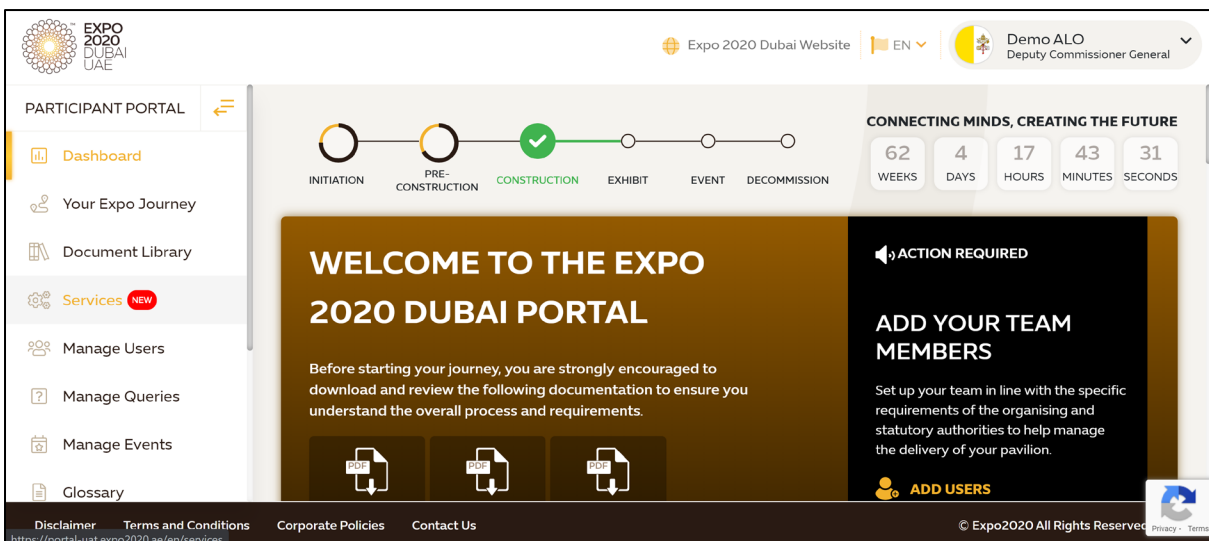


Figure 8.1 Expo Portal Dashboard Page

3. Select **“Accreditation”**. It will redirect to the **“Accreditation System”** page.

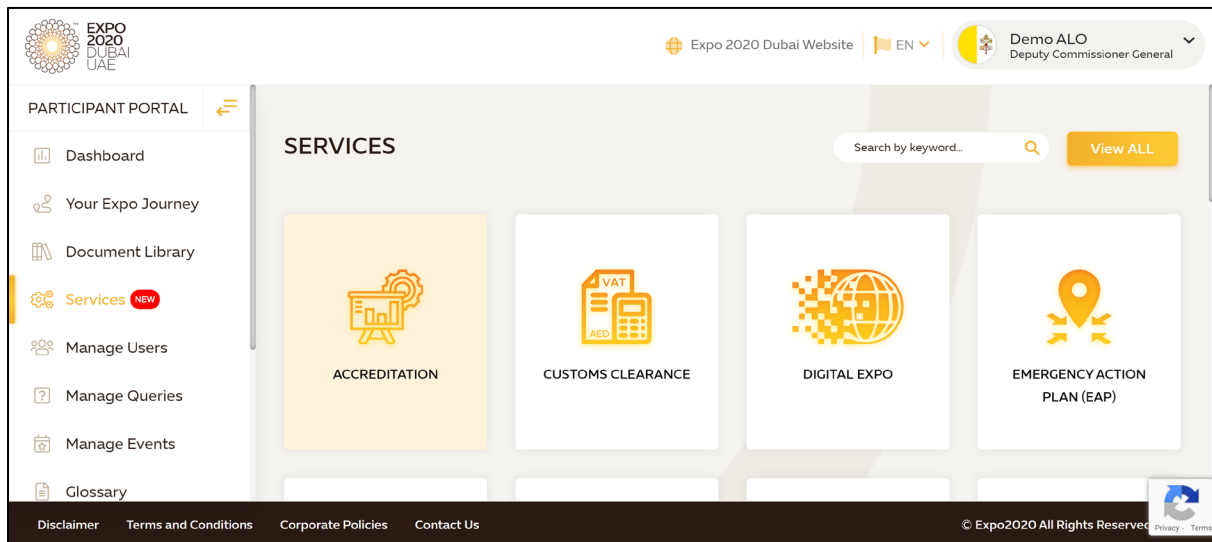


Figure 8.2 Expo Portal Services Page

4. **“ALO Homepage”** page.

The designated ALO(s) may then use the homepage below to submit and manage applications for accreditation on behalf of the Participant.

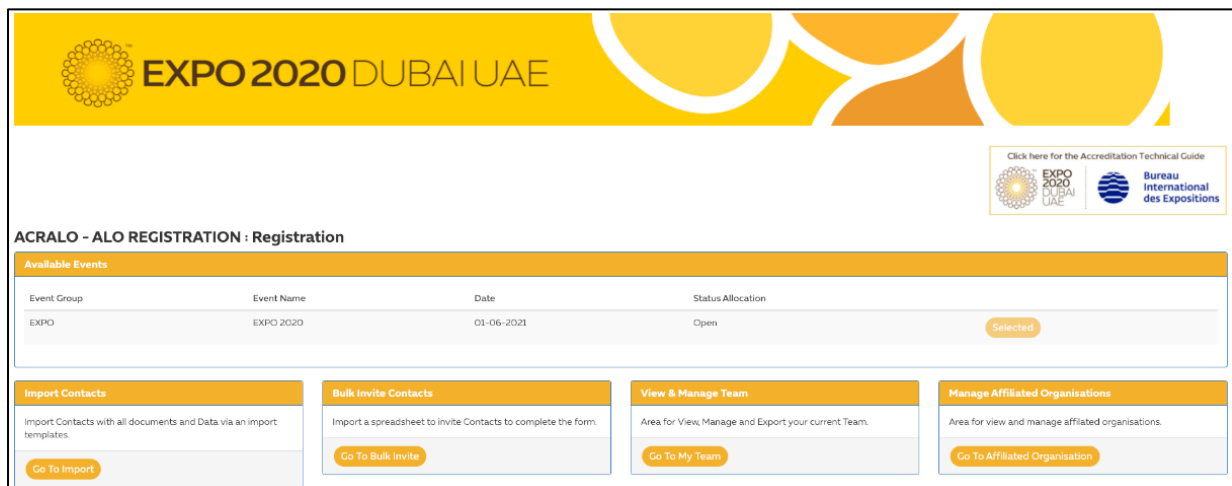


Figure 9 ALO Homepage

**Please Note:** While using the Accreditation System, avoid the **“Back”** button on the browsers, as this **could result in loss of data**. You may use the navigation buttons present in the ALO homepage bar instead.

## 2.2.1 Dashboard

The Dashboard allows the ALO to choose from the four methods of application submission available:

- › The first method: **Individual Registration**, through the “**Register**” button.

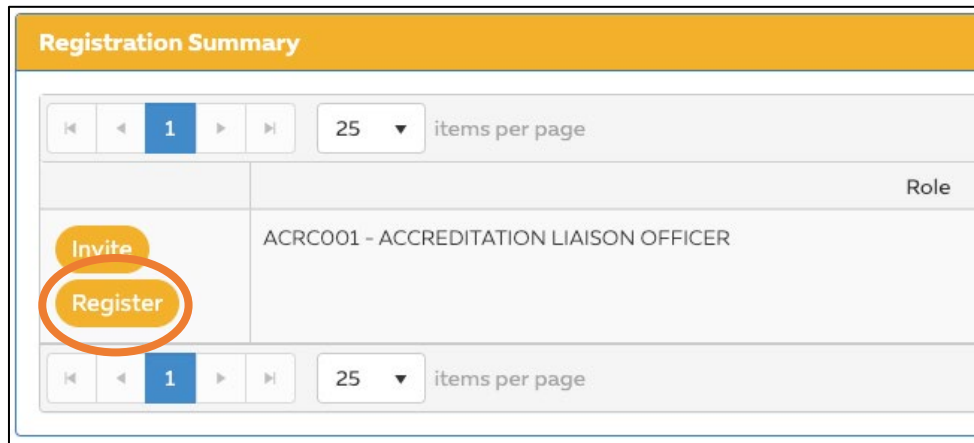


Figure 10 Individual Registration

- › The second method: **Individual Invitations**, through the “**Invite**” button.

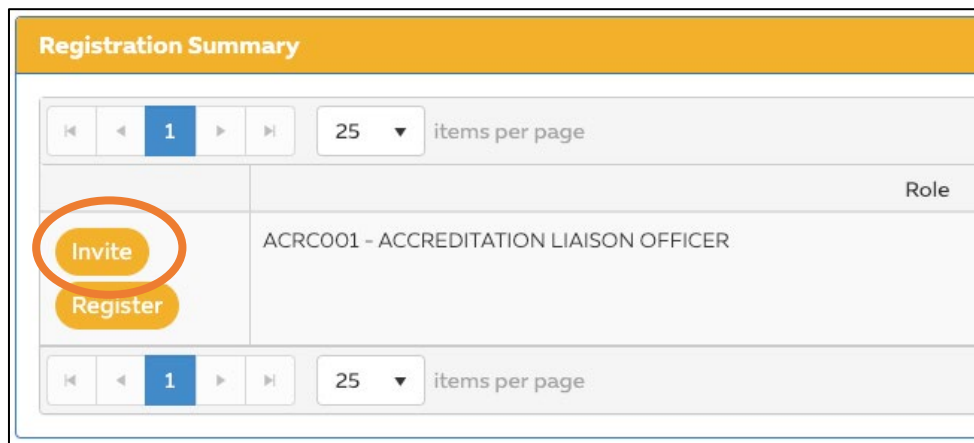


Figure 11 Individual Invitation

- › The third method: **Bulk Invitations**, through the “**Go to Bulk Invite**” button.

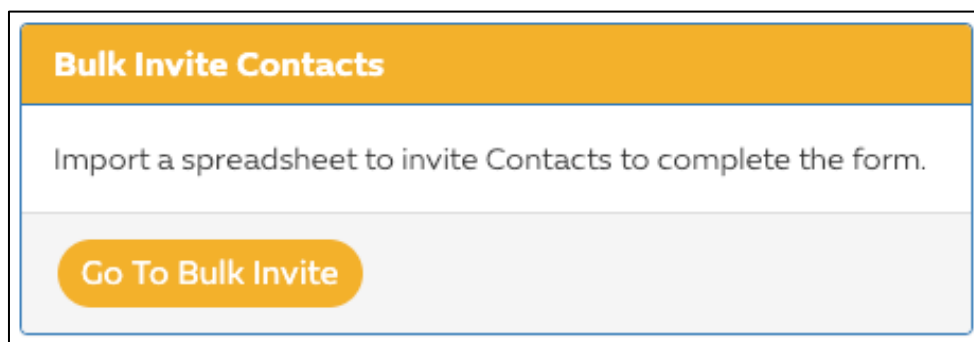


Figure 12 Bulk Invite



- › The fourth method: **Bulk Contact Import**, through the **“Go To Import”** button.

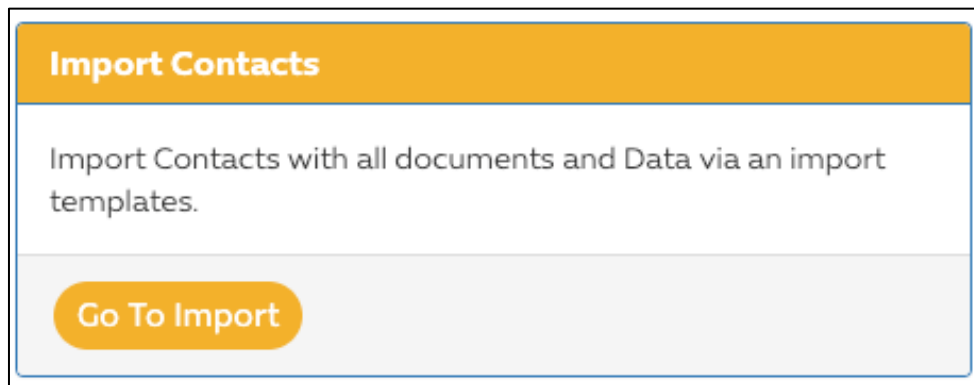


Figure 13 Bulk Contact Import

### 3 Affiliated Organisations

The Accreditation System allows the ALO an optional additional layer of management through the use of Affiliated Organisations. Affiliated Organisation should be added in case when third-party supplier and/or another subcontracted organisation serves more than one Participant.

