



# **UNEA MONITORING AND REPORTING PORTAL**

**A User Manual for Member States**

Version 2.1

**March 2023**

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### List of Abbreviations

<b>MEA</b>	Multilateral Environmental Agreements
<b>PoW</b>	Programme of Work
<b>SDGs</b>	Sustainable Development Goals
<b>UNEA</b>	United Nations Environment Assembly

### **DOCUMENT PURPOSE**

This document is intended to serve as a user manual for the UNEA Monitoring and Reporting Portal. The manual provides information about the portal's functions and features, with step-by-step instructions to Member State users on how to navigate through these features and how to report on outcomes.

### 1 System Overview

#### 1.1 Description

The UNEA Monitoring and Reporting Portal is a dedicated platform designed for progress reporting and tracking of UNEA Outcomes such as resolutions, ministerial declarations and decisions. The platform provides an easy way of accessing information on all outcomes, Programme of Work documents and various reports. Reporting of implementation efforts on outcomes by Member States is voluntary and can be done by appointees/ delegates selected by their representative countries to report on their behalf.

#### 1.2 Technical Requirements

Category	Minimum Requirements
Web browser	<ul style="list-style-type: none"><li>• Google Chrome latest version</li><li>• Mozilla Firefox latest version</li></ul>

#### 1.3 User Roles and Permissions

The portal is publicly accessible to all Member States and Stakeholders via the link <https://unea.unep.org/monitoring/> . Public access allows you to:

- View UNEA Outcomes
- View and download UNEP’s Programme of Work (PoW) and Budget documents
- View and download Outcome and PoW Reports
- Access support resources including Frequently asked Questions (FAQs) and user guides.

However, reporting on outcomes requires you to login to the portal. The registration procedure is covered in [section 2.1](#).

## 2 How to Access the Portal

### 2.1 Public Access

Follow the link below to log into access the portal:

<https://unea.unep.org/monitoring/>

The link to the portal is also available on the following platforms:

- Resources section of [UNEP's website](#)

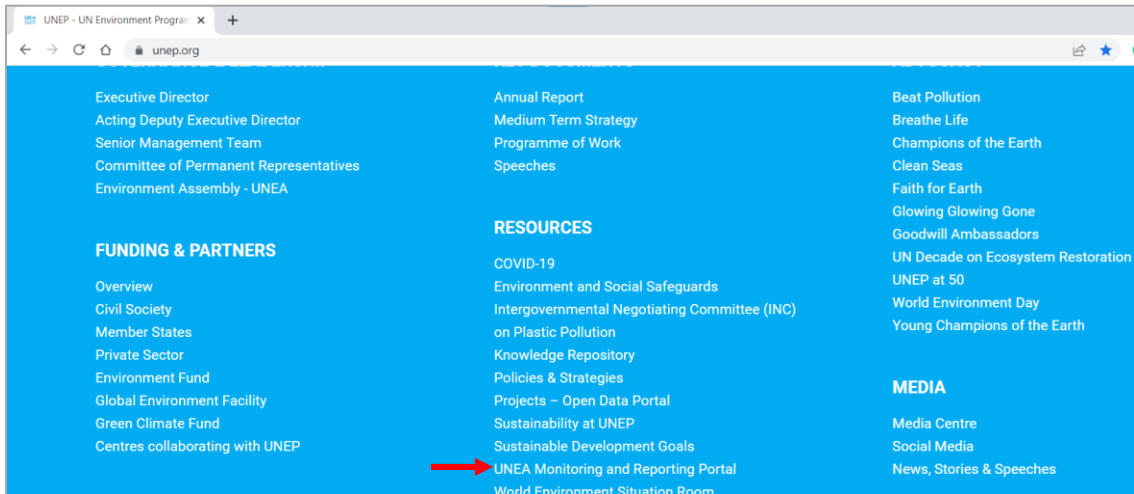


Figure 1. Portal link on UNEP's website

- [PaperSmart Platform](#)

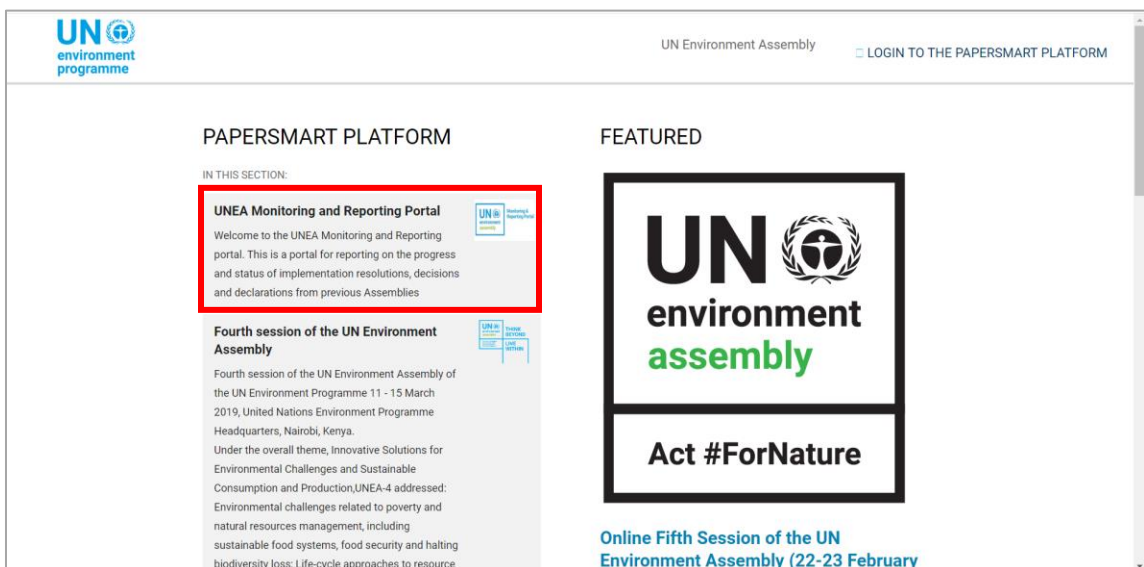


Figure 2. Portal Link on PaperSmart

- Bottom section of the [CPR web page](#)

