

VISITING DELEGATES APPLICATION

User guide for group applications

User guide

1. CREATE YOUR ACCOUNT
2. LOG IN TO YOUR PERSONAL ACCOUNT
3. SUBMIT AN INDIVIDUAL REQUEST FOR ACCOMMODATION SUPPORT

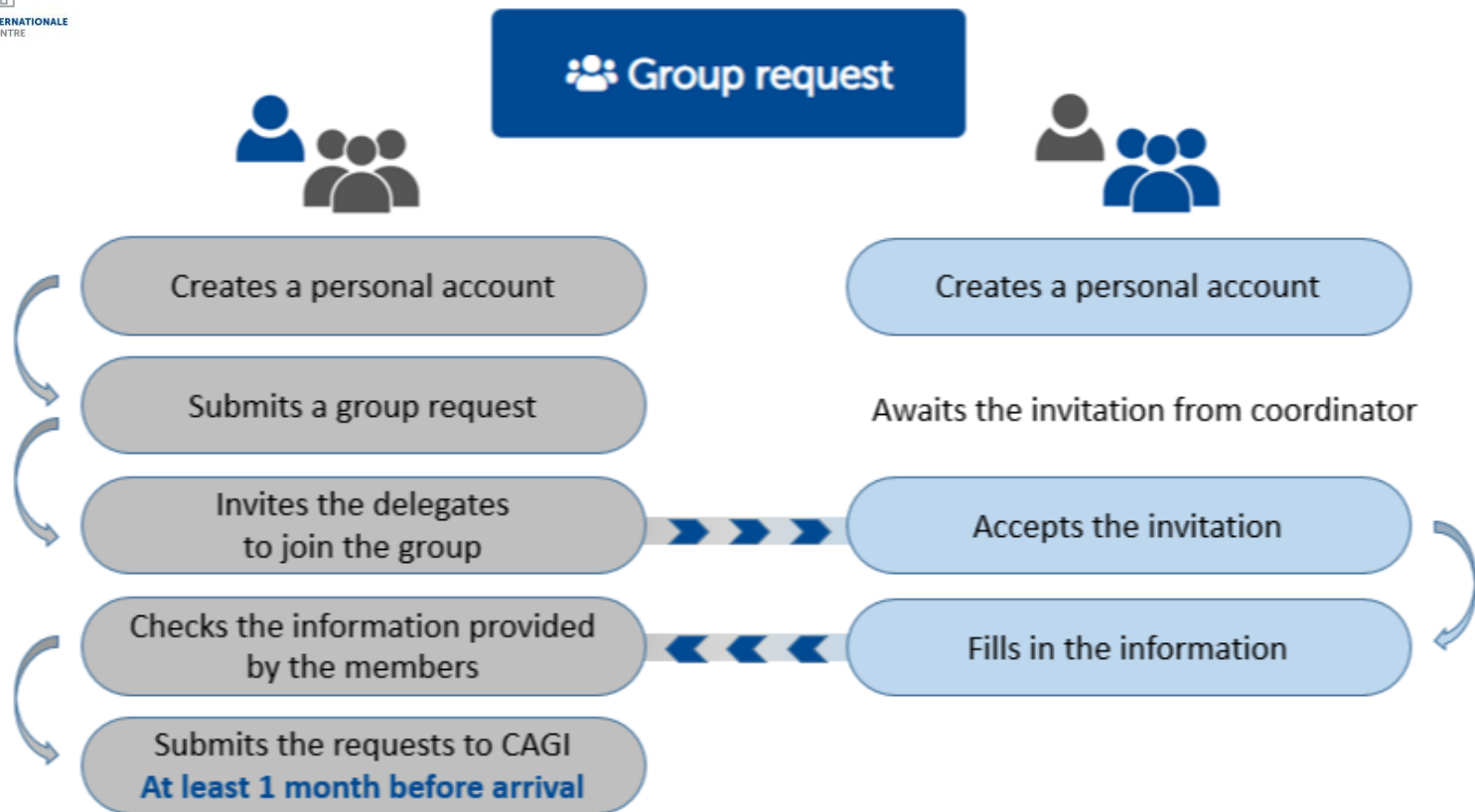
Two different roles



Coordinator



Delegate (member of a group)



Group request



Checks the information
and validates the request

Makes a reservation with the hotel

Transmits a booking confirmation
via the application

Stays in Geneva

Pays a contribution to CAGI

1. CREATE YOUR ACCOUNT

Create your account



This step is necessary for delegates wishing to be part of a group as well as for the coordinator.