This functionality can be used with any of the four methods of application submission, and is a useful tool for Participants that intend on submitting applications on behalf of **third-party suppliers** and other **subcontracted organisations**.

The Affiliated Organisation functionality is also included in **Reports and Exports** from the Accreditation System. This will aid the ALO in compiling data and managing all of the organisations providing goods and/or services to the Participant.

- › To access the Affiliated Organisations page, select “**Go To Affiliated Organisation**” from the Dashboard.

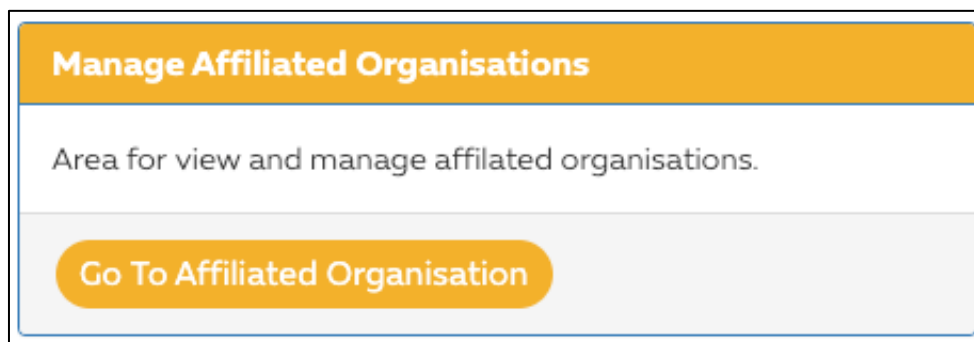


Figure 14 Affiliated Organisations

#### 3.1 Adding Affiliated Organisations

It is recommended that prior to commencing the submission of applications, the ALO compiles a list of all Affiliated Organisations relevant to the Participant.



Figure 15 Add New Affiliated Organisation

Once compiled, the list of Affiliated Organisations will be available from the drop-down menus within each of the following four methods of application submission:

- Individual Registrations
- Individual Invitations
- Bulk Invitations
- Bulk Contact Import

If the Affiliated Organisations are **not** captured, through the Manage Affiliated Organisations page, these organisations will **not** be selectable from the aforementioned drop-down menus and the ALO will be unable to use the full functionality of searching, filtering and reporting available in the Accreditation System.

### 3.2 Add New Affiliated Organisation

- › To add new Affiliated Organisations, the ALO should select **“Add New”**. A pop up will appear and the ALO will be required to complete the data field with free text.
- › Once the Affiliated Organisation name is completed, select **“Add New”**. The newly created organisation should appear in the list found in the grid on the Affiliated Organisation page.

**Please Note:** Affiliated Organisation name should not exceed 50 characters.

RESPONSIBLE ORGANISATION NAME

ACRALO - ALO REGISTRATION

CREATE AFFILIATED ORGANISATION

CANCEL ADD NEW

Figure 16 Add New Data Field

The name of the Affiliated Organisation should be accurate in order to facilitate searching and reporting. In the case of typos or other errors, the Affiliated Organisation name is editable through the **“Edit”** button.

Home

Manage Organisations

Search by organisation name

Clear Search

ADD NEW

Organisations

	NAME	DATE CREATED	CREATED BY
EDIT	ACRALO - ALO REGISTRATION	26/02/2020	admin

Figure 17 Edit

**Please Note:** The ALO will **only** be able to add new Affiliated Organisations through the mentioned methods above.

### 3.21 Select Affiliated Organisation through Individual Registration Method

Within the **“Basic Details”** section on the first page of the Accreditation Registration Form, the ALO may use the drop-down menu to select the Affiliated Organisation.

The screenshot shows the 'Basic Details' section of the Accreditation Registration Form. At the top, there are four tabs: 'Introduction', 'Basic Details' (which is active and highlighted in orange), 'Identification', and 'Registration Complete'. Below the tabs, the text reads 'ACR - ACCREDITATION TEST ACCOUNT ACRC001 - ACCREDITATION LIAISON OFFICER Registration'. A prominent orange bar contains the text 'BASIC DETAILS' on the left and '\* REQUIRED FIELD' on the right. The form contains several input fields, each with a question mark icon to its right: 'FAMILY NAME \*', 'FIRST NAME \*', 'MIDDLE NAME', 'FAMILY NAME (ARABIC)', 'FIRST NAME (ARABIC)', 'MIDDLE NAME (ARABIC)', and 'ORG REFERENCE NUMBER'. At the bottom, there is a dropdown menu labeled 'Organisation' with the placeholder text 'Select/Create an organisation'. The dropdown menu is open, showing a list of options: 'ACRSTAFFCOMP', 'Bill's Cookies', 'DEMO' (which is highlighted), 'NEWAO', and 'test'.

Figure 18 Select Individual Registration

### 3.2.2 Select Affiliated Organisation through Individual Invite Method

- › The Affiliated Organisation is available via the drop-down menu within the pop-up that appears after selecting "Invite" from the Accreditation homepage.

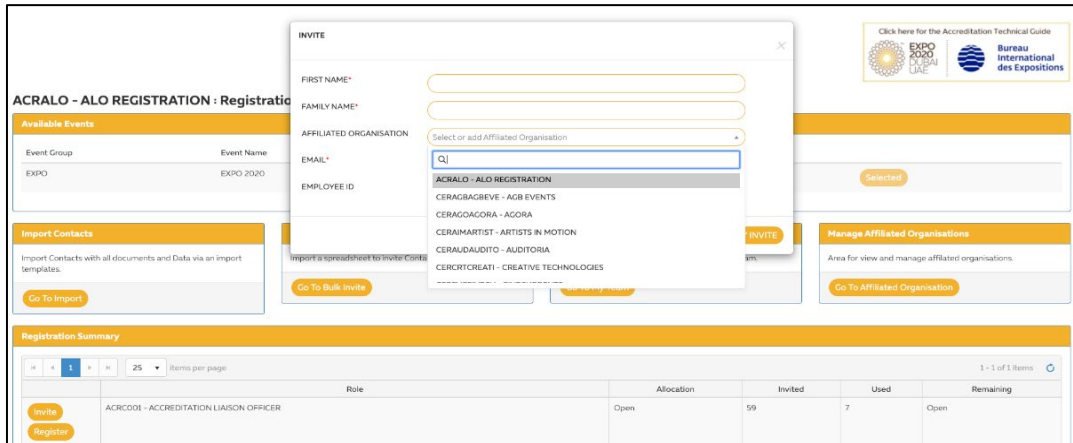


Figure 19 Select Individual Invite

### 3.2.3 Select Affiliated Organisation through Bulk Invite Template Method

- › The Affiliated Organisation is selectable through the drop-down menu within the Bulk Invite template.

First Name	Family Name	Affiliated Organisation	Employee Reference Number	Email Address	Role
Mandatory	Mandatory	Not Mandatory	Not Mandatory	Mandatory & Unique	Mandatory (Pick from List)
Example: Ahmed	Example: Al Sheikh	Example: Acme Inc.	Example: 12345 83	Example: amir.khan@home.com	Example: DIPWK02 - PAVILION STAFF
		ACRALO - ALO REGISTRATION			
		MEDARGEEDITOR - EDITORIAL FERIAS Y CONGRESOS S.A.			
		MEDARGREVIST - REVISTA VIVIENDA			
		MEDARMARKINNEW - ARMNEWS TV			
		MEDAZEAZERBA - AZERBAIJAN NATIONAL TV			
		MEDBELBOUWKR - BOUWKRONIEK			
		MEDBGDDAILY - DAILY ASIAN AGE			
		MEDBGDJAGONE - JAGONEWS24.COM			
		MEDBGRPAVLIK - PAVLIKENSKIGLAS			
		MEDBHRALWATA - ALUWATAN FOR PRESS, PUBLISHING			
		MEDBRABRAZIL - BRAZIL - ARAB NEWS AGENCY (ANBA)			
		MEDBRADIEDAD - IDEA DE IMPACTO RADIO SHOW: INNOVATION, IMPACT BU			

Figure 20 Select Bulk Invite Template

## 3.2.4 Select Affiliated Organisation through Bulk Contact Import Template Method

- › The Affiliated Organisation is selectable through the drop-down menu within the Bulk Contact Import template.

Role	Affiliated Organisation	Employee Reference Number	Headshot Photo (Filename)
Select the applicant's Role from the drop-down box (e.g. WKFC01 - Catering Manager) MANDATORY	Please select from the dropdown list the Applicant's Affiliated Organisation (any subcontractor organisation names) NOT MANDATORY	Enter the Applicant's Employee Reference Number (e.g. Staff ID or Payroll Number) NOT MANDATORY	Enter the complete File Name and extension to upload the image to be displayed on the Accreditation Pass. Acceptable file types are .jpeg .jpg .png (format: oliver_miller_photo.jpeg or oliver_miller_photo.png) MANDATORY
	<div style="border: 1px solid black; padding: 2px;">           ACRALO - ALO REGISTRATION            MEDARGEDITOR - EDITORIAL FERIAS Y CONGRESOS S.A.            MEDARGREVIST - REVISTA VIVIENDA            MEDARMARMNEW - ARMNEWS TV            MEDAZEZERBA - AZERBAIJAN NATIONAL TV            MEDBELBOUWKR - BOUWKRONIEK            MEDBGDDAILYA - DAILY ASIAN AGE         </div>		

Figure 21 Select Bulk Contact Import Template

**Please Note:** In order to fully use the Affiliated Organisation functionality, it is recommended that the ALO downloads a **new** Bulk Contact Import Template or Bulk Invite Template prior to submitting new data. This is an important consideration, as the new templates will contain all of the Affiliated Organisations, including organisations that may have been added throughout the submission process.

## 4 Submitting Applications for Accreditation

Having completed the registration and having added the affiliated organisation when necessary, the ALO may commence submitting Applications for Accreditation using the following methods available in the homepage and discussed within this chapter:

- › **Individual Registration** – through the “**Register**” button
- › **Individual Invitations** – through the “**Invite**” button
- › **Bulk Contact Import** – through the “**Go To Import**” button
- › **Bulk Invitations** – through the “**Go To Bulk Invite**” button

To proceed with data submission, the ALO must have all the necessary documents at hand before commencing in the submission of applications. This includes identification documents and photograph as listed below:

- › **Emirates ID – UAE Citizens and Residents** – a digital scan is not a mandatory requirement.
- › **Passport – Non-UAE Residents** – a digital scan of the biographical page is a **mandatory requirement**.

**Please Note:** Any data previously entered on the Expo Portal will **automatically** flow into Accreditation System, yet, since some data is not mandatory in other functions, the ALO has to fill in the missing information to complete the application.

### 4.11 Applications for Accreditation for UAE Citizens and Residents

The Emirates ID is an identification document issued by the Federal Authority for Identity and Citizenship and is a mandatory requirement for all UAE citizens and residents to be accredited. Individuals residing in the UAE, including UAE nationals, GCC nationals, and expatriate residents are required to use their Emirates ID for their Application for Accreditation.

**Please Note:**

- An applicant’s nationality entered into the Accreditation System must match that shown on the applicant’s Emirates ID Card
- The Emirates ID number field must contain exactly 15 digits with no hyphens, spaces, or other special characters
- Failure to input correct information will delay the application process

## 4.1.2 Applications for Accreditation for Non-UAE Residents

A valid Passport is the only acceptable Identification Document for non-UAE residents, and a biographical information page scan is required. The full Arabic name will also be required for Arabic Passports issued by one of the countries listed in **Appendix 11.2.3 – Passport Required Data Fields (Arabic Passports)** within this document. The ALO should complete the Arabic information if able to do so. Individuals who are citizens of more than one country must enter information on the Application for Accreditation referencing only one nationality. This should be based on the nationality (passport) they intend to use when travelling to the UAE and/or undertaking their role. Failure to do so may cause delays in the Accreditation Process.