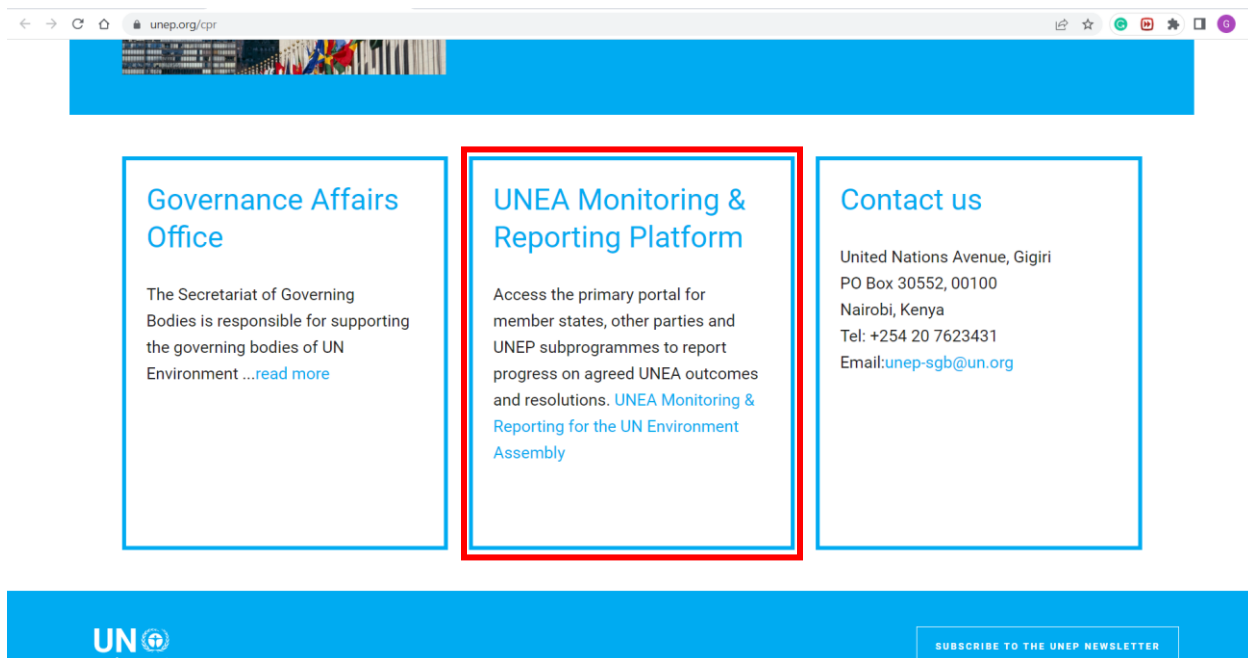


Figure 3. Portal Link on CPR Webpage

## 2.2 New Reporter Registration Process for Member States

The UNEA Monitoring and Reporting Portal is accessible to the public. However, reporting on outcomes requires one to log in to the portal. If you do not have an account and have been designated by your County/ entity to report on their behalf, then please follow the steps below to register.

1. Fill out the [registration form](#). The link to this form is available on the portal's [login screen](#).

The screenshot shows the 'Member States/ Stakeholders Registration' form. At the top right, there is a logo for 'UN environment assembly' and the text 'Monitoring & Reporting Portal'. The form fields are: 'Name' (text input), 'Email' (text input), 'Representation Type' (dropdown menu with '--Please Select--'), 'Name of Country/Organization' (dropdown menu with '--Please Select--'), 'Designation' (text input), and 'Upload Credentials(Note Verbale/Accreditation Letter)' (file upload button labeled 'Choose File' with 'No file chosen' and 'Choose a file...' text). A blue 'Register' button is at the bottom.

Figure 4. Registration Form

## Note

- Please ensure that you attach a Note Verbale from your delegation indicating your designation as a reporting focal point.
2. On successful submission, you will receive an email from [unenvironment.no-reply@un.org](mailto:unenvironment.no-reply@un.org) acknowledging the receipt of your submission.

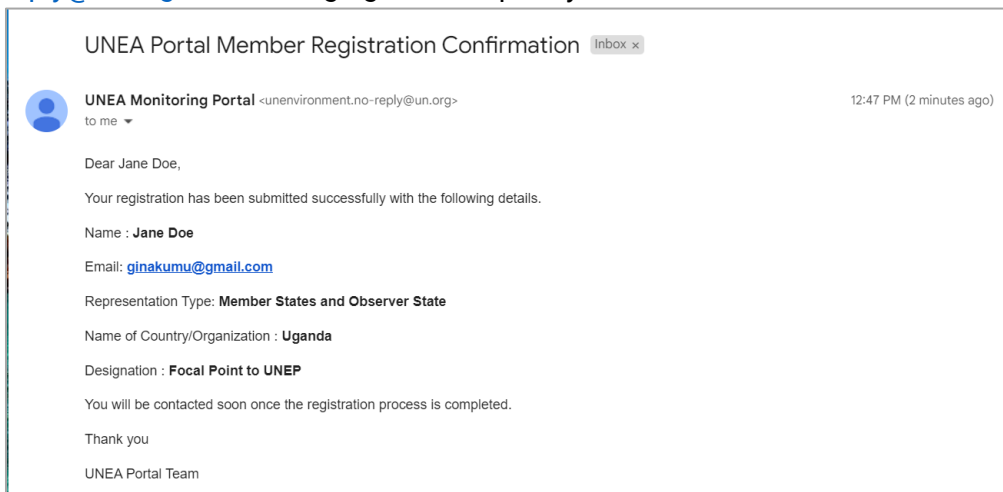


Figure 5. Registration Confirmation

3. The portal's support team will review your registration request and verify your credentials. You may be contacted in case any additional details are required.
4. Once your registration is completed, you will receive a notification from [unea-monitoring-support@un.org](mailto:unea-monitoring-support@un.org) instructing you to login with your email credentials. Please note that registration confirmations will always come from [unea-monitoring-support@un.org](mailto:unea-monitoring-support@un.org).



5. You will need to login to the portal in order to allow the administrator to assign you reporting rights. If unable to find the reporting tab within a day after the first login, please write to [unea-monitoring-support@un.org](mailto:unea-monitoring-support@un.org).

### 2.3 Logging In

1. Access the portal using the link <https://unea.unep.org/monitoring>
2. Click the **Log In** button on any of the pages.