The coordinator must create an account even if he or she does not apply for accommodation for himself or herself.

1. Go to <https://cagi.kalyss.ch/> or download the Android App.
2. Click on "Create an account".
3. Fill in your email address. You will receive an email with a one-time code.
4. Fill in the requested information:
 - Personal information
 - Email address
 - Enter the one-time code received by email
 - Choose your password (enter it twice)

Your account is created!

Registration form



Registration

Title *

Mr.

Mrs.

Default language *

French

English


First name *

Family name *

Nationality

▼

Date of birth *



Email *

Confirm email

Phone *

+ PHONE COUNTRY CODE - NUMBER

Mobile phone *

+ PHONE COUNTRY CODE - NUMBER

Address *

Zipcode *

City *

Country *

▼


Passport

Passport No *

Country/territory *

▼

Date of expiration *




Privacy

Password *

Confirm password *

Verification code (sent by email) *



Submit

2. LOG IN TO YOUR PERSONAL ACCOUNT

Log in to your personal account

1. Go to our website or open the Android App.

2. Log in:

- Enter your email
- Enter your password

3. Click on "Login".



The screenshot shows the login interface for the CAGI website. At the top, the CAGI logo and full name are displayed. Below this, the text 'Visiting delegates' is centered. There are two input fields: 'Email' and 'Password'. Below the password field is a link that says 'Forgotten your password?'. At the bottom, there are two buttons: a blue 'Log In' button and a grey 'Create account' button. The background of the page is a scenic view of Geneva.

3. SUBMIT A REQUEST FOR ACCOMMODATION SUPPORT FOR A GROUP

Submit a request for accommodation support for a group



- Log in to your personal account.
- Click on "Group request".

Accommodation request

The online application must be submitted at least one month before arrival in Geneva.



i Your coordinator will send you an invitation by email to join the group. Once you accept this invitation, your request for accommodation support will appear on your personal profile and you will be able to complete it.

Submit a request for accommodation support for a group



- Fill in the requested information.
- Submit the application.



In order for CAGI to be able to review the group request and make the corresponding reservations, you must transmit the information regarding each member of your group.

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New group request

Conference

How many participants need CAGI accommodation support? *

15

Choose a month to filter the list of conferences ?

April

2022

Conference's name *

Conference's name	Organizer	Session	From	to	
Human Rights Council	HDCH	49e session ordinaire	28/02/2022	01/04/2022	

Group coordinator

Do you represent an organization based in Geneva? *

Yes

No

Name of the organization *

ONG test

Select a Country/territory *

Afghanistan

 Submit

Submit a request for accommodation support for a group



On the "My groups" section of his/her dashboard, the coordinator can consult the group requests and their status.

My groups

N°	Conference	Arrival date	Departure date	Status
G-2022-0041	International Labour Conference	27/05/2022	11/06/2022	IN PROCESS

Submit a request for accommodation support for a group



Once the coordinator has submitted the "general" group application, he/she should

- a) Invite their delegates to join the group and complete the information.
- b) Monitor the status of the delegates' applications.
- c) Check the dates of stay and the documents of each delegate.
- d) Submit each delegate's request to CAGI.

a. Invite delegates to join the group via the application and complete the information



The coordinator is the only person who may invite delegates to join the group via his/her dashboard.

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Conseil des droits de l'Homme from 28/02/2022 to 01/04/2022

Invite someone to join the group

i As coordinator, you are the only person who can invite your delegates to join the group. In order to be able to send them an invitation, the delegate must have previously created a user account.