## 4.2 Registration Summary

It is recommended that the ALO use the Registration Summary (**Figure 22**) section located directly below the dashboard. The information present in this grid provides the ALO with an overview of the Roles Matrix and other relevant information pertinent to that Participant, which includes all of the roles available to their Organisation and any allocations in place.

This section allows the ALO to monitor progress of applications using the information provided in the grid view. The ALO should use this page to submit applications.

	Role	Allocation	Invited	Used	Remaining
Invite Register	ACR_OPCOM01 - COMMISSIONER GENERAL	Open	0	3	Open
Invite Register	ACR_OPCOM02 - DEPUTY COMM GENERAL	Open	2	0	Open
Invite Register	ACR_OPCOM03 - DIRECTOR - PAVILION	1	0	0	1
Invite Register	ACR_OPDIP01 - AMBASSADOR	1	0	0	1
Invite Register	ACR_OPDIP01A - AMBASSADOR ACCOMP GUEST	2	0	0	2

Figure 22 Registration Summary

### 4.2.1 The Roles Matrix

The information contained in the Roles Matrix is the following:

Field	Definition
Role	Available Roles for the Participants that the ALO may assign individuals to
Allocation	Quota available for each Role
Invited	The number of invitations that have been sent to individuals that are currently open and have not been accessed/submitted
Used	The number of completed Applications for Accreditation within a Role; this refers to the used allocations
Remaining	The number of available quotas remaining for a specific Role



## 5 Individual Registration Method

This section highlights the Individual Registration process which commences with the “**Register**” button located in the Registration Summary view, next to the roles.

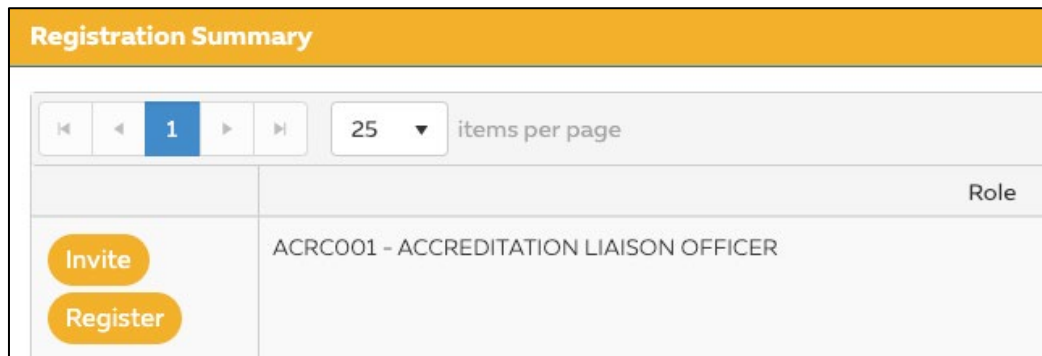


Figure 23 Individual Registration

- › The “**Register**” button will redirect the ALO to the Individual Registration Form.

### 5.1 Registration Form

The first page of the Individual Registration Form contains a brief introduction with relevant information.

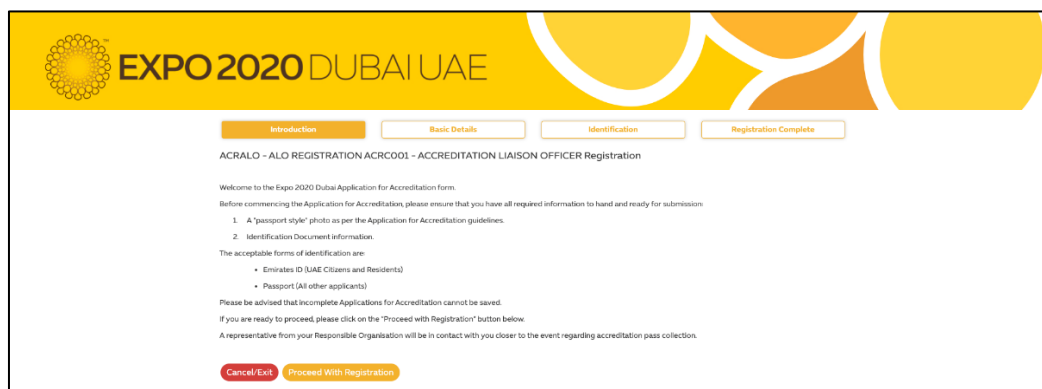


Figure 24 Registration Form Introduction

**The Registration Form requires the ALO to complete all of the required data fields:**

- › A red asterisk (\*) next to the data field's name indicates a mandatory field.
- › Tool Tips are indicated by a white question mark in yellow circle (?) next to data fields. When hovering the mouse/cursor over the question mark, useful information will be provided regarding that field.
- › The ALO must have a compliant photograph and a scan of the Passport, where needed.
- › The ALO should read the content before proceeding and ensure that the required documents are at hand to facilitate data entry and submission.

The Registration Form has dynamic configuration so that it can cater to Emirates ID or Passport holders. This will be reflected in the Accreditation System by a difference in the Registration Form type that is applicable to an Emirates ID holder and a Passport holder. The form will ask if the applicant has a valid Emirates ID. If an Emirates ID holder, the applicant will select “Yes” when prompted. This will direct the applicant to complete a second portion of the form with Emirates ID information. If a Passport holder, the applicant will select “No” when prompted. This will direct the applicant to complete a second portion of the form with Passport information, including a clear scan of the Passport biographical information page.

The Registration Form contains four sections: **Introduction**, **Basic Details**, **Identification** (Emirates ID or Passport information) and **Registration Complete**.

## 5.11 Basic Details

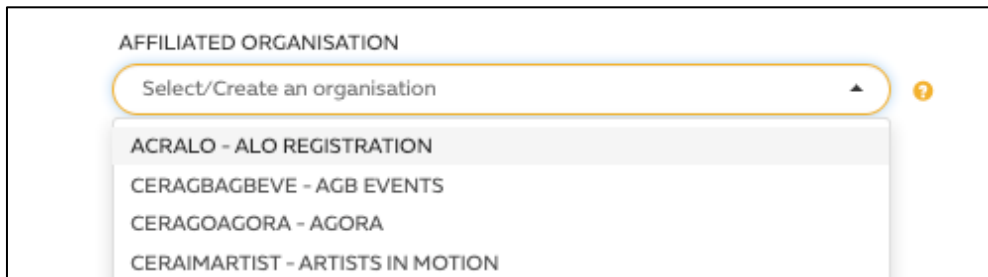
In this section of the Registration Form, the ALO must complete the data fields with the applicant’s personal information, ensuring that all required fields are completed and that data supplied is accurate and up to date.

Figure 25 Registration Form Basic Details

- › The response to the Emirates ID question will direct the ALO to the next section of the form.

**Please Note:** While submitting individual applications, the ALO must avoid using spaces in the “First Name” field. This will generate an error message and will prevent the ALO from proceeding.

The ALO may also use the Affiliated Organisation drop-down to make a selection, if required.

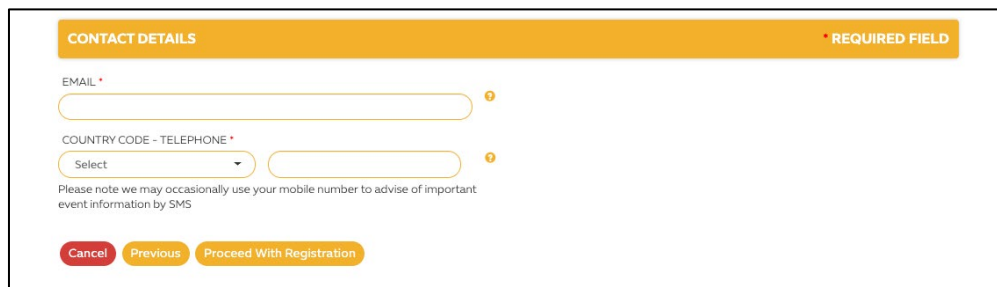


The screenshot shows a form field titled "AFFILIATED ORGANISATION". The field contains the text "Select/Create an organisation" and a small upward-pointing triangle on the right. Below the field, a dropdown menu is open, displaying four options: "ACRALO - ALO REGISTRATION", "CERAGBAGBEVE - AGB EVENTS", "CERAGOAGORA - AGORA", and "CERAIMARTIST - ARTISTS IN MOTION". A small question mark icon is visible to the right of the dropdown menu.

Figure 26 Affiliated Organisation in Registration Form

## 5.12 Contact Details

The final part of the personal information portion of the Registration Form requires the ALO to complete the applicant's contact details.



The screenshot shows the "CONTACT DETAILS" section of the registration form. The section is titled "CONTACT DETAILS" and has a "REQUIRED FIELD" indicator. It contains three input fields: "EMAIL" (with a red asterisk and a question mark icon), "COUNTRY CODE - TELEPHONE" (with a red asterisk and a question mark icon), and a "Select" dropdown menu. Below the input fields, there is a note: "Please note we may occasionally use your mobile number to advise of important event information by SMS". At the bottom of the section, there are three buttons: "Cancel", "Previous", and "Proceed With Registration".

Figure 27 Contact Details

› Once all of the required fields are completed, the ALO should select “Proceed with Registration”. This will direct the ALO to the “**Identification**” section of the form, where the ALO must provide information pertaining to the applicant's valid Emirates ID or Passport.

## 5.13 Identification

This section of the Registration Form requires the ALO to submit either Emirates ID or Passport information. This will depend on the response provided in the previous section of the form and discussed in **Chapter 4.1.1** and **Chapter 4.1.2**. The image below refers to the Emirates ID section of the Identification section of the Registration Form.

The screenshot shows the 'Identification' step of the registration process. At the top, there are four tabs: 'Introduction', 'Basic Details', 'Identification' (which is active), and 'Registration Complete'. Below the tabs, the text reads 'ACRALO - ALO REGISTRATION ACRC001 - ACCREDITATION LIAISON OFFICER Registration - INVITE TEST (REG. NO: 4001143)'. The form contains several sections:

- CONFIRM PASS NAME** (REQUIRED FIELD): A text input field containing 'INVITE TEST'.
- NAME ON PASS \***: A text input field containing 'INVITE TEST'.
- NAME ON PASS (ARABIC)**: An empty text input field.
- UPLOAD PHOTO** (REQUIRED FIELD): A section for photo upload. It includes a 'Click Load to upload a new photo.' instruction, a 'A photo cropping tool is available during the upload process.' note, and a list of photo specifications. Two 'Acceptable Photos' are shown as examples. Below the photos are 'Edit Photo' and 'Load' buttons.
- DOCUMENTATION** (REQUIRED FIELD): A section for document details. It includes:
  - EMIRATES ID**: A sub-section header.
  - EMIRATES ID NUMBER\***: A text input field.
  - EXPIRY DATE [day/month/year]\***: A date selection field with dropdowns for 'DD', 'Month', and 'YYYY'.

Figure 28 Emirates ID Registration Form

For an **Emirates ID holder**, the Identification page will require the ALO to submit:

- › A compliant photograph (see Chapter 10 for photo specifications)
- › Emirates ID number (15 digits, without spaces or any special characters)
- › Emirates ID expiry date (DD/MM/YYYY)

## 5.2 Uploading Photographs

As mentioned previously, all applicants require a photograph that is compliant with Expo 2020 Dubai Accreditation standards.

- › To submit photographs using the Individual Registration method, the ALO should click “Load”, which is located below the image silhouette in the Identification section of the Registration Form (Figure 29).

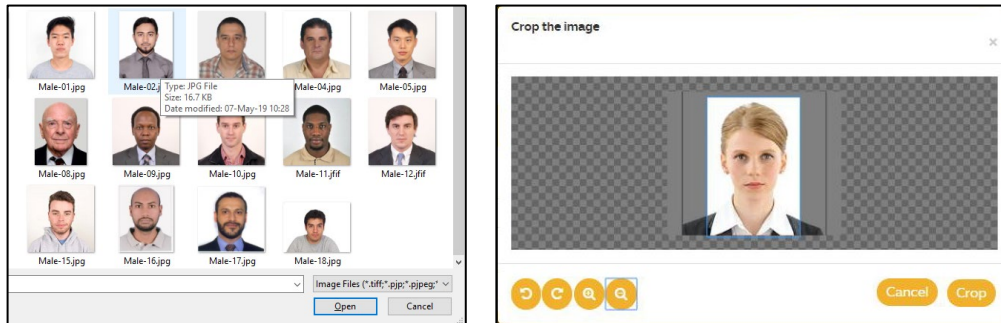


Figure 29 Photo Files

Once uploaded, the photograph may be cropped or replaced to ensure Accreditation Image Requirements are met.