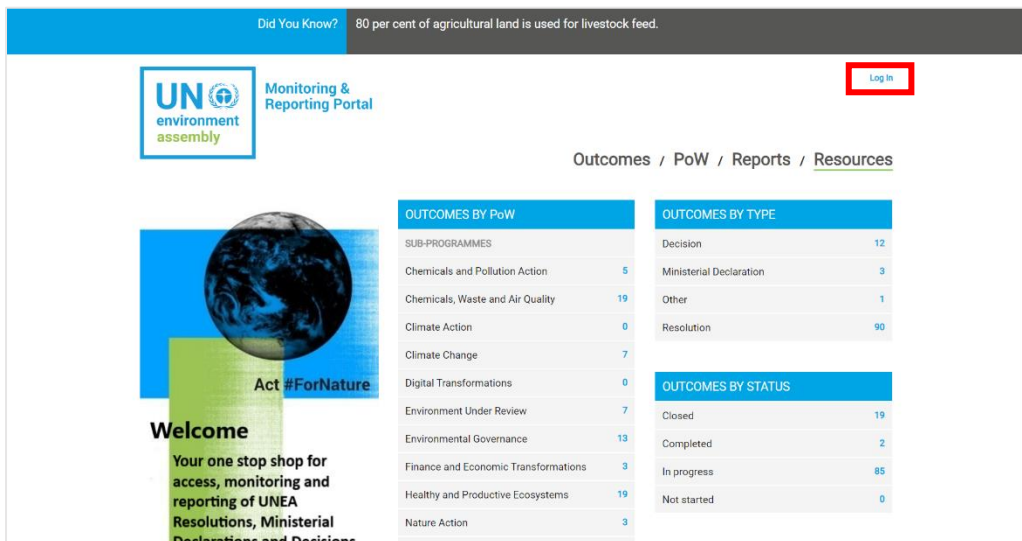


Figure 6. Login

3. Select the **Member States/Stakeholders login** option then enter your email address.

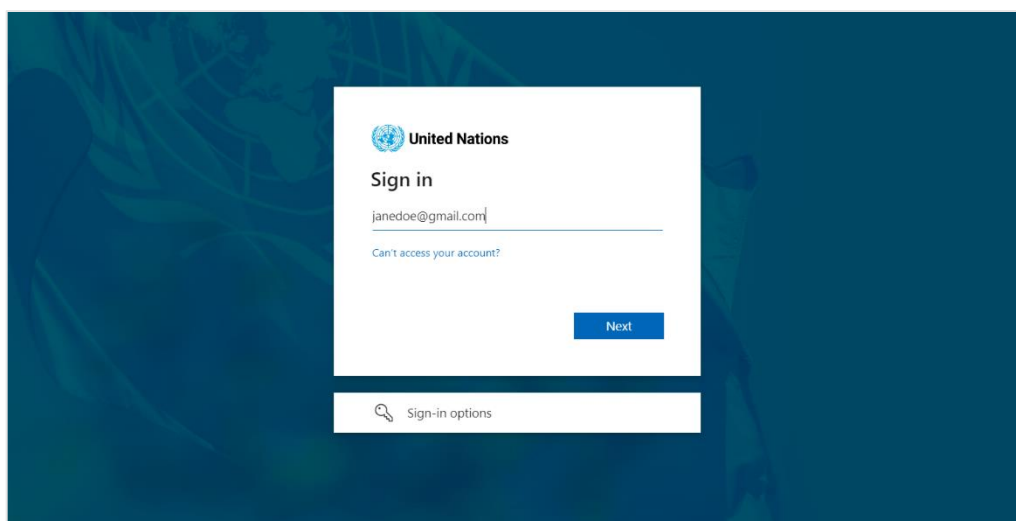


Figure 7. Email

4. Enter your password then click continue. An alternative option for login is using a one-time code sent to your email.

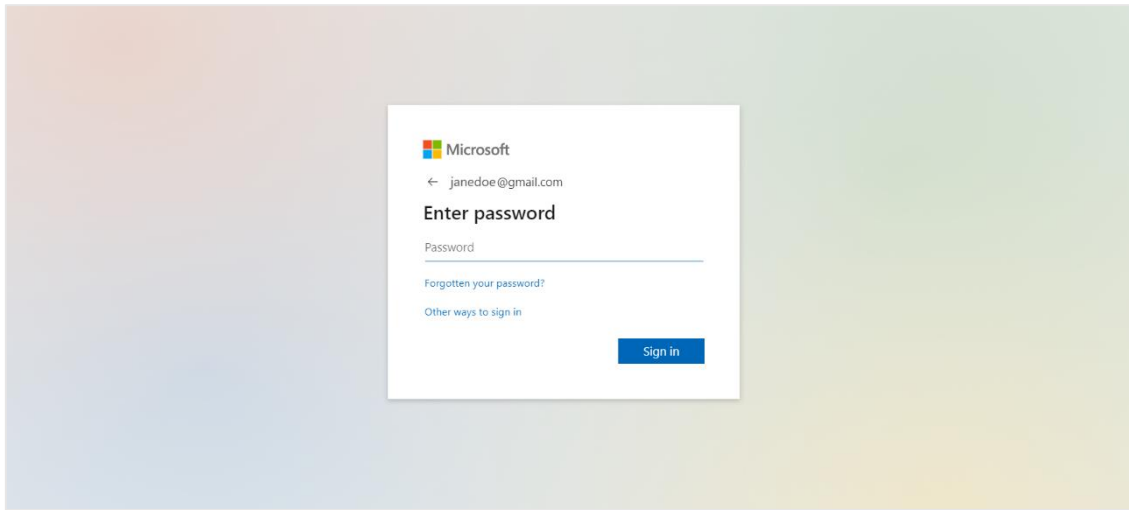



Figure 8. Password


### 3 The UNEA Monitoring and Reporting Portal Home Page

Did You Know? 90% of black carbon emissions from transport sector come from diesel vehicles.
Log In



**Monitoring & Reporting Portal**

**Main Menu** → Outcomes / PoW / Reports / Resources



**Act #ForNature**

**Welcome**  
Your one stop shop for access, monitoring and reporting of UNEA Resolutions, Ministerial Declarations and Decisions

OUTCOMES BY PoW	
SUB-PROGRAMMES	
Chemicals and Pollution Action	5
Chemicals, Waste and Air Quality	19
Climate Action	0
Climate Change	7
Digital Transformations	0
Environment Under Review	7
Environmental Governance	13
Finance and Economic Transformations	3
Healthy and Productive Ecosystems	19
Nature Action	3
Resilience to Disasters and Conflict	3



OUTCOMES BY TYPE	
Decision	12
Ministerial Declaration	3
Other	1
Resolution	90

OUTCOMES BY STATUS	
Closed	18
Completed	2
In progress	86
Not started	0

Figure 9. Home Page

#### 3.1 Features Accessible through the Home Page

The table below outlines the various portal features accessible from the home page.

Feature	Function
	<p>This section displays key facts about the environment. It is located at the top of each page in the portal</p>
	<p>Enables users to navigate back to the home page from other pages in the portal.</p>
<p>Jane Doe <a href="#">Log Out</a></p>	<p>This section displays your username. Right beside your name is the <b>Log Out</b> button.</p>
<h2>Outcomes</h2>	<p>The Outcomes menu displays outcomes from previous assemblies in a separate page. See section 4 for more details.</p>
<h2>PoW</h2>	<p>The PoW menu displays Programme of Work and Budget documents as approved by UNEA biennially. See section 6 for further details.</p>
<h2>Reports</h2>	<p>The Reports menu displays UNEA Outcome Reports, PoW Reports and Submitted Reports pending publishing. Refer to section 7 for a detailed description.</p>
<h2><u>Resources</u></h2>	<p>This menu displays additional resources including Frequently Asked Questions(FAQ) and user guides.</p>
<p><b>OUTCOMES BY PoW</b></p>	<p>This section groups outcomes according to Subprogrammes linked to them and displays Expected Accomplishments in a separate tab</p>
<p><b>OUTCOMES BY TYPE</b></p>	<p>Groups outcomes into the following categories: <b>Decision, Ministerial Declaration, Resolution</b> or <b>Other</b></p>
<p><b>OUTCOMES BY STATUS</b></p>	<p>Groups outcomes into the following categories: <b>Closed, Completed, In progress</b> or <b>Not started</b></p>
<p><b>Total UNEA Outcomes 86</b></p>	<p>Displays a list of all Assembly Outcomes</p>
<p><b>Total UNEA Reports 69</b></p>	<p>Lists all published progress reports on UNEA Outcomes. These reports can be downloaded in PDF format.</p>

<p><b>Total PoW Reports 15</b></p>	<p>Displays a list of all PoW reports grouped into the following categories:</p> <ul style="list-style-type: none"> <li>• Programme Performance Review (PPR) reports</li> <li>• Quarterly Reports</li> </ul>
<p><b>Milestone Attainment Status Dashboard</b></p>	<p>This is the first dashboard on the page, and it displays the outcome milestone attainment status for each reporting period. Milestones are major achievements used as indicators to track progress in implementing outcomes.</p>
<p><b>Secretariat Reporting Progress Dashboard</b></p>	<p>This is the second dashboard on the home page/ It displays the number of Secretariat reports submitted per reporting cycle since June 2020.</p>

## 4 Viewing UNEA Outcomes

The platform allows you to view outcomes from any of the following tabs/sections:

- **Outcomes Grouped by Category** in the home page.
- The **Outcomes menu** tab which can be accessed from any page.
- The **Total UNEA Outcomes** tab at the lower section of the home page.