Delegate's email *

name@example.com

Add

Group members

i In this section, you will find the list of delegates who have agreed to be part of the group. They allow you to view and/or modify their support request as well as view their personal information.

No member



In order to be able to receive an invitation, the person must have previously created an account.




If the coordinator is a member of the group and requires accommodation support, he or she must also send an invitation to himself or herself, which will be automatically accepted.

a. Invite delegates to join the group via the application and complete the information



Each delegate will receive an email informing them of the invitation to join the group. The delegate must log in to his/her personal account to accept or decline the invitation.

 You received a new group request from Herrero Isasi Carmenn on 11/02/2022 about the conference Conseil des droits de l'Homme, from 28/02/2022 to 01/04/2022

 Reject

 Accept



Once the delegate has accepted the invitation, the coordinator may consult the delegate's personal information. He/she can also review and modify other elements related to the application.



If the delegate declines the invitation, he/she will be removed from the coordinator's guest list.

a. Invite delegates to join the group via the application and complete the information



Once the invitation has been accepted, the accommodation request will appear on the delegate's dashboard.

My requests

N°	Conference	Arrival date	Departure date	Hotel	Booking confirmation	Completion	Status
2022-0297	International Labour Conference	06/06/2022	10/06/2022	Centre International Reformé John Knox	  	Submitted on 20/05/2022	 
2022-0226	International Labour Conference	20/05/2022	26/05/2022			Submitted on 17/05/2022	



In the delegate profile, a blue "group" tag is visible if the request is associated with a group.

a. Invite delegates to join the group via the application and complete the information



The delegate must:

- Click on the relevant request under "My requests".
- Fill in the required information in the different tabs.
- After filling in all the required fields, click on "Save".
- Inform his/her coordinator once all the tabs are filled in.



The coordinator should:

- Check the request and send it to the CAGI for evaluation (submit).

a. Invite delegates to join the group via the application and complete the information



Personal information cannot be changed on this screen.



If the delegate needs to edit his/her personal details, he/she should click on "My Profile" in the top navigation bar to update the information.

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[Organization](#)
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[Dates of stay](#)
[Visa](#)
[Funding](#)
[Documents](#)

Personal information

Is it your first time in Geneva? * Yes No Have you already benefited from CAGI's support? * Yes No

Information linked to your profile cannot be modified on this screen. If your personal information is correct you can "Save and continue". If you need to make any changes to your personal data, please click on "My profile" in the top navigation bar to update your data.

Title * Mr. Ms. Default language * French English

First name * Family name *

Nationality Afghanistan Date of birth *

Email *

Phone + PHONE COUNTRY CODE - NUMBER Mobile phone * + PHONE COUNTRY CODE - NUMBER

Address * Zipcode * City * Country * Afghanistan

Passport

Passport No * Country/territory * Afghanistan Date of expiration *

a. Invite delegates to join the group via the application and complete the information

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Personal information

Organization

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Organization ?



Name of the represented entity *

Test NGO

I am attending the conference as a delegate of *

A civil society organisation

Title

Director

Contact details

Address *

Avenue de la Paix 21

Zipcode *

11112

City *

Dakar

Country *

Senegal

Email

name@example.com

Phone

+41 XX XXX XX XX

Website

example.com

During your stay in Geneva, are you financially supported by an organization other than the one you represent? *

Yes

No

[Save and continue](#)

a. Invite delegates to join the group via the application and complete the information


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Conferences ?

Choose a month to filter the list of conferences ?

Conference's name *

Conference's name	Organizer	Session	From	to	
Sustainability Summit	UER	2022	21/04/2022	21/04/2022	

[Save and continue](#)



The conference tab is already pre-filled according to what the coordinator entered in the initial request. The conference cannot be modified by the group member.

a. Invite delegates to join the group via the application and complete the information

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Dates of stay ?