In order to complete the registration process, the ALO should navigate to the bottom of the Identification page. As mentioned previously, the ALO will be directed to different pages depending on the type of document the applicant has provided.

**Please Note:** While Emirates ID holders are not required to submit digital scans of documents, Passport holders must submit a clear scan of the Passport biographical information page, including the Machine-Readable Zone (MRZ) typically found at the bottom of the same page. Please see **Figure 31** below.

## 5.3 Passport Details and Scans

For Passport holders, the ALO must provide the following additional information:

- › Passport biographical page scan (accepted formats: .jpeg, .jpg, .png or .pdf)
- › Name on Passport (Full name, exactly as it appears in the Passport)
- › Passport Number
- › Passport Issue Date (DD/MM/YYYY)
- › Passport Expiry Date (DD/MM/YYYY)
- › Place of Birth (City)


The ALO should ensure that all mandatory fields are completed, and that the information provided is accurate.

The image below shows to the Identification page for Passport holders.

**DOCUMENTATION** \* REQUIRED FIELD

### Passport

Please upload a scan of your Passport. The following extensions are supported: .jpeg, .jpg, .png, .pdf



[Edit](#)

File \*

A A Sample Passport.JPG [Remove](#)

English Name\*

Required  
Place of Issue\*

Required  
Passport Number\*

Required  
Passport Type\*

English place of birth\*

Required  
Issue Date [day/month/year]\*

Expiry Date [day/month/year]\*

Document First Name\*

Required  
Document Middle Name

Document Last Name\*

Required

[CancelReg](#) [Previous](#) [Submit Registration](#)

Figure 30 Passport Details

**Please Note:** Passport biographical information page scan should be **clear** and **all information contained therein must be visible**. This will ensure that the application proceeds without any delays, as inaccurate data could have an impact in processing the application. The Expo 2020 Team will use this file to process applications and verify submitted data.





## 6 Individual Invite Method

This functionality allows the ALO to invite an individual to submit an Application for Accreditation. Essentially, the recipient of the invitation will click on the link contained in the email, which will redirect to the Registration Form highlighted in the previous section (**Chapter 5.1**) of this document.

- › The ALO must select the Invite button from the Registration Summary grid (above the Register button). A pop-up will appear, which the ALO must complete and, finally, select Invite.

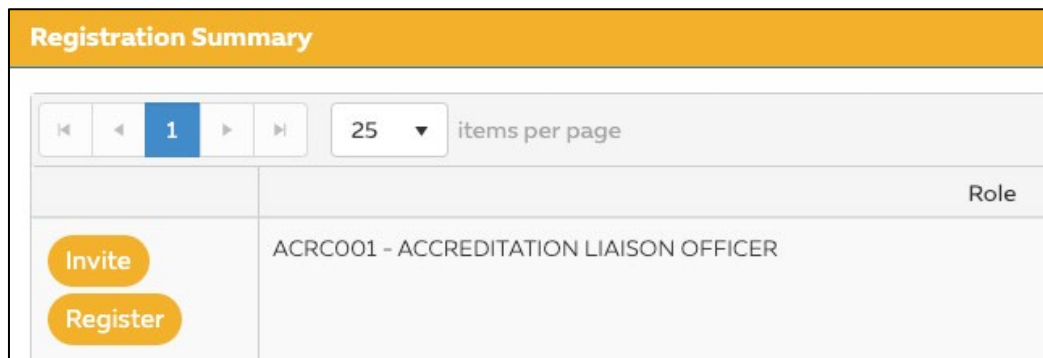
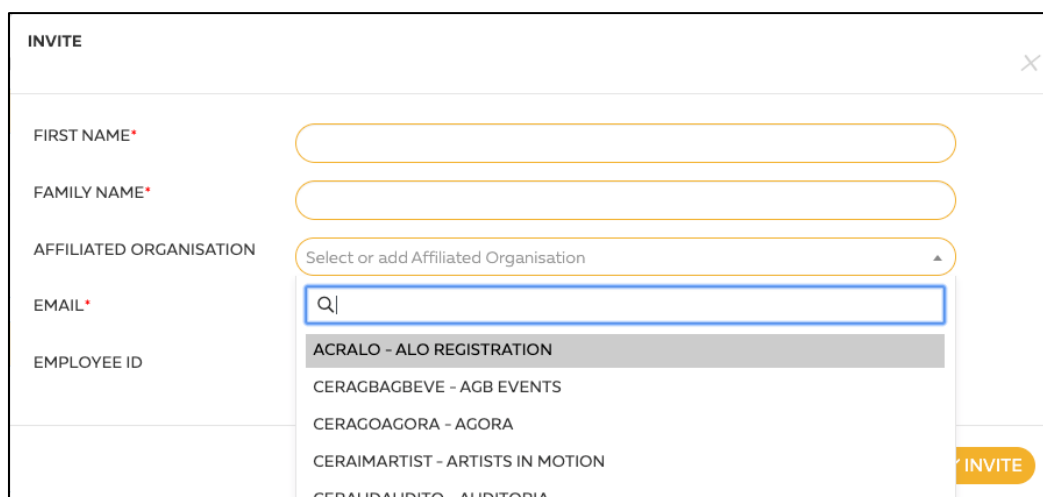


Figure 33 Individual Invite

Fields to be completed:

- › First Name
- › Family Name
- › Email

Affiliated Organisation (optional) – the ALO may use the drop-down menu to select the relevant organisation before proceeding.



The screenshot shows a pop-up form titled 'INVITE'. It has a close button (X) in the top right corner. The form contains the following fields:

- FIRST NAME\* (text input)
- FAMILY NAME\* (text input)
- AFFILIATED ORGANISATION (dropdown menu with the text 'Select or add Affiliated Organisation')
- EMAIL\* (text input with a search icon and a dropdown menu showing a list of organisations: ACRALO - ALO REGISTRATION, CERAGBAGBEVE - AGB EVENTS, CERAGOAGORA - AGORA, CERAIMARTIST - ARTISTS IN MOTION, CERAUDAUDITO - AUDITORIA)
- EMPLOYEE ID (text input)

An 'INVITE' button is located at the bottom right of the form.

Figure 34 Invite Pop-Up

Once the ALO completes this step, the individual will receive an email containing instructions and a link that redirects to the Registration Form. The link contained in the invitation email will direct the applicant to the Registration Form that was discussed in **Chapter 5**.

## 7 Bulk Contact Import Method

The ALO may upload multiple records directly into the Accreditation System using the Bulk Contact Import Template. This template can be found within the “**Import Tool**”.

- › The first step is for the ALO to select the “**Go To Import**” option from the ALO homepage dashboard.

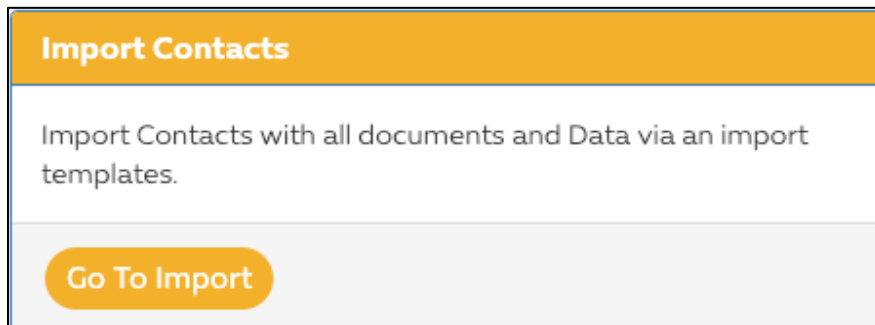


Figure 35 Go to Import

This will load the “**Import Tool**” page and options, as shown below.

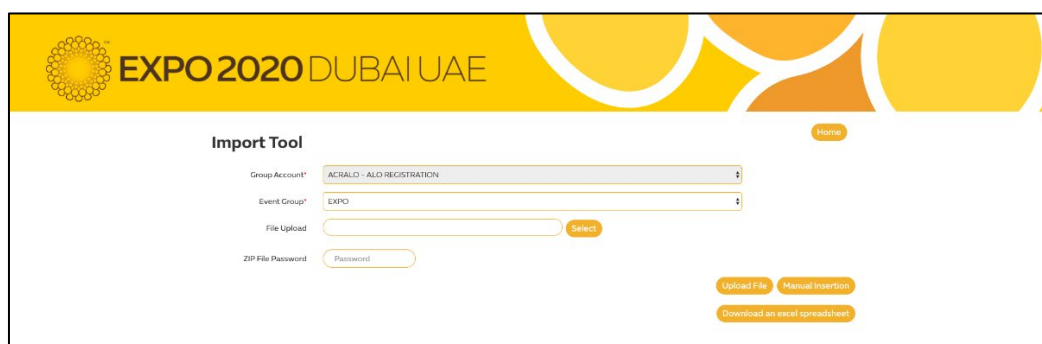


Figure 36 Import Tool

- › Once in the Import Tool, the ALO should select the relevant Event. In this case, from the drop-down menu, select “**Expo**”.



Figure 37 Select Event

- › The ALO should now download a new template by selecting “**Download an excel spreadsheet**”. This is the Bulk Contact Import Template.

The ALO must ensure that all fields are completed accurately, taking special care to complete the mandatory sections. The template contains formatting which aims to assist the ALO in submitting data, and also shows examples of file naming conventions.

Below is an extract of the template.

A	B	C	D	E	F	G	H	I	J
Family Name	First Name	Middle Name	Family Name (Arabic)	First Name (Arabic)	Middle Name (Arabic)	Name on Pass	Name on Pass (Arabic)	Date of Birth	Gender
Enter the <b>Family Name</b> as shown on the identity document. (e.g. MILLER) MANDATORY	Enter the <b>First Name</b> as shown on the identity document. (e.g. OLIVER) MANDATORY	Enter the <b>Middle Name</b> if it is shown on the identity document. (e.g. CHARLES) NOT MANDATORY	If able to, enter the <b>Family Name in Arabic</b> . Otherwise leave blank. NOT MANDATORY	If able to, enter the <b>First Name in Arabic</b> . Otherwise leave blank. NOT MANDATORY	If able to, enter the <b>Middle Name in Arabic</b> . Otherwise leave blank. NOT MANDATORY	Enter the <b>Name</b> as it should be on the Accreditation Pass (e.g. Oliver MILLER) NOT MANDATORY	If able, enter the <b>Arabic Name</b> for the Accreditation Pass NOT MANDATORY	Enter the <b>Date of Birth</b> in the format dd/mm/yyyy MANDATORY	Select the applicant's <b>Gender: Male or Female</b> (select from dropdown) MANDATORY

Figure 38 Bulk contact Import Template

## 7.1 Affiliated Organisations in the Bulk Contact Import Template

All Affiliated Organisations added in the Accreditation System will appear in the “**Affiliated Organisations**” column in the drop-down menu. Instructions on how to add new Affiliated Organisations can be found in **Chapter 3.2**.

N	O	P	Q
Role	Affiliated Organisation	Employee Reference Number	Headshot Photo (Filename)
Select the applicant's <b>Role</b> from the drop-down box (e.g. WKFC01 - Catering Manager) MANDATORY	Please select from the dropdown list the Applicant's <b>Affiliated Organisation</b> (any subcontractor organisation names) NOT MANDATORY	Enter the Applicant's <b>Employee Reference Number</b> (e.g. Staff ID or Payroll Number) NOT MANDATORY	Enter the complete <b>File Name and extension</b> to upload the image to be displayed on the Accreditation Pass. Acceptable file types are .jpeg .jpg .png (format: oliver_miller_photo.jpg or oliver_miller_photo.png) MANDATORY
	<div style="border: 1px solid black; padding: 5px;"> <p>ACRALO - ALO REGISTRATION</p> <p>MEDARGEDITOR - EDITORIAL FERIAS Y CONGRESOS S.A.</p> <p>MEDARGREVIST - REVISTA VIVIENDA</p> <p>MEDARMARMNEW - ARMNEWS TV</p> <p>MEDAZEZERBA - AZERBAIJAN NATIONAL TV</p> <p>MEDBELBOUWKR - BOUWKRONIEK</p> <p>MEDBGDDAILYA - DAILY ASIAN AGE</p> <p>MEDBGDJAGONE - JAGONEWS24.COM</p> <p>MEDBGRPAVLIK - PAVLIKENSIGLAS</p> <p>MEDBHRALWATA - ALWATAN FOR PRESS; PUBLISHING</p> <p>MEDBRABRAZIL - BRAZIL - ARAB NEWS AGENCY (ANBA)</p> <p>MEDBRAIDEIAD - IDEIA DE IMPACTO RADIO SHOW: INNOVATION, IMPACT BU</p> </div>		

Figure 39 Affiliated Organisations in Bulk contact Import Template

## 7.2 Completing the Bulk Contact Import Template

This section will provide step-by-step instructions to aid the ALO in preparing the Bulk Contact Import Template, photo files and Passport biographical information page scans.