### 4.1 Outcomes Grouped by Category

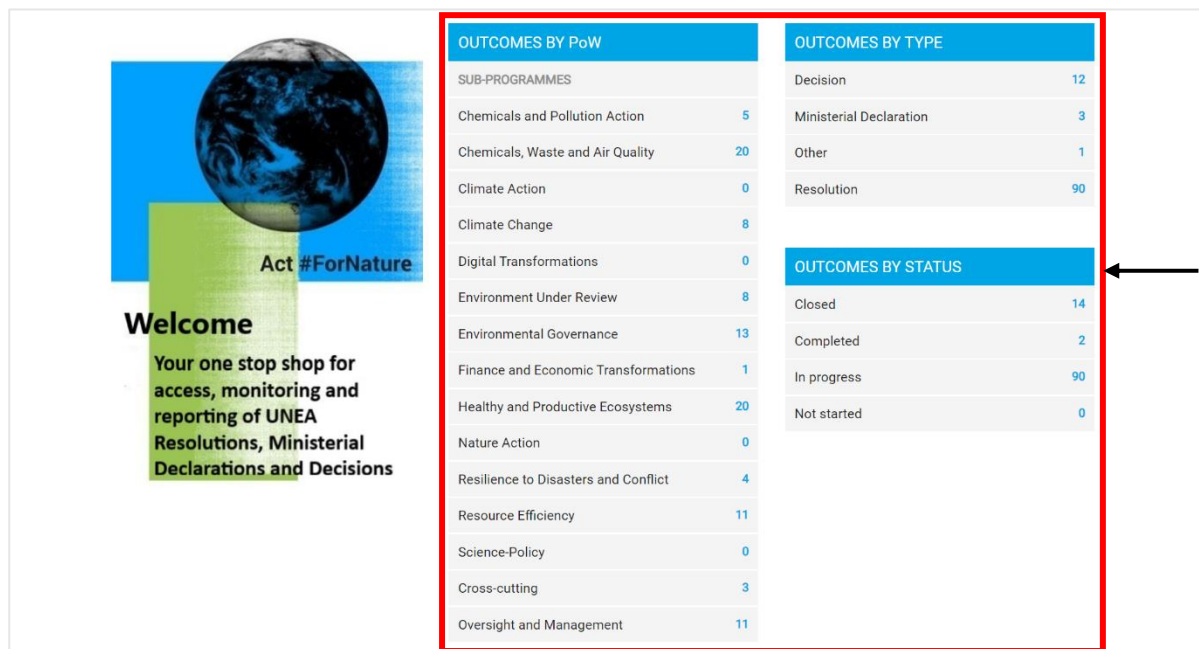


Figure 10. Outcomes Grouped by Category

At the center of the home page are outcomes grouped into the following categories:

#### 1. Outcomes by PoW

To view outcomes linked to a Subprogramme, select the Subprogramme from the **Outcomes by PoW** section on the home page. A new page will be displayed containing the following two tabs:

##### a) Linked Outcomes

This tab displays a list of all the Assembly Outcomes linked to a specific Subprogramme. The figure below shows an example of outcomes linked to the Climate Change Subprogramme.

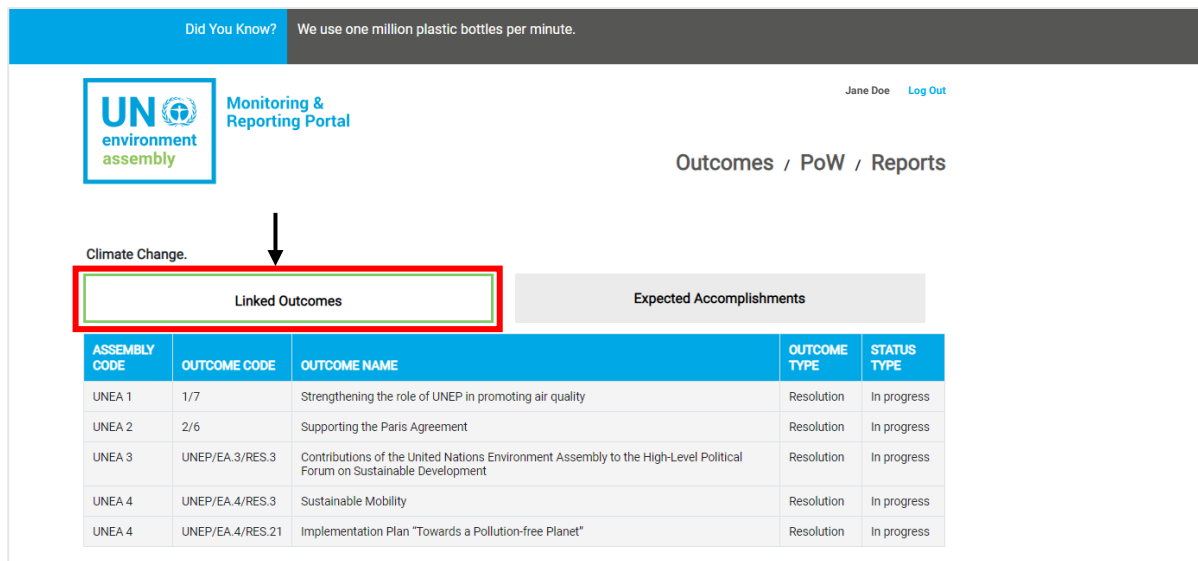


Figure 11. Linked Outcomes

## b) Expected Accomplishments

This tab displays the Expected Accomplishments associated with a specific Subprogramme as illustrated in the figure below.

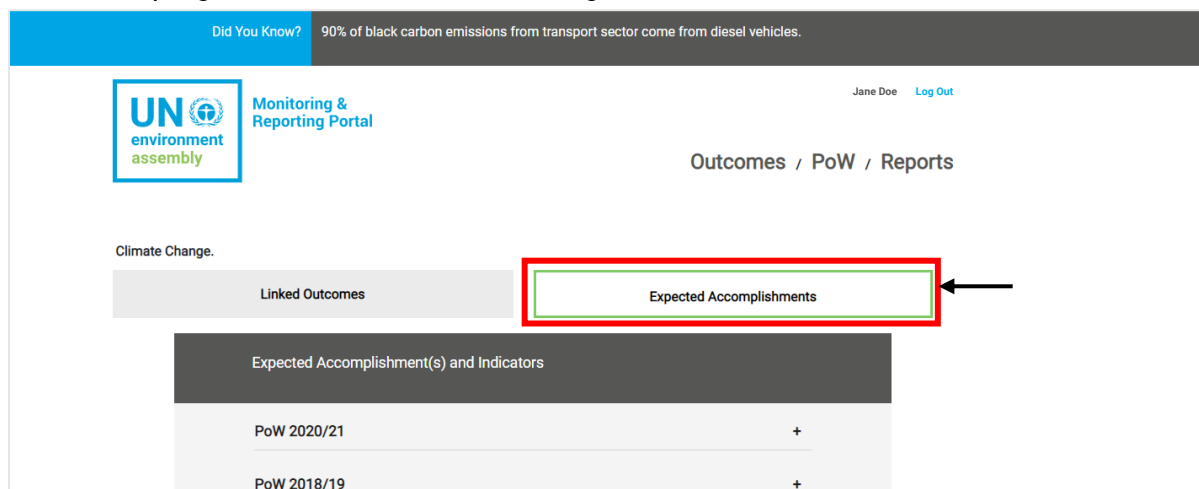


Figure 12. Expected Accomplishments

## 2. Outcomes by Type

This section displays outcomes grouped into the following outcome types:

- Decision
- Ministerial Declaration
- Resolution
- Other

### 3. Outcomes by Status

This section displays outcomes grouped into the following categories:

- In progress
- Closed
- Completed
- Not started

### 4.2 The Outcomes Menu

The screenshot shows the UNEA Monitoring and Reporting Portal interface. At the top, there is a banner with the text "Did You Know? Every year the plastic we throw away can circle the Earth four times." Below the banner is the UNEA logo and the text "Monitoring & Reporting Portal". A navigation menu includes "Outcomes", "PoW", "Reports", and "Resources", with "Outcomes" highlighted. Below the menu is a table of outcomes with the following columns: ASSEMBLY CODE, OUTCOME CODE, OUTCOME NAME, OUTCOME TYPE, STATUS TYPE, and IMPLEMENTATION STATUS. The table contains five rows of data. At the bottom of the table is a page navigation section with buttons for "1", "2", "3", "4", and "...".

ASSEMBLY CODE	OUTCOME CODE	OUTCOME NAME	OUTCOME TYPE	STATUS TYPE	IMPLEMENTATION STATUS
UNEA 5	UNEP/EA.5/Res.5	<a href="#">Nature-based Solutions for supporting sustainable development</a>	Resolution	In progress	<a href="#">1 Report (View)</a>
UNEA 5	UNEP/EA.5/Res.6	<a href="#">Biodiversity and Health</a>	Resolution	In progress	<a href="#">2 Reports (View)</a>
UNEA 5	UNEP/EA.5/Res.7	<a href="#">Sound Management of Chemicals and Waste</a>	Resolution	In progress	<a href="#">2 Reports (View)</a>
UNEA 5	UNEP/EA.5/Res.8	<a href="#">Science-Policy Panel to contribute further to the sound management of chemicals and waste and to prevent pollution</a>	Resolution	In progress	<a href="#">2 Reports (View)</a>
UNEA 5	UNEP/EA.5/Res.9	<a href="#">Sustainable and Resilient Infrastructure</a>	Resolution	In progress	<a href="#">2 Reports (View)</a>

Figure 13. Outcomes

To view UNEA Outcomes, select the **Outcomes** menu tab. By default, outcomes are arranged in order of Assembly Codes with their respective Outcome Codes in order as well. For each outcome, there are six columns: Assembly Code, Outcome Code, Outcome Name, Outcome Type, Status Type and Implementation Status. The Implementation Status column shows the number of reports associated with the outcome. All outcomes cannot be displayed on one page, and therefore, at the bottom of the list is a numbered page navigation section that allows you to view different pages showing these outcomes.



### 4.3 Search and Filter Outcomes

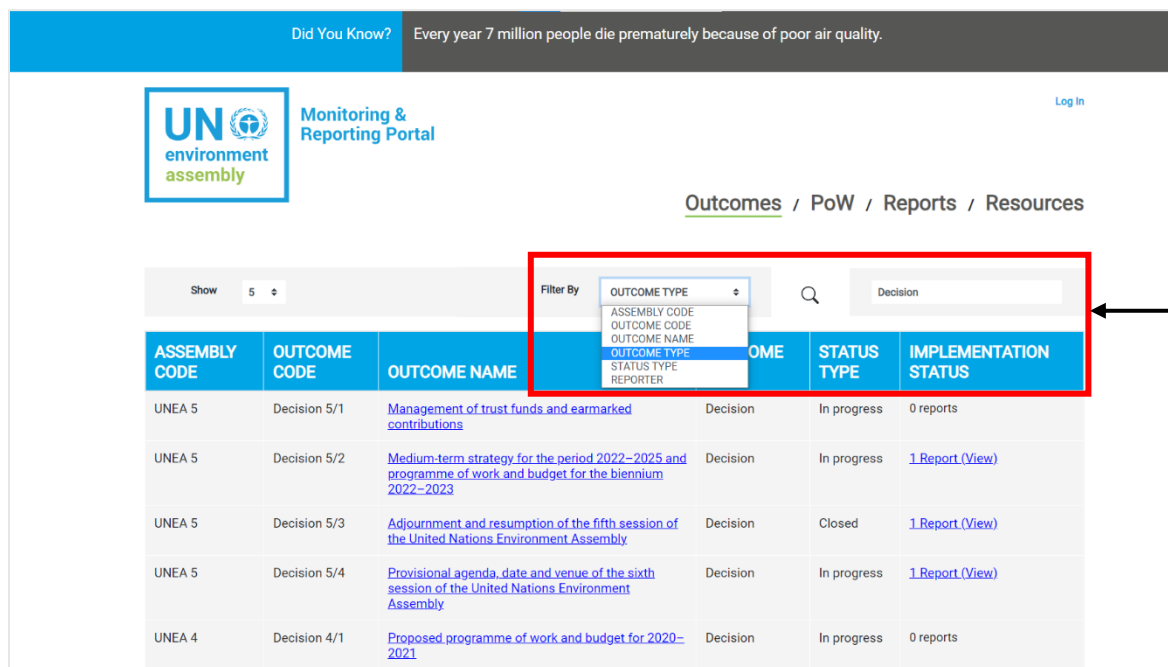


Figure 14. Search and Filter Outcomes

You can filter outcomes to display specific results based on any of the following criteria:

- Assembly Code
- Outcome Code
- Outcome Name
- Outcome Type
- Status Type

To filter by any of the above options:

1. Click the icon in the **Filter By** field as illustrated in the figure above. This action will display the filtering options listed above.
2. In the **Search by Column Selected** field, enter a value that fits the criteria that you have selected in the filtering options. For example, if you would like to filter search results by Outcome Type, then you can type in *Decision* as an outcome type.
3. Click the search icon or press **Enter** on your keyboard to search for outcomes.