- > The online request must be submitted at least 1 month before the participant's arrival in Geneva.
- > The subsidized stay can start 2 days before the event and end 2 days after the event.
- > The maximum duration of the subsidized stay is 30 days in any one year, divided into one or more stays.
- > Consult the [conditions of attribution](#).
- > Please indicate the period during which you need accommodation support only.

Arrival at the hotel

Date *

21/04/2022

Time

10 : 30

Flight number

IB1234

Departure from the hotel

Date *

23/04/2022

Time

10 : 00

Flight number

EZ1234

[Save and continue](#)

a. Invite delegates to join the group via the application and complete the information

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Personal information Organization Conferences Dates of stay **Visa** Funding Documents

Visa ?

[Consult Switzerland's online visa system](#)

Do you have a valid Visa? *

Please, use the same information as in your visa.

Visa number * Valid from * to *

[Save and continue](#)

The visa tab only appears if a visa is required to enter into Switzerland (based on the nationality informed by the delegate in his/her profile).

If the delegate does not have a valid visa at the time of application yet, he/she must enter "no" to the question "Do you have a valid visa?" and enter the date of the appointment at the Embassy.

a. Invite delegates to join the group via the application and complete the information

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Personal information

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Funding ?

Are the costs of your stay covered by an organization? *

No (equity)

Yes

The per diem refers to the daily amount allocated by your organisation to cover expenses incurred as a result of your mission in Geneva (accommodation, meals, local travel). Please indicate the amount that corresponds to your situation.

[Online universal currency converter](#)

Daily amount available in CHF to cover your stay (per diem) * (See the budget section)

CHF

[Save and continue](#)

a. Invite delegates to join the group via the application and complete the information

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Documents ?



1 Copy of the passport is required to send the request. You may upload the other documents at a later stage (two weeks before arrival in Geneva at the latest).

Please upload a copy of the documents required to analyze your request

Document type *

 No downloaded document

Documents to submit

Passport / ID (.pdf/.jpg/.png) ✕

Invite ✕


Flight plan ✕



The copies of passport and invitation letter are required in order to submit a request. It is possible to upload the other documents at a later stage (at the latest two weeks before arrival in Geneva).

a. Invite delegates to join the group via the application and complete the information

The delegate should "Save" his/her request so that the coordinator may review all the information and submit it later.



[Back](#) [Delete request](#) [Save](#) [Submit](#)



Personal Information Organization Conferences Dates of stay Funding **Documents**

Documents ?

1 Copy of the passport is required to send the request. You may upload the other documents at a later stage (two weeks before arrival in Geneva at the latest).

Please upload a copy of the documents required to analyze your request

Document type *

Documents type	Documents
Passport	Passport 
Invite	Invitation Letter 

Documents to submit

Passport / ID (.pdf/.jpg/.png)	✓
Invite	✓
Flight plan	✗



The coordinator can modify existing information or add missing information in order to submit the application.

b. Monitor the status of delegates' applications

Pending invites:

Conseil des droits de l'Homme from 28/02/2022 to 01/04/2022

Invite someone to join the group


 As coordinator, you are the only person who can invite your delegates to join the group. In order to be able to send them an invitation, the delegate must have previously created a user account.






















Delegate's email *

name@example.com

Add

Pending invites

 In this section, you will find the list of delegates that you have invited to be part of the group. An email has been sent to them to allow you to view and/or modify their support request as well as view their personal information.

 DANG Hung Linh  lindanghung@gmail.com  +41799556313	 Herrera Emma  carmenherreroisasi@gmail.com  +412222222	 1 Compte test  jetaime2672543@yahoo.fr  +41775462133
 Pardo Inma  car.menherreroisasi@gmail.com  +4100000000	 DHL Compte test 2  hunglinhdang4@yahoo.com  +418799999999	 DHL Compte test 3  hunglinhdang3@yahoo.com  +41798797949
 DHL Compte test 4  hunglinhdang2@yahoo.com  +411611516616		

b. Monitor the status of its delegates' applications

Check the members of the group who accepted the invitation



Group members

i In this section, you will find the list of delegates who have agreed to be part of the group. They allow you to view and/or modify their support request as well as view their personal information.