The first step for the ALO is to navigate to the ALO homepage and select “**Go To Import**” (See **Figure 9** and **Figure 35**). This will be the tool for importing multiple records at a time into the Accreditation System. Whenever the ALO chooses to upload multiple records, they are advised to navigate to the Import Tool and follow the steps outlined in the following section.

**Please Note:** that a new Bulk Contact Import Template should be used for each new import. This will aid in capturing the most up to date information from the Accreditation System on Affiliated Organisations and roles.

## 7.2.1 Import Tool – Bulk Contact Import Template

The ALO must ensure computer Regional Format settings are set to **“English (United Kingdom)”**. See **Chapter 1** for instructions on how to change the Regional format settings.

From the ALO homepage, click **“Go To Import”**. Once on the Import Tool page, the ALO should follow the steps outlined below:

1. Select **“Go To Import”**.

Figure 40 Import Tool

2. Select **“EXPO”** from the Event Group dropdown.
3. Download a new template using **“Download an excel spreadsheet”**.
4. Complete the spreadsheet, ensuring all data is accurate, and that all mandatory fields are completed. Where a field is mandatory, this will be highlighted within the document. Enter all mandatory information using Latin characters only. (A,B,C,D-Z).
5. Date format should always be as follows: DD/MM/YYYY

Family Name	First Name	Date of Birth	Gender	Mobile Country Code	Mobile Number	Email Address
Enter the <b>Family Name</b> as shown on the identity document. (e.g. MILLER) MANDATORY	Enter the <b>First Name</b> as shown on the identity document. (e.g. OLIVER) MANDATORY	Enter the <b>Date of Birth</b> in the format dd/mm/yyyy MANDATORY	Select the applicant's Gender: Male or Female (select from dropdown) MANDATORY	Select the <b>Country Code</b> : (e.g. UNITED ARAB EMIRATES (+971)) MANDATORY	Enter the applicant's personal <b>Mobile Phone Number</b> , excluding the country code. (e.g. 501234567) MANDATORY	Enter the applicant's personal <b>Email Address</b> . (e.g. oil.miller@home.com) MANDATORY

Figure 41 Date of Birth, Mobile Country Code

6. Ensure that the correct Mobile Country Code is selected from the dropdown menu.

Family Name	First Name	Name on Pass (Arabic)	Date of Birth	Gender	Mobile Country Code	Mobile Number	Email Address
Enter the <b>Family Name</b> as shown on the identity document. (e.g. MILLER) MANDATORY	Enter the <b>First Name</b> as shown on the identity document. (e.g. OLIVER) MANDATORY	able, enter the <b>Arabic Name</b> for the Accreditation Pass NOT MANDATORY	Enter the <b>Date of Birth</b> in the format dd/mm/yyyy MANDATORY	Select the applicant's Gender: Male or Female (select from dropdown) MANDATORY	Select the <b>Country Code</b> : (e.g. UNITED ARAB EMIRATES (+971)) MANDATORY	Enter the applicant's personal <b>Mobile Phone Number</b> , excluding the country code. (e.g. 501234567) MANDATORY	Enter the applicant's personal <b>Email Address</b> . (e.g. oil.miller@home.com) MANDATORY
					+ +1 +1-242 +1-246 +1-298		

Figure 42 Mobile Country Code

7. All roles applicable to a Participant will be available within the Bulk Contact Import Template in a drop-down menu in the Role column. Be certain to assign the correct role to the relevant applicant.

Family Name	First Name	Mobile Number	Email Address	Role	Affiliated Organisation	Employee Reference Number
Enter the <b>Family Name</b> as shown on the identity document. (e.g. MILLER) MANDATORY	Enter the <b>First Name</b> as shown on the identity document. (e.g. OLIVER) MANDATORY	Enter the applicant's personal <b>Mobile Phone Number</b> , excluding the country code. (e.g. 501234567) MANDATORY	Enter the applicant's personal <b>Email Address</b> . (e.g. ol.miller@home.com) MANDATORY	Select the applicant's <b>Role</b> from the drop-down box (e.g. WKF001 - Catering Manager) MANDATORY	Please select from the dropdown list the Applicant's <b>Affiliated Organisation</b> (any subcontractor organisation names) NOT MANDATORY	Enter the Applicant's <b>Employee Reference Number</b> (e.g. Staff ID or Payroll Number) NOT MANDATORY
				ACRC001 - ACCREDITATION LIAISON OFFICER		

Figure 43 Roles

8. Select "YES" in the Terms and Conditions drop-down menu. This is the same step as found when completing the Individual Registration.

Family Name	First Name	Headshot Photo (Filename)	Terms and Conditions	Country of Nationality	Does the applicant have an Emirates ID? (UAE Resident) Yes or No
Enter the <b>Family Name</b> as shown on the identity document. (e.g. MILLER) MANDATORY	Enter the <b>First Name</b> as shown on the identity document. (e.g. OLIVER) MANDATORY	Enter the complete <b>File Name and extension</b> to upload the image to be displayed on the Accreditation Pass. Acceptable file types are jpeg .jpg .png (format: oliver_miller_photo.jpg or oliver_miller_photo.png) MANDATORY	Please select <b>YES</b> from the dropdown declaring that you accept the Terms & Conditions. MANDATORY	Select the applicant's <b>Nationality</b> as per their identity document. (select from dropdown) MANDATORY	Does the applicant have an <b>Emirates ID?</b> (UAE Resident) Yes or No (select from dropdown) MANDATORY
			YES		NO

Figure 44 Terms and Conditions

9. The Country of Nationality must match what is shown in the Emirates ID or Passport. The ALO should use the dropdown to select the relevant country.

Family Name	First Name	Terms and Conditions	Country of Nationality	Does the applicant have an Emirates ID? (UAE Resident) Yes or No	ID Type	EID or Passport Number
Enter the <b>Family Name</b> as shown on the identity document. (e.g. MILLER) MANDATORY	Enter the <b>First Name</b> as shown on the identity document. (e.g. OLIVER) MANDATORY	Please select <b>YES</b> from the dropdown declaring that you accept the Terms & Conditions. MANDATORY	Select the applicant's <b>Nationality</b> as per their identity document. (select from dropdown) MANDATORY	Does the applicant have an <b>Emirates ID?</b> (UAE Resident) Yes or No (select from dropdown) MANDATORY	Which type of <b>identity document</b> is the applicant providing? (select from dropdown) MANDATORY	<b>Identity Document Number</b> , without any spaces or dashes. (Emirates ID number is 15 digits in length, e.g. 784202020201978) MANDATORY
			United Arab Emirates Other Afghanistan Albania Algeria			

Figure 45 Country of Nationality

10. Answer the question "Does the Applicant have an Emirates ID with "YES" or "NO".

Family Name	First Name	Terms and Conditions	Country of Nationality	Does the applicant have an Emirates ID? (UAE Resident) Yes or No	ID Type	EID or Passport Number	ID Expiry Date
Enter the <b>Family Name</b> as shown on the identity document. (e.g. MILLER) MANDATORY	Enter the <b>First Name</b> as shown on the identity document. (e.g. OLIVER) MANDATORY	Please select <b>YES</b> from the dropdown declaring that you accept the Terms & Conditions. MANDATORY	Select the applicant's <b>Nationality</b> as per their identity document. (select from dropdown) MANDATORY	Does the applicant have an <b>Emirates ID?</b> (UAE Resident) Yes or No (select from dropdown) MANDATORY	Which type of <b>identity document</b> is the applicant providing? (select from dropdown) MANDATORY	<b>Identity Document Number</b> , without any spaces or dashes. (Emirates ID number is 15 digits in length, e.g. 784202020201978) MANDATORY	Enter the <b>Expiry Date</b> as shown on the Identity Document. Format: dd/mm/yyyy MANDATORY
				YES NO			

Figure 46 Emirates ID – YES or NO

- If the answer to the above question is “**YES**”, the spreadsheet will require the ALO to complete the Emirates ID field. Emirates ID should be 15 digits and should not contain any special characters including spaces and dashes. As a result, the Passport data fields will be coloured in grey.

Does the applicant have an Emirates ID? (UAE Resident) Yes or No	ID Type	EID or Passport Number	ID Expiry Date	ID Issue Date	Passport Country of Issue
Does the applicant have an Emirates ID? (UAE Resident) Yes or No (select from dropdown) MANDATORY	Which type of Identity document is the applicant providing? (select from dropdown) MANDATORY	Identity Document Number, without any spaces or dashes. (Emirates ID number is 15 digits in length, e.g. 7842020201978) MANDATORY	Enter the Expiry Date as shown on the Identity Document. Format: dd/mm/yyyy MANDATORY	Enter the Issue Date as shown on the Passport. Format: dd/mm/yyyy MANDATORY FOR PASSPORT	Select the Country of Issue for the Passport (select from dropdown - must match Country of Nationality) MANDATORY FOR PASSPORT
YES	Emirates ID				

Figure 47 Emirates ID – YES

- Verify that the Emirates ID field is correctly completed.
- If the answer to “**Do you have an Emirates ID**” is “**NO**”, the spreadsheet will require the ALO to complete the Passport data fields instead using information from the applicant’s valid Passport.

Family Name	First Name	Country of Nationality	Does the applicant have an Emirates ID? (UAE Resident) Yes or No	ID Type	EID or Passport Number	ID Expiry Date	ID Issue Date
Enter the Family Name as shown on the Identity document. (e.g. MILLER) MANDATORY	Enter the First Name as shown on the Identity document. (e.g. OLIVER) MANDATORY	Select the applicant's Nationality as per their Identity document. (select from dropdown) MANDATORY	Does the applicant have an Emirates ID? (UAE Resident) Yes or No (select from dropdown) MANDATORY	Which type of Identity document is the applicant providing? (select from dropdown) MANDATORY	Identity Document Number, without any spaces or dashes. (Emirates ID number is 15 digits in length, e.g. 7842020201978) MANDATORY	Enter the Expiry Date as shown on the Identity Document. Format: dd/mm/yyyy MANDATORY	Enter the Issue Date as shown on the Passport. Format: dd/mm/yyyy MANDATORY FOR PASSPORT
			NO	Passport			

Figure 48 Passport YES

- Ensure that the Passport Number is entered exactly as it is shown in the Passport, and that both issue and expiry dates match the Passport biographical information page.
- Confirm that the information contained within the Passport biographical information page scan matches the information entered in the Bulk Contact Import Template.
- For photographs (see **Chapter 10** for photo specifications) and Passport scans, please ensure that the correct filename and file type is used.
- Acceptable photograph file types: .jpeg .jpg .png
- Acceptable Passport file types: .jpeg .jpg .png .pdf

19. Ensure file extensions and file name requirements are precise and exact for a successful import. Below are examples of filenames within the Bulk Contact Import Template and within the ALO's computer:

Headshot Photo (Filename)	Passport Scan Filename
<p>Enter the complete <b>File Name and extension</b> to upload the image to be displayed on the Accreditation Pass. Acceptable file types are .jpeg .jpg .png</p> <p>(format: oliver_miller_photo.jpg or oliver_miller_photo.png)</p> <p><b>MANDATORY</b></p>	<p>Enter the full <b>file name and extension</b> to upload the applicant's <b>passport biometric page scan</b>. Acceptable file types are .jpeg .jpg .png .pdf</p> <p>(e.g. oliver_miller_passport.jpg or oliver_miller_passport.pdf)</p> <p><b>MANDATORY FOR PASSPORT</b></p>
firstname_familyname_photo.jpg	firstname_familyname_passport.jpg
firstname_familyname_photo.jpeg	firstname_familyname_passport.jpeg
firstname_familyname_photo.png	firstname_familyname_passport.pdf

Figure 49 Filename Examples

Name	Date	Type
BULK UPLOAD TEMPLATE	04/11/2019 15:04	Microsoft Excel Work...
james_joyce_passport	04/11/2019 15:05	JPG File
james_joyce_photo	24/09/2019 15:50	JPG File

Figure 50 Filenames Saved in Computer

20. With the data completed in the Bulk Contact Import Template (spreadsheet) and all photo and Passport scans saved and correctly named e.g. (FIRSTNAME\_FAMILYNAME\_PHOTO.JPG) for photos, and (FIRSTNAME\_FAMILYNAME\_PASSPORT.JPG) for the passport, the ALO must then ensure that all of these items are placed within a single folder on the computer.
21. Once all files are in the same single folder, the ALO must select all files and **zip** these into a **compressed folder**. The ALO may save the compressed folder with any file name, this will not impact the import.