### 4.4 View an Outcome

To view specific details on an outcome, select the outcome from any of the outcome lists. The following two tabs are displayed when you select an outcome:

1. Outcome Overview
2. Update Member States

## 1. Outcome Overview

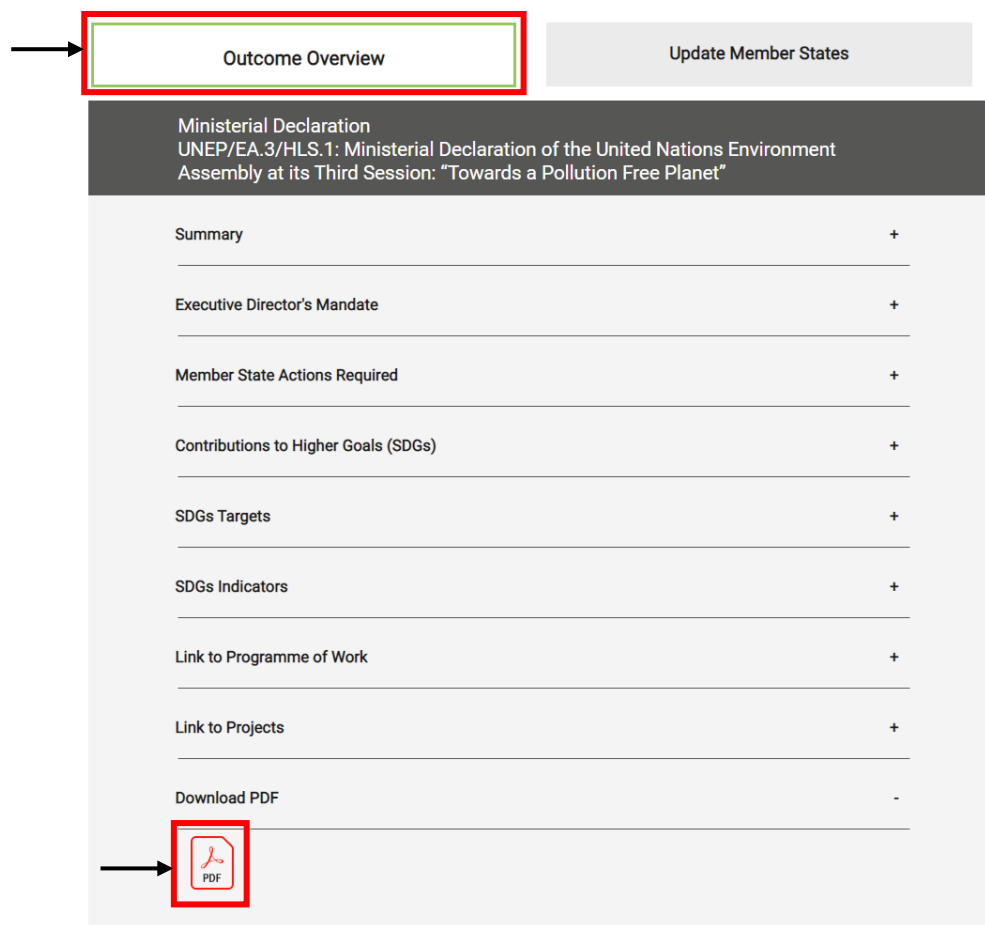


Figure 15. Outcome Overview

To navigate to the Outcome Overview:

1. Select an outcome by clicking on its name.
2. The **Outcome Overview** tab will be displayed by default.

This tab details all information about the outcome under the following sections:

- Summary
- Executive Director's Mandate
- Member State Actions Required
- Contribution to Higher Goals (SDGs)
- SDG Targets
- SDG Indicators
- Link to Programme of Work
- Link to Projects

You can also download the outcome in PDF format by clicking the PDF icon on the **Download PDF** section.

### **2. Update Member States**

This tab allows you to update implementation progress on any of the UNEA Outcomes. However, the tab will only be visible to you if you are logged in to the portal and have reporter rights.

## 5 How to Report on Outcomes

To report on an outcome:

1. Select an outcome.
2. Select the **Update Member States** tab.
3. Select the reporting period for the outcome and the Country that you are reporting for.

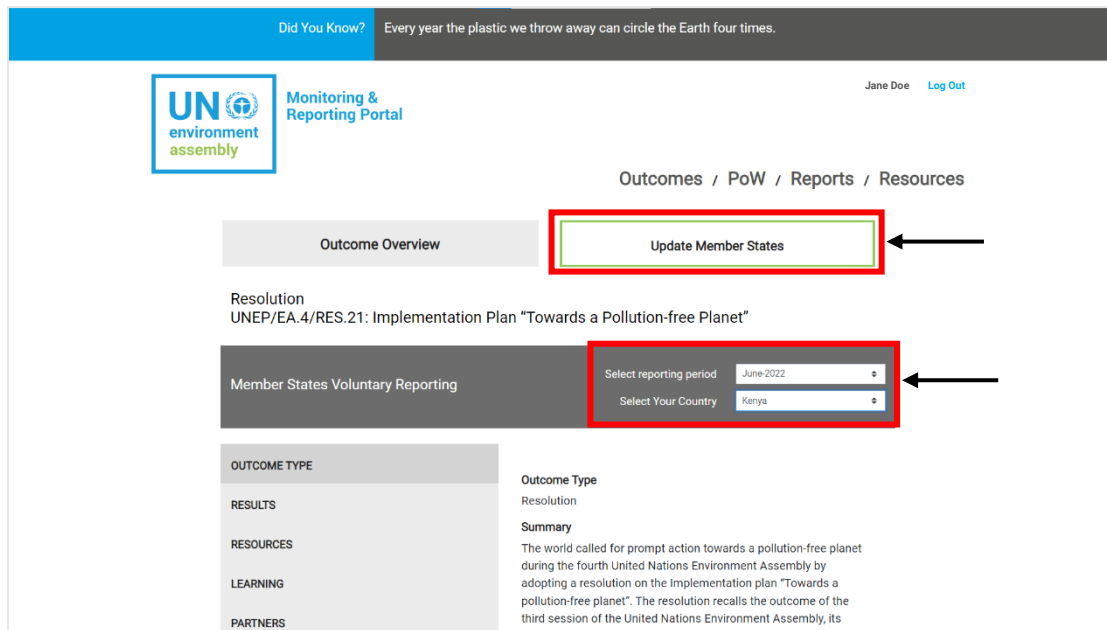


Figure 16. Update Member States

Once the reporting period and country are selected, a page containing outcome information is displayed with reporting sections in the left pane as shown in the figure below. Member States can report on the following:

- Results- **Outcomes and Impact**
- Resources
- Learning- **Key Lessons, Best Practices, Opportunities, Challenges, Gaps, Risks**
- Partners
- Contribution to higher goals- **SDGs, MEAs**
- Relevance to National & Regional Priorities
- Next Steps