N°	Name	Conference	Arrival date	Departure date	Hotel	Reservation confirmation	Completion	Status
2022-0041	Martinez Adrian	Human Rights Council	27/02/2022	02/04/2022			✓	TO SUBMIT
2022-0042	Tello Blanca	Human Rights Council					✗	TO SUBMIT



b. Monitor the status of its delegates' applications

On the dashboard, the coordinator may check if the delegate has filled in all the necessary information  or if any information is missing .



Group members

i In this section, you will find the list of delegates who have agreed to be part of the group. They allow you to view and/or modify their support request as well as view their personal information.

N°	Name	Conference	Arrival date	Departure date	Hotel	Reservation confirmation	Completion	Status
2022-0041	Martinez Adrian	Human Rights Council	27/02/2022	02/04/2022				TO SUBMIT
2022-0042	Tello Blanca	Human Rights Council						TO SUBMIT

Contact us
International Geneva Welcome Centre (CAGI)
Civil Society Service
☎ +41 22 546 23 00 @ delegates.cagi@etat.ge.ch

- i** Required information(s) before possible submission:
- Passport must be uploaded before submission.
 - Information for **Organization** are empty.
 - Field **Date - Arrival at the hotel** is empty.
 - Field **Date - Departure from the hotel** is empty.
 - Field **Daily amount available for your stay** is empty.



Move your mouse over the red cross to see which items are missing.

c. Check the dates of stay and the documents of each delegate

The coordinator ensures that the travel dates and required documents are available on the delegate's request.

→ [Link to the required documents](#)



The documents below are required to process a request for support :

- Passport,
- Visa (if applicable),
- Letter of invitation and/or accreditation,
- Flight plan.

The documents must be uploaded on the personal profile when applying for support.

d. Submit each delegate's application

After validating the information, the coordinator should submit the application for support. This action must be carried out for each member of the group.



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 Save

 Submit

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d. Submit each delegate's application

Group members (2)

i In this section, you will find the list of delegates who have agreed to be part of the group. They allow you to view and/or modify their support request as well as view their personal information.



N°	Name	Conference	Arrival date	Departure date	Hotel	Reservation confirmation	Completion	Status
2022-0041	Martinez Adrian	Human Rights Council	27/02/2022	02/04/2022			Submitted on 11/02/2022	IN PROCESS
2022-0042	Tello Blanca	Human Rights Council					✖	TO SUBMIT



The dashboard allows you to follow the statues of the request.

Booking Confirmation

- Once the request is validated, CAGI will make a reservation with a partner hotel.
- The request will appear as "confirmed" on the delegate's dashboard.

My requests



N°	Conference	Arrival date	Departure date	Hotel	Booking confirmation	Completion	Status
2022-0297	International Labour Conference	06/06/2022	10/06/2022	Centre International Reformé John Knox	  	Submitted on 20/05/2022	CONFIRMED

- The delegate is informed by email as soon as the booking confirmation is available.
- The booking confirmation can be downloaded from each delegate's dashboard.

Booking Confirmation

- The delegate should check the dates of stay and review the booking and payment conditions. Then confirm his/her agreement by clicking on "accept"



 Please approve the booking confirmation for the request N° 2022-0297 (issued on 06/06/2022)

2022-0297	International Labour Conference	06/06/2022	10/06/2022	Centre International Reformé John Knox	  	Submitted on 20/05/2022	
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- If changes need to be made to the booking, the delegate should reject the booking confirmation and indicate the reason for the rejection in the field provided. We will follow up appropriately.
- All booking confirmations must be approved at least 7 days prior to the arrival date. If not, we will cancel the reservation.

Booking Confirmation

Group members (2)

i In this section, you will find the list of delegates who have agreed to be part of the group. They allow you to view and/or modify their support request as well as view their personal information.



N°	Name	Conference	Arrival date	Departure date	Hotel	Reservation confirmation	Completion	Status
2022-0041	Martinez Adrian	Human Rights Council	27/02/2022	02/04/2022	Centre International Reformé John Knox	  	Submitted on /02/2022	
2022-0042	Tello Blanca	Human Rights Council						



The coordinator may consult, accept or reject the booking confirmations of all members of his/her group from his own dashboard.