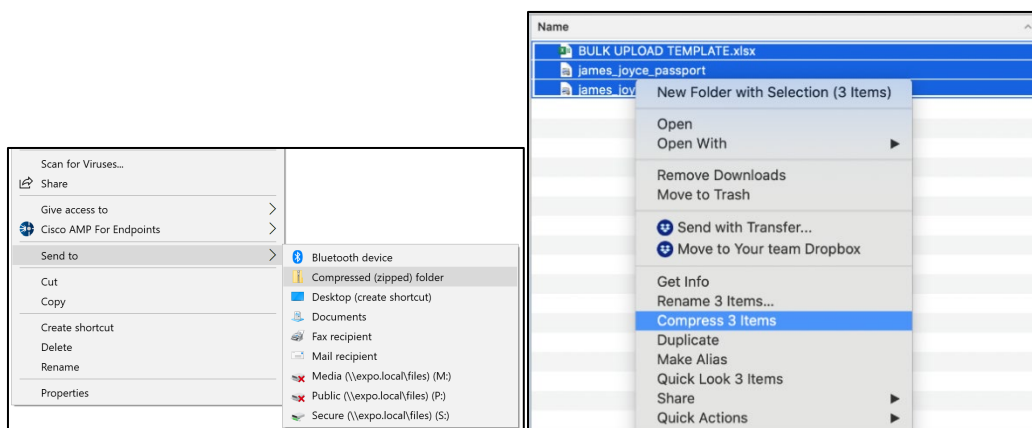


Figure 51 Compress File (Windows/Mac)

22. Once the folder and files within are zipped, navigate back to the Import Tool (See **Figure 36** and **Figure 40**).

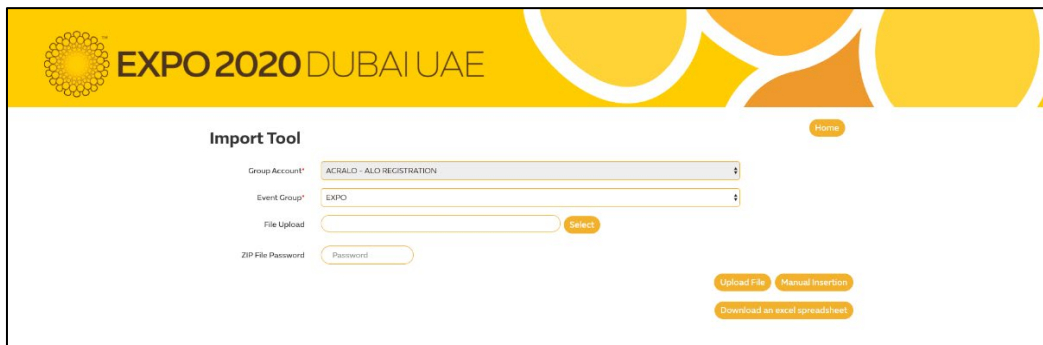


Figure 52 Import Tool - Importing Data

23. The ALO must now click **“Select”** next to the **“File Upload”** field and choose the zipped file from their computer.
24. The final step in this process is clicking on **“Upload File”**.

## 7.2.2 Import Tool – Preview Page

Once the ALO uploads the files, a new page will open, still within the Import Tool. This is the Preview Page, where the ALO will be able to amend records prior to finalising the Import into the Accreditation System.

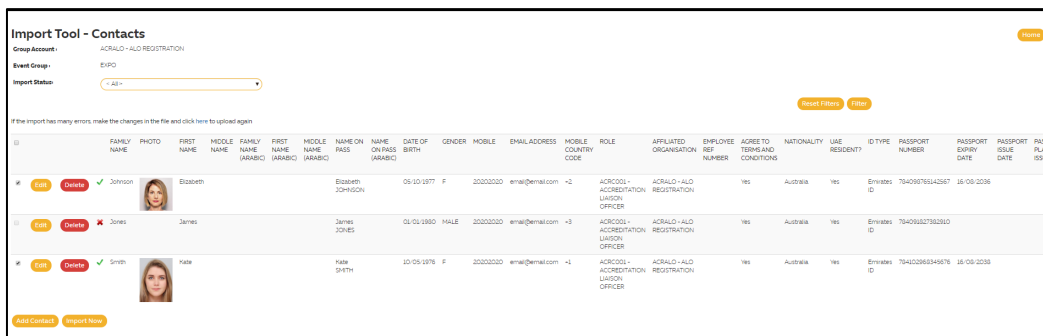


Figure 53 Import Tool Preview

At this stage, the ALO should confirm that all data is accurate before importing into the Accreditation System.

- › The (X) indicates that the record requires attention and must be amended before import.
- › The (✓) means that the record is valid and ready for import.

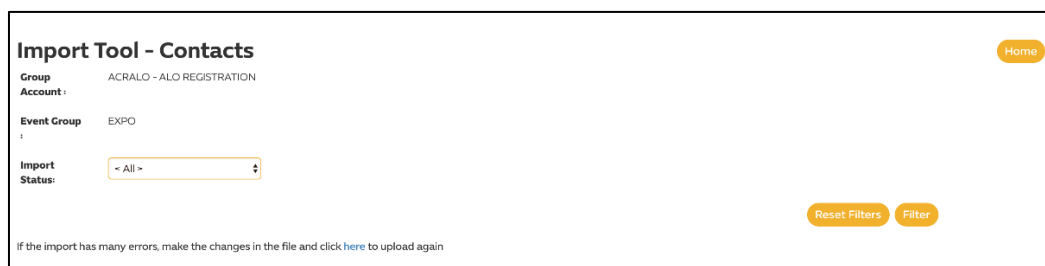
By hovering the mouse/cursor over the (X), the ALO will be able to view a pop-up with the errors contained in that record.



Figure 54 Import Tool Errors



- › The ALO should select the **“Edit”** button to amend the record, if required. This will open a new page, which is the Registration Form, where the ALO will be able to view and edit the information contained within the application.
- › Once all the information is amended and updated, the ALO should select **“Save”**.
- › This will bring the ALO back to the Import Tool Preview page where the amended record will now have a (✓) next to it.
- › The ALO may also use the link provided within the Import Tool Preview, located in the text directly below the **“Import Status”** field to amend records. This will direct the ALO back to the initial page of the Import Tool (See **Figure 55**). This is a useful tool for the ALO if multiple records contain errors. In this case, it will be easier to amend within the Bulk Contact Import Template rather than through the Import Tool Preview.



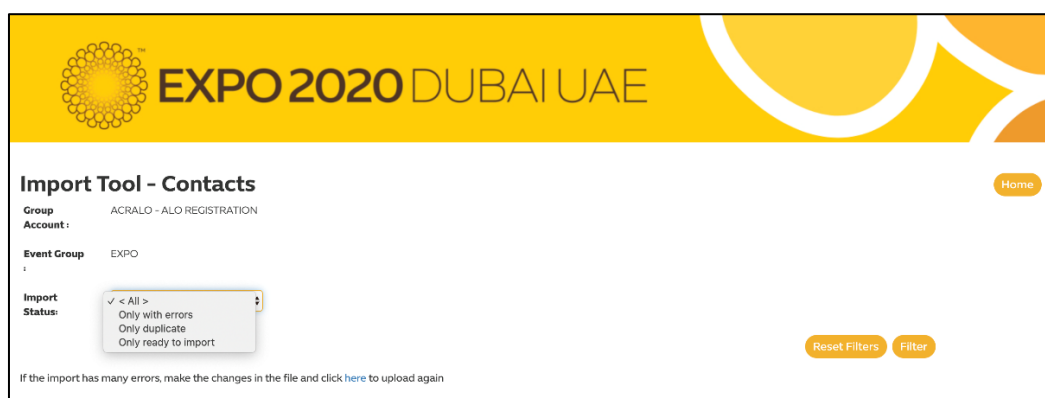
**Figure 557 Import Tool Hyperlink**

- › If the ALO is importing more than 10 records at a time, these will be located on other subsequent pages. To access these records, the ALO can move from one page to another by using the page number hyperlinks located at the bottom left hand corner of the Import Tool Preview page.



**Figure 56 Import Tool Page Navigation**

- › The ALO may also use the available filters from the **“Import Status”** drop-down menu prior to importing applications into the Accreditation System.



**Figure 57 Import Tool Drop-Down Menu**

- › Once the ALO deems that all records are correct and have been verified, they should proceed to select all of the records using the tick box located directly above the applications.

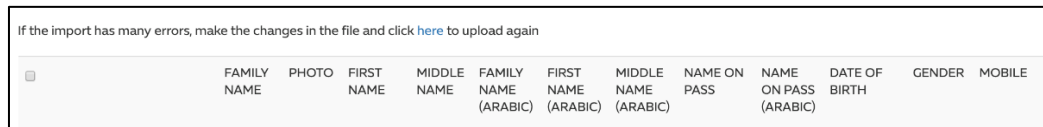


Figure 58 Import Tool Tick Box

- › By selecting all of the records, the ALO must then choose “**Import Now**” (Refer to **Figure 53**).
- › This will lead the ALO to a new page where a “**Processing**” message will be displayed. The ALO should select “**Refresh Status**”.



Figure 59 Import Processing

- › Once the import is completed, a new message will appear: “**Succeeded**”.



Figure 60 Import Succeeded

This concludes the Bulk Contact Import process, the next step is publishing the records.

- › The ALO should now navigate back to the homepage and select “**Go To My Team**”.

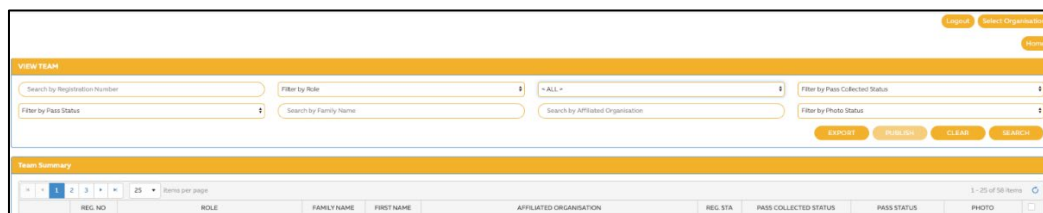


Figure 61 View Team

- › The ALO can use the filters at the top of the page to **search** for applications, or to **manage** and/or **edit** applicant records (personal information, photos and statuses).
- › Once the ALO deems the record is ready to be processed by the Expo 2020 Team, the ALO should select “**Publish**”. ***This will block the record from any further changes by the ALO***, and will notify the Expo 2020 Team that the record is ready to be reviewed and processed.
- › The ALO may also decide to “**Cancel**” an application, signaling to the Expo 2020 Team, that no further action is required on that application.

**Please Note:** It is very important that data is entered correctly. The Bulk Contact Import Template has been configured to assist in identifying errors: incorrect formats, mismatching information and/or missing fields. **It is also recommended that each file should not exceed 250 individual records – this may cause the file import to fail.**

We advise the ALO downloads a new template – Bulk Invite Template or Bulk Contact Import Template – whenever they are submitting new data into the Accreditation System. This will ensure that all of the Affiliated Organisations have been captured and are available to the ALO in the drop-down menus within the templates.

## 8 Bulk Invite Method

The ALO can also Invite multiple individuals through the Bulk Invite functionality. This can be found on the ALO homepage (See **Figure 9** in **Chapter 2**) in the Bulk Invite Contacts box, highlighted below.