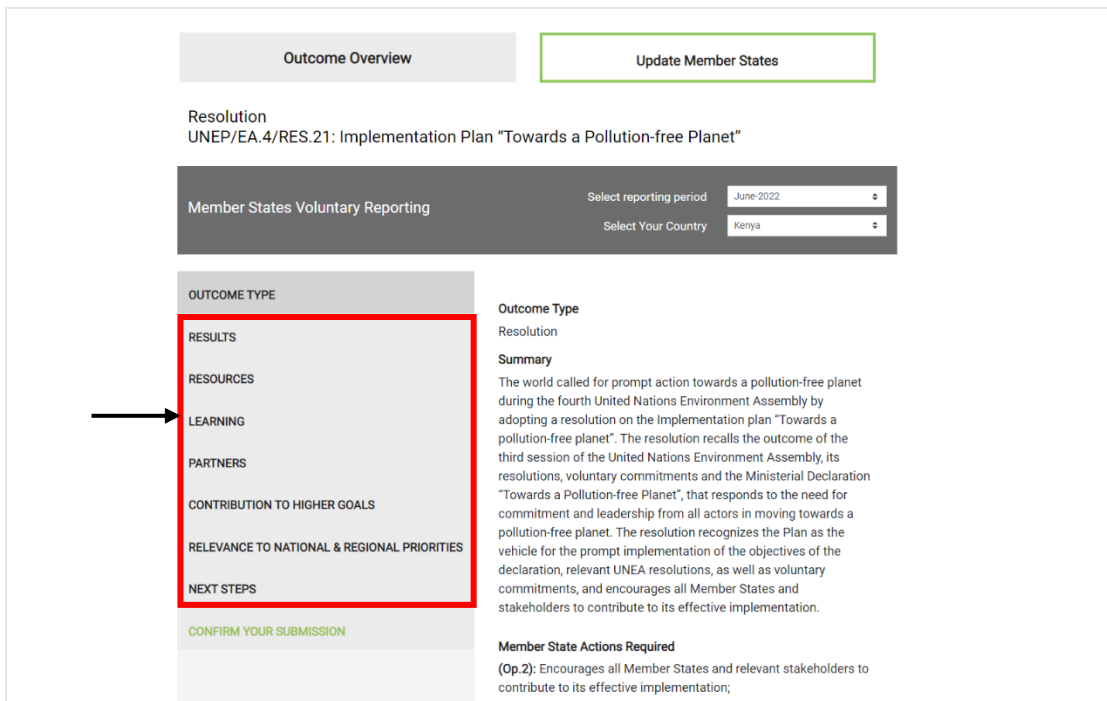


Figure 17. Reporting Sections

4. Select the section that you would like to report on and click **Update**

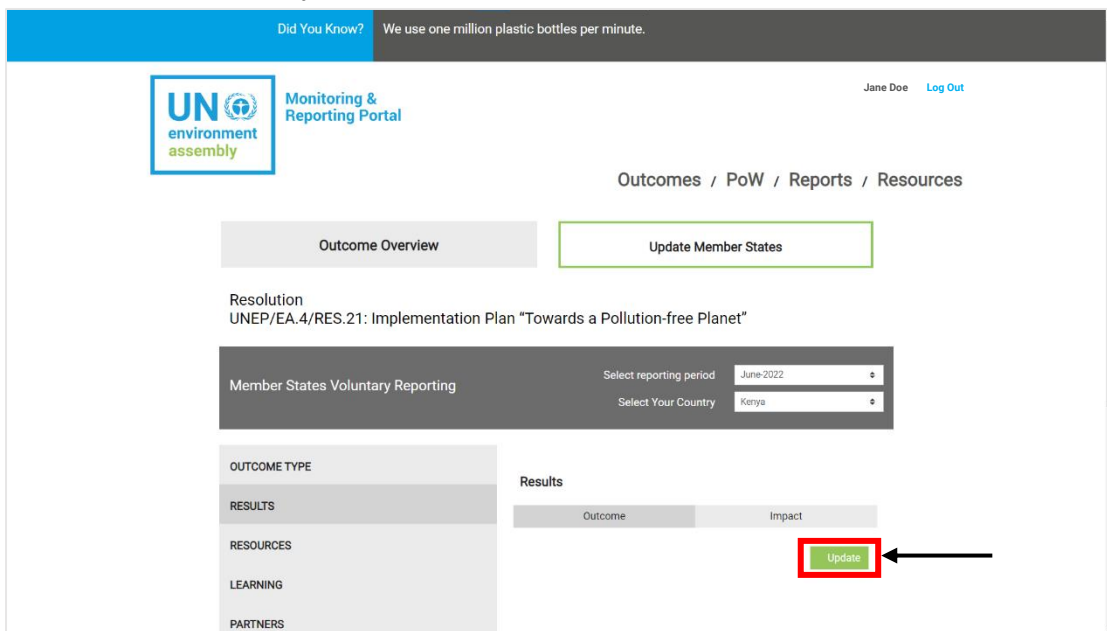


Figure 18. Updating Sections

5. Enter the required information in the text box provided and click **Save** when done. There are various formatting options available in the text box as shown below. If necessary,

you may also attach relevant images, videos, and include URL links that may provide further information in your report.

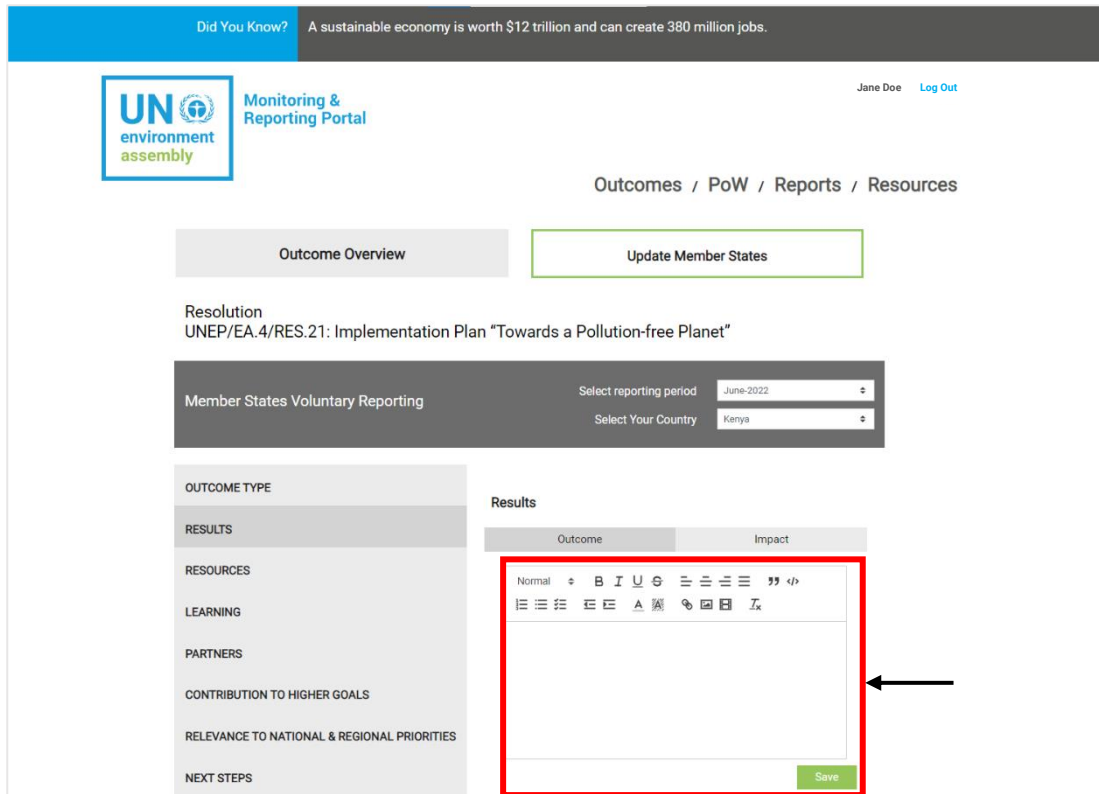


Figure 19. Saving Information

6. Update information as needed in other sections using the procedure above.
7. Verify the information you have entered is correct by reviewing the updated sections.