Example of a booking confirmation

Geneva, 13/04/2022

BOOKING CONFIRMATION

Ms. herrero,

CAGI is pleased to confirm the booking as follows :

First name	
Last name	
Nationality	Afghanistan
Passport number	15214
Name of the conference	Sustainability Summit
Organisation represented	ghjg

Accommodation :

Check-in	21/04/2022
Check-out	26/04/2022
Contribution to be paid by Delegate to CAGI	Daily amount : 50 CHF (21/04/2022 to 23/04/2022) Total amount : 100.00 CHF
Accommodation	Centre International Reformé John Knox 27 Ch. De Crêts de Pregny - 1218 Grand-Saconnex - SWITZERLAND

Booking conditions :

The contribution includes: accommodation, breakfast, tourist taxes, Wi-Fi and public transport card. Any incidentals and meals are at your own expense. Please note that you will not receive a booking confirmation from the hotel. CAGI is the only contact with the hotel. Any modification of the stay dates should be communicated to CAGI at delegates.cagi@etat.ge.ch at **least 3 days** before the planned arrival date in order to avoid any additional fees. In case of late cancelation or no-show at the hotel, standard cancellation fees will apply (120 CHF). In the event of an unjustified no-show, please be informed that your room will be released and no assistance will be provided by CAGI for further modifications or future bookings. CAGI reserves the right to cancel the hotel reservation in the event of non-compliance with the [General Terms and Conditions](#) or the partner accommodations internal regulations.

Payment :

Your contribution should be paid before your departure from Geneva. You can choose between the following payment methods:

- In cash (Swiss francs) or by credit card at [CAGI's office](#) according to our [opening hours](#)
- By bank transfer

Prepare your trip :

The hotel will provide you with a "[Geneva Transport Card](#)" that will allow you to use free-of-charge public transport in Geneva during your entire stay. Please feel free to read [our flyer \(PDF\)](#) to facilitate your journey from the airport to the hotel and follow the advice of the "[Practical Guide for Delegates](#)", in order to prepare your stay in Geneva.

We look forward to welcoming you to Geneva! In the meantime, we do remain at your entire disposal should you require any further assistance.

Best regards,

Civil Society Service - International Geneva Welcome Centre (CAGI)

Billing

2 possible scenarios



1. Individual invoicing

- Contributions are paid to CAGI by each member of the group before their departure from Geneva (in cash or by card) .
- The invoice for each delegate's contribution is sent to the delegate via the application (available on the "documents" tab of the request).



2. Group invoicing

- Contributions are paid by the coordinating entity.
- The invoice for all contributions is sent by email to the entity for payment.

Billing



- The contribution's invoice is available on the "documents" tab of the accommodation request.
- The delegate is informed by email as soon as the invoice is available.



INVOICE N° CAGI-2022-0050

DATE 29/03/2022

PAID

Test DHL

Test

sd fsfsd fsd

fsd fsd fsd fsd fsd

Afghanistan

PAYMENT RECEIPT

Delegate	Description	Date	Quantity	Price (CHF)	Amount (CHF)	Subtotal (CHF)
DHL Test	Drake Longchamp	31/08/2022 - 30/09/2022	30	35,00	1050,00	1050,00

TOTAL : 1050,00 CHF

Contact



Delegates and coordinators have the possibility to communicate with CAGI via the messaging application.



 We respond within 24 hours during office hours.



Today

Dear CAGI, Please be informed that I have received my visa. I have uploaded the document on the application. Best regards, The delegate

16:05

Dear delegate, Thank you for your message. We have well received the document. We are pleased to confirm you your reservation. You can download the Booking Confirmation on you dashboard. Best regards, CAGI.

16:06

Send a new message to CAGI...

 Send

Contact

E: delegates.cagi@etat.ge.ch

T: +41 (0)22 546 23 00