- › From the ALO homepage, select “**Go To Bulk Invite**”.

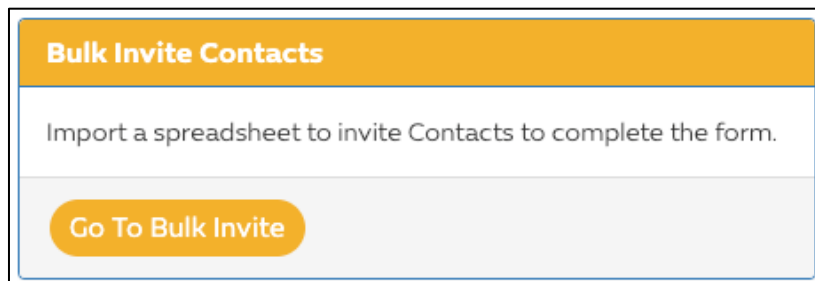


Figure 62 Bulk Invite

The ALO will then be redirected to the Bulk Invite Tool.

### 8.1 Bulk Invite Tool

- › The first step is to select “**Export Template**”.



Figure 63 Template Export

This will prompt an Excel file to download, the Bulk Invite Template, as shown below.

A	B	C	D	E	F
First Name	Family Name	Affiliated Organisation	Employee Reference Number	Email Address	Role
<b>Mandatory</b>	<b>Mandatory</b>	<b>Not Mandatory</b>	<b>Not Mandatory</b>	<b>Mandatory &amp; Unique</b>	<b>Mandatory (Pick from List)</b>
Example:	Example:	Example:	Example:	Example:	Example:
Ahmed	Al Shehhi	Acme Inc.	12353 83	amir.khan@home.com	OPWKF02 - PAVILION STAFF
		ACRALO - ALO REGISTRATION			
		MEDARGEDITOR - EDITORIAL FERIAS Y CONGRESOS S.A.			
		MEDARGREVIST - REVISTA VIVIENDA			
		MEDARMARMNEW - ARMNEWS TV			
		MEDAZEZERBA - AZERBAIJAN NATIONAL TV			
		MEDBELBOUWKR - BOUWKRONIEK			
		MEDBODDAILTA - DAILY ASIAN AGE			
		MEDBODJAGONE - JAGONEWS24.COM			
		MEDBGRPAVLUK - PAVLIKENSKI GLAS			

Figure 64 Bulk Invite Template

The fields to be completed in the Bulk Invite Template are as follow:

- › **First Name** – complete with the individual’s first name and ensure no special characters are used, including dashes and spaces.
- › **Family Name** – complete with the individual’s family name and ensure no special characters are used, including dashes and spaces.
- › **Email Address** – complete with the individual’s email address. This will be used to communicate with the individual throughout the accreditation process.
- › **Role** – select the applicable role from the drop-down menu.
- › **Affiliated Organisation** – Affiliated Organisations will be available from the drop-down menu within the template.
- › **Employee Reference Number** – the ALO may choose to use this field to include the Employee number or reference, if needed.

Once all fields are completed, the ALO must save the file to the computer.

- › Back on the Bulk Invite Tool page (see **Figure 63**), click “**Choose File**” and select the relevant file to upload. Once the file is selected, the Accreditation System will generate a preview page, as shown below:

[Back to Account Home Page](#) [Logout](#)

### ACRALO - ALO REGISTRATION - Import & Invite Guests

---

Import/Invite Contact Preview & Report

First Name	Family Name	Email Address	Organisation	Reference Number	Role
Example:	Example:	Example:	Example:	Example:	Example:
Ahmed	Al Shehhi	amirkhan@home.com	Acme Inc.	12353 83	OPWKF02 - PAVILION STAFF
James	Joyce	email@email.com	ACRALO - ALO REGISTRATION		ACRC001 - ACCREDITATION LIAISON OFFICER
Charles	Dickens	email@email.com	ACRALO - ALO REGISTRATION		ACRC001 - ACCREDITATION LIAISON OFFICER
Barbara	Tuchman	email@email.com	ACRALO - ALO REGISTRATION		ACRC001 - ACCREDITATION LIAISON OFFICER

5 Total Rows

[Send Invitations](#)

---

Upload & Import

[Export Template](#)

Select the file to upload:

No file chosen

Your file has been successfully uploaded.

Uploaded File: ExportRegisterFromPreviousBulk\_202005101004.xlsx  
File Size: 42158 bytes

Figure 65 Bulk Invite Preview

A preview of the invitees will be available prior to sending the email to recipients. This is a useful step in that the ALO may have one last look through the information and amend records, if necessary.

- › If all of the information entered is correct, the ALO should select “**Send Invitations**”. This action will send emails to the applicants so they may submit their own applications via the links provided within the invitation emails.

A confirmation page will appear, and the emails will be sent.

ACR

[Back to Account Home Page](#) [Logout](#)

Import/Invite Contact Preview & Report

First Name	Family Name	Email Address	Organisation	Reference Number	Role
John	Muir	hvfontenelle@gmail.com	SUUNTO		ACR_OPHSG01 - SOVEREIGN
Test	Test	test@email.com			ACR_OPHSG02 - ROYAL FAMILY MEMBER

2 Total Rows

**Import Results**  
Your upload contains 2 rows.

Row 1: Contact with name John Muir successfully imported.  
Row 1: Invitation email sent to hvfontenelle@gmail.com.

Row 2: Contact with name Test Test successfully imported.  
Row 2: Invitation email sent to test@email.com.

2 contact/s were successfully imported.

Import FINISHED

Figure 66 Bulk Invite - Success

Once the ALO receives the above message, emails will be sent automatically. Applicants will receive an email with instructions and a link that redirects to the Registration Form (see **Chapter 5.1**).

## 9 View Applicant Information

### 9.1 View and Manage Team

Submitted Applications for Accreditation can be viewed by selecting “Go to My Team” from the homepage.

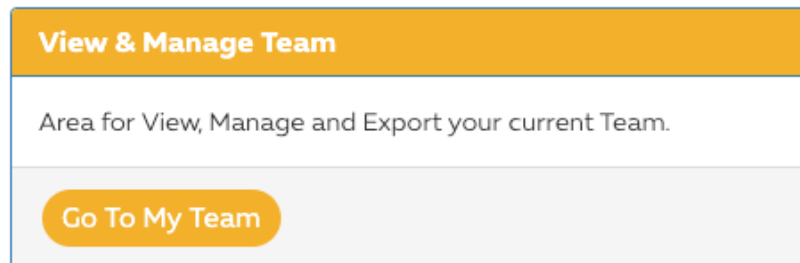


Figure 67 Go To My Team

#### 9.1.1 View Team and Team Summary

In this page, the ALO has access to all applications for accreditation, on behalf of Participant, which they may manage and view using the available filters and search criteria.

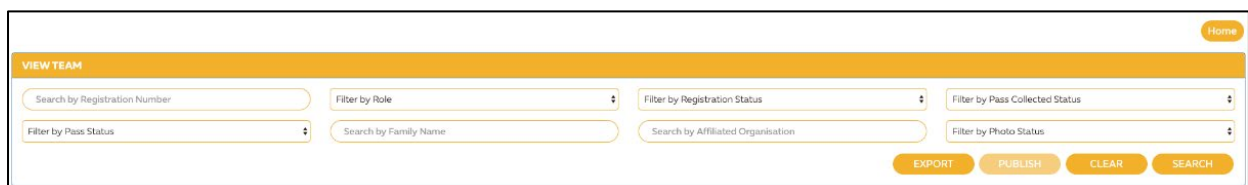


Figure 68 View Team

- › **Search by Registration Number** – allows an ALO to search for an individual using their Accreditation Registration Number.
- › **Filter by Role** – shows all individuals in a particular Role.
- › **Filter by Registration Status** – shows all individuals in a particular Registration Status.
- › **Filter by Pass Collected Status** – shows which individuals have or have not collected their passes.
- › **Filter by Pass Status** – shows the individuals whose passes are in a particular Pass Status (Pass Printed, Pass Live, None/Not Printed, Pass Cancelled, Pass Expired).
- › **Search by Family Name** – allows an ALO to search for individuals using Family Name.
- › **Search by Affiliated Organisation** – allows an ALO to search for individuals by the name of the Affiliated Organisation.

- › **Filter by Photo Status** – allows an ALO to review the Photo Status of each Application for Accreditation (No Photo, Photo Linked, Photo Approved, Photo Rejected)
- › **Export** – generates an Excel file report.
- › **Publish** – this refers to the Registration Status and should be updated by the ALO once the application has been verified. Once at Published status, the Expo 2020 Team will commence processing the application, and the record will be locked for the ALO, preventing any further amendments (if needed, the ALO should contact their Country Manager).

**Publishing methods:**

1. The ALO may tick the boxes next to the photographs of individual records, or use the tick box at the top of the grid to select all records (there is a view option available to the ALO – number of records viewed per page, with a maximum of 500 per page).
2. Once records are selected, the ALO should select **“Publish”**. This will action the records to be updated to Registration Status: Published, at which point the Expo 2020 Team will commence processing.




REG NO	ROLE	FAMILY NAME	FIRST NAME	AFFILIATED ORGANISATION	REG STA	PASS COLLECTED STATUS	PASS STATUS	PHOTO
9002048	ACR_DPWF01 - PAVILION STAFF	Castro	Nicky		PENDING	No	NONE / NOT PRINTED	 Pending
9002048	ACR_DPWF01 - PAVILION STAFF	Clayton	Miguel		PENDING	No	NONE / NOT PRINTED	 Pending
9002044	ACR_DPWF01 - PAVILION STAFF	Dawson	Tanner		PENDING	No	NONE / NOT PRINTED	 Pending

Figure 69 Team Summary

## 9.1.2 View, Edit, Cancel and Remind

The ALO will also have the ability to amend records using the following functionality:

<p>View/Edit</p> <p>Cancel</p> <p>Remind</p>	4001006	ACRC001 - ACCREDITATION LIAISON OFFICER
--	---------	---

Figure 70 View, Edit, Cancel, Remind

- › **View/Edit** – this option will direct the ALO to the Registration Form, where they will be able to amend the application **as it is possible to only amend records if the record status is “Pending”**

**Please Note:** The following fields will be locked to the ALO: **Family Name, First Name, Employee Reference Number, Affiliated Organisation** and **Email Address**. If needed, the ALO should contact their Country Manager for resolution.

- › **Cancel** – this option will cancel the application, and the ALO will be unable to action any further changes for this record.
- › **Publish** – once an Application for Accreditation is submitted (when the registration form is completed), the Registration Status will update to Pending. At this stage, the ALO or individual applicant may still amend the record as records **cannot be amended** once the registration status is **“Published”**.
  - When the application is deemed final and has been verified by the ALO, the ALO must update the Registration Status to Published using one of the two methods discussed above.
- › **Remind** – sends an email to applicants who have been **invited** but have not yet submitted their Application for Accreditation. Hovering with the cursor/mouse over this button will show the time stamp of the last invitation sent.

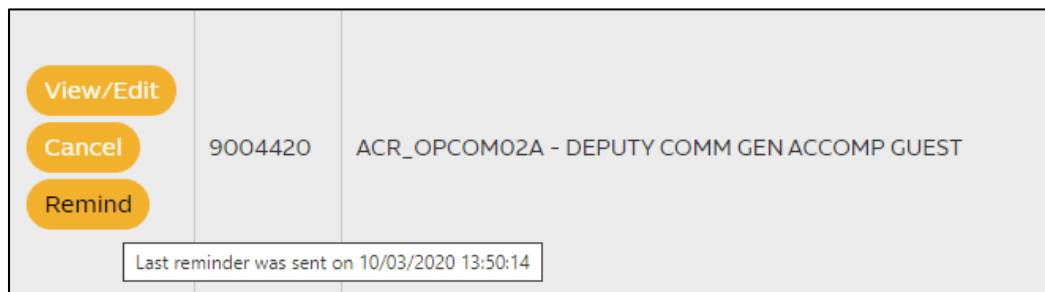


Figure 71 Remind

- › **Select All** – this tick box will select all records on the page.
- › **Photo** – applicant photographs that are still at Registration Status **“Invited”** or **“Pending”** may be loaded or edited here (See Figure 69).
- › **Load** – the ALO will be able to load photos by selecting this option. If this is actioned in a record containing a photograph, the new photo will replace the previous photo.



# 10 Photo Requirements

## 10.1 Image Specifications

Expo 2020 Dubai Accreditation requires that photographs meet **the following standards:**

- › Full colour image
- › White, light grey or cream background without shadows
- › Subject must be facing forward and directed straight towards the camera:
  - Eyes must be open
  - Neutral facial expressions only: no smiling, grinning or frowning
  - No facial coverings (full face must be visible)
  - No hats or head coverings, unless for medical or religious reasons
  - Nothing covering the eyes: e.g. hair over eyes or glasses frames (it is recommended to remove glasses where possible)
  - No sunglasses or tinted lenses
  - Recent photo of true likeness

## 10.2 Image Examples

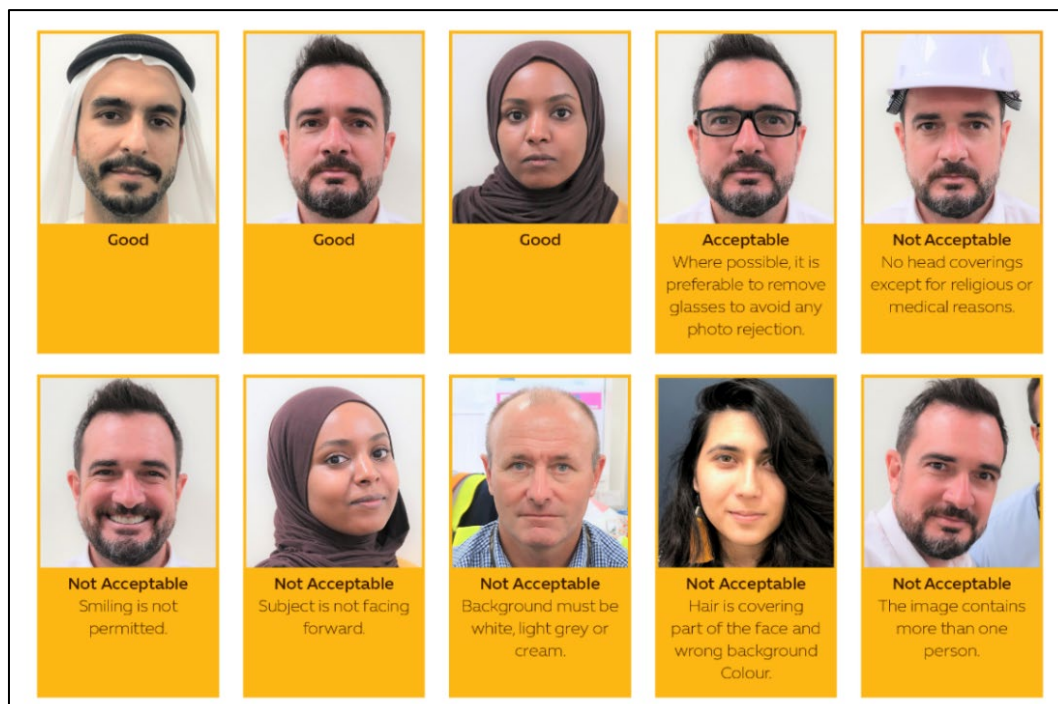


Figure 72 Image Examples

# 11 Appendices

## 111 Appendix 1: Application for Accreditation by UAE Citizens and Residents

### 111.1 Emirates ID

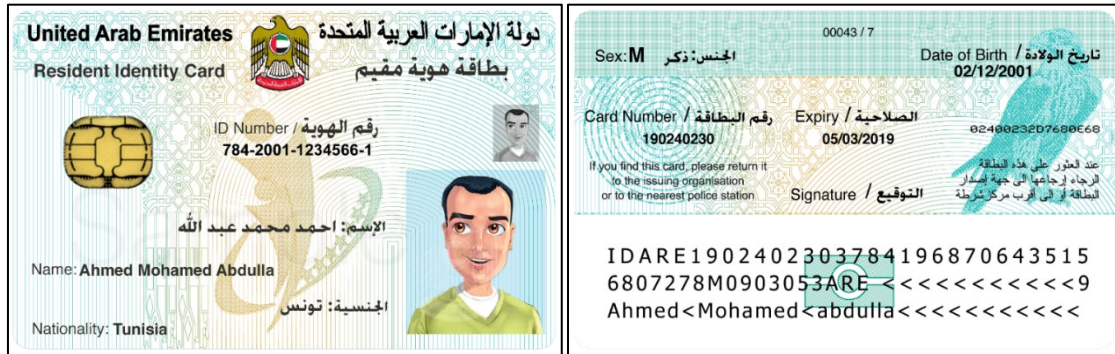


Figure 73 Emirates ID (Front and Back)

### 111.2 Emirates ID and Required Data Fields

Field Name	Format	Field Length	Mandatory/Optional as part of submission?	Comments
Family Name	Text	31	Mandatory	
First Name	Text	31	Mandatory	
Middle Name	Text	31	Optional	
Family Name (Arabic)	Text	31	Optional <sup>1</sup>	<sup>1</sup> If First Name (Arabic) populated, then mandatory
First Name (Arabic)	Text	31	Optional <sup>2</sup>	<sup>2</sup> If Family Name (Arabic) populated, then mandatory
Middle Name (Arabic)	Text	31	Optional	
Date of Birth	DD/MM/YYYY	10	Mandatory	
Nationality	Lookup	-	Mandatory	List to be provided
Gender	Lookup	-	Mandatory	Options: M/F
Emirates ID Number	Text	15	Mandatory	
Emirates ID Expiry Date	DD/MM/YYYY	10	Mandatory	
Mobile Number	Text	60	Mandatory	Unique to each applicant
Email Address	Text	60	Mandatory	Unique to each applicant
Affiliated Organisation	Text	60	Optional	Optional field to identify applications made for 3rd parties/contractors
Organisation Reference Number	Text	20	Optional	Enter RO unique identifier - eg. Employee number
Pass Photo	JPG, PNG	(4MB max file size)	Mandatory	ICAO standard passport photo image per Expo 2020 pass photo requirements

Figure 74 Emirates ID Data Fields



## 11.2.3 Passport Required Data Fields (Arabic Passports)

Field Name	Format	Field Length	Mandatory/Optional as part of submission?	Comments
Family Name	Text	31	Mandatory	
First Name	Text	31	Mandatory	
Middle Name	Text	31	Optional	
Full Name	Text	100	Mandatory	Full name as it appears on the passport
Family Name (Arabic)	Text	31	Optional <sup>1</sup>	<sup>1</sup> If First Name (Arabic) populated, then mandatory
First Name (Arabic)	Text	31	Optional <sup>2</sup>	<sup>2</sup> If Family Name (Arabic) populated, then mandatory
Middle Name (Arabic)	Text	31	Optional	
Full Name (Arabic)	Text	100	Mandatory <sup>3</sup>	Place of birth as it appears on the passport <sup>3</sup> Enter if able to do so. Expo 2020 will complete if left blank.
Date of Birth	DD/MM/YYYY	10	Mandatory	
Nationality	Lookup	-	Mandatory	List to be provided
Gender	Lookup	-	Mandatory	Options: M/F
Place of Birth	Text	100	Mandatory	Place of birth as it appears on the passport
Place of Birth (Arabic)	Text	100	Mandatory <sup>4</sup>	Place of birth as it appears on the passport <sup>4</sup> Enter if able to do so. Expo 2020 will complete if left blank.
Passport Type	Lookup	-	Mandatory	List to be provided
Passport Number	Text	20	Mandatory	
Passport Date of Issue	DD/MM/YYYY	10	Mandatory	
Passport Date of Expiry	DD/MM/YYYY	10	Mandatory	
Mobile Number	Text	60	Mandatory	Unique to each applicant
Email Address	Text	60	Mandatory	Unique to each applicant
Affiliated Organisation	Text	60	Optional	Optional field to identify applications made for 3rd parties/contractors
Organisation Reference Number	Text	20	Optional	Enter RO unique identifier - eg. Employee number
Pass Photo	JPG, PNG	(4MB max file size)	Mandatory	ICAO standard passport photo image per Expo 2020 pass photo requirements
Passport Bio Page Scan	JPG, PNG, PDF	(4MB max file size)	Mandatory	Passport biometric page scan

Figure 77 Passport Data Fields (Arabic)

Arabic Passports are defined as those issued by the following countries; **Algeria, Bahrain, Egypt, Iraq, Islamic Republic of Iran, Jordan, Kuwait, Lebanon, Libya, Mauritania, Morocco, Palestine, Republic of Somaliland, Qatar, Saudi Arabia, Somalia, Sudan, Sultanate of Oman, Syria, Tunisia, United Arab Emirates, and Yemen.**

## 12 Important Notes

### ALO Nomination and Access Set Up (Chapter 2.1)

1. Each Participant should ideally have **one** ALO and therefore only one user accessing the Accreditation System. Expo 2020 Dubai recommends that the account username and password is only used by the owner of the account and is not shared with any other person. Any Participant wishing to **change their ALO** should contact their dedicated Expo 2020 Country Manager.
2. In case the Participant **requires more than one ALO** and the request is justified by operational needs, the new ALO appointed by the Participant must go through the same ALOs accreditation process. Please refer to **Chapter 2** of the **Accreditation Guide** available on the Expo Portal for further details.

### Accessing the Accreditation System (Chapter 2.2)

1. While using the Accreditation System, avoid the **“Back”** button on the browsers, as this **could result in loss of data**. You may use the navigation buttons present in the ALO homepage bar instead.

### Add New Affiliated Organisation (Chapter 3.2)

1. Affiliated Organisation name should not exceed 50 characters.
2. The ALO will **only** be able to **add** new Affiliated Organisations through the mentioned methods above.

### Select Affiliated Organisation through Bulk Contact Import Template Method (Chapter 3.2.4)

1. In order to fully use the Affiliated Organisation functionality, it is recommended that the ALO downloads a **new** Bulk Contact Import Template or Bulk Invite Template prior to submitting new data. This is an important consideration, as the new templates will contain all of the Affiliated Organisations, including organisations that may have been added throughout the submission process.

### Submitting Applications for Accreditation (Chapter 4)

1. Any data previously entered on Expo Portal will **automatically** flow into Accreditation System, yet, since some data isn't mandatory in other functions, the ALO has to fill in the missing information to complete the application.

### Applications for Accreditation for UAE Citizens and Residents (Chapter 4.1.1)

1. An applicant's nationality entered into the Accreditation System must match that shown on the applicant's Emirates ID Card
2. The Emirates ID number field must contain exactly **15 digits** with **no hyphens, spaces, or other special characters**
3. Failure to input correct information will delay the application process.

## Basic Details (Chapter 5.1.1)

1. While submitting individual applications, the ALO must avoid using spaces in the “**First Name**” field. This will generate an error message and will prevent the ALO from proceeding.

## Uploading Photographs (Chapter 5.2)

1. While Emirates ID holders are not required to submit digital scans of documents, Passport holders must submit a clear scan of the Passport biographical information page, including the Machine-Readable Zone (MRZ) typically found at the bottom of the same page. (See **Figure 31**)

## Passport Details and Scans (Chapter 5.3)

1. Passport biographical information page scan should be **clear** and **all information contained therein must be visible**. This will ensure that the application proceeds without any delays, as inaccurate data could have an impact in processing the application. The Expo 2020 Team will use this file to process applications and verify submitted data.

## Completing the Bulk Contact Import Template (Chapter 7.2)

1. a new Bulk Contact Import Template should be used for each new import. This will aid in capturing the most up to date information from the Accreditation System on Affiliated Organisations and roles.

## Import tool – Preview Page (Chapter 7.2.2)

1. It is very important that data is entered correctly. The Bulk Contact Import Template has been configured to assist in identifying errors: incorrect formats, mismatching information and/or missing fields. **It is also recommended that each file should not exceed 250 individual records – this may cause the file import to fail.**
2. It is recommended that the ALO download a new template – Bulk Invite Template or Bulk Contact Import Template – whenever they are submitting new data into the Accreditation System. This will ensure that all of the Affiliated Organisations have been captured and are available to the ALO in the drop-down menus within the templates.

## View, Edit, Cancel and Remind (Chapter 9.1.2)

1. The following fields will be locked to the ALO: **Family Name, First Name, Employee Reference Number, Affiliated Organisation** and **Email Address**. If needed, the ALO should contact their Country Manager for resolution.