## 5.1 Submitting Your Report

Did You Know? Freshwater makes up only 2 per cent of all water.

UN environment assembly Monitoring & Reporting Portal Jane Doe Log Out

Outcomes / PoW / Reports / Resources

Outcome Overview Update Member States

Resolution  
UNEP/EA.4/RES.21: Implementation Plan "Towards a Pollution-free Planet"

Member States Voluntary Reporting Select reporting period June-2022 Select Your Country Kenya

OUTCOME TYPE

RESULTS

RESOURCES

LEARNING

PARTNERS

CONTRIBUTION TO HIGHER GOALS

RELEVANCE TO NATIONAL & REGIONAL PRIORITIES

NEXT STEPS

CONFIRM YOUR SUBMISSION

1. Please confirm that you have saved all of your information.  
2. Confirm that you have filled all the fields information correctly.

I Confirm

Submit

Figure 20. Submitting Your Report

1. Click **CONFIRM YOUR SUBMISSION**.
2. Read through the submission instructions and make necessary adjustments if you have any.
3. Once you verify that the information filled is accurate and as per the instructions, click the checkbox to confirm, then click **Submit**. A notification showing that you have successfully submitted your report will be displayed.
4. You will be able to view all your submissions in the **My Submitted Reports** tab under the **Reports** menu as shown in the figure below.

# UNEA Monitoring and Reporting Portal

Did You Know? 70% of the world's freshwater is used for agriculture.

UN environment assembly Monitoring & Reporting Portal Jane Doe Log Out

Outcomes / PoW / **Reports** / Resources

**My Reports**

UNEA Outcome Reports PoW Reports

Show 10 Filter By Search by column selected

ASSEMBLY CODE	OUTCOME CODE	OUTCOME NAME	REPORTING PERIOD	REPORT TYPE	VIEW
UNEA 5	Decision 5/2	Medium-term strategy for the period 2022–2025 and programme of work and budget for the biennium 2022–2023	June-2022	Secretariat Report	<a href="#">View Reports</a>
UNEA 5	UNEA DECISION 5/4	Provisional agenda, date and venue of the sixth session of the United Nations Environment Assembly	June-2022	Secretariat Report	<a href="#">View Reports</a>
UNEA 5	Decision 5/3	Adjournment and resumption of the fifth session of the United Nations Environment Assembly	June-2022	Secretariat Report	<a href="#">View Reports</a>
UNEA 4	UNEP/EA.4/RES.17	Promoting gender equality and the human rights of women and girls in environmental governance	June-2022	Secretariat Report	<a href="#">View Reports</a>

Figure 21. Submitted Reports



## 6 Accessing UNEP’s Programme of Work (PoW)

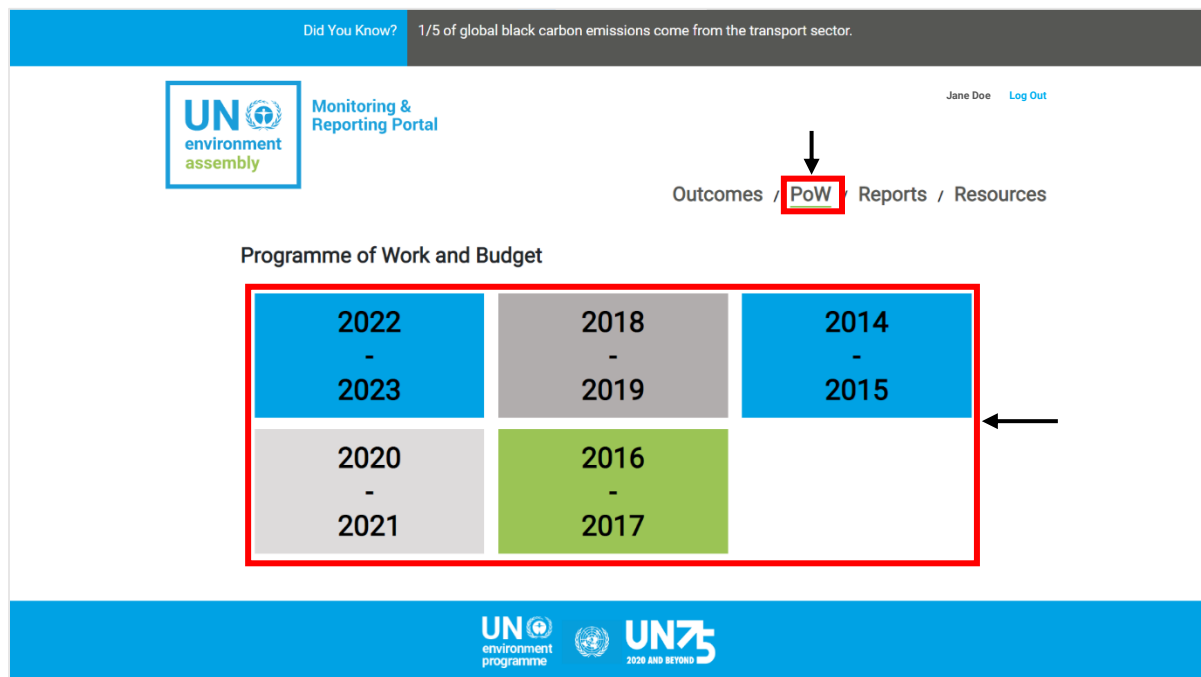


Figure 22. PoW and Budget

To view/download UNEP’s Programme of Work and Budgets:

1. Select the **PoW** menu tab from the main menu.
2. Select the biennium for the PoW and Budget document that you would like to view.
3. The document will open in a new browser tab in PDF format.
4. You can download the PDF document to a preferred location on your device by selecting the download option.

## 7 Access to Reporting

### 7.1 UNEA Outcome Reports

Did You Know? Recycling plastic takes 88% less energy than make new plastic.

UN environment assembly Monitoring & Reporting Portal Jane Doe Log Out

Outcomes / PoW / **Reports** / Resources

My Reports

UNEA Outcome Reports PoW Reports

Show 10 Filter By Search by column selected

ASSEMBLY CODE	OUTCOME CODE	OUTCOME NAME	REPORTING PERIOD	REPORT TYPE	VIEW
UNEA 5	Decision 5/2	Medium-term strategy for the period 2022–2025 and programme of work and budget for the biennium 2022–2023	June-2022	Secretariat Report	<a href="#">View Reports</a>
UNEA 5	UNEA DECISION 5/4	Provisional agenda, date and venue of the sixth session of the United Nations Environment Assembly	June-2022	Secretariat Report	<a href="#">View Reports</a>
UNEA 5	Decision 5/3	Adjournment and resumption of the fifth session of the United Nations Environment Assembly	June-2022	Secretariat Report	<a href="#">View Reports</a>
UNEA 4	UNEP/EA.4/RES.17	Promoting gender equality and the human rights of women and girls in environmental governance	June-2022	Secretariat Report	<a href="#">View Reports</a>

Figure 23. UNEA Outcome Reports

To view UNEA Outcome reports:

1. Select the **Reports** menu tab
2. Select the **UNEA Outcome Reports** tab
3. Click **View** in the **Actions** column
4. The report will be displayed as illustrated in the figure below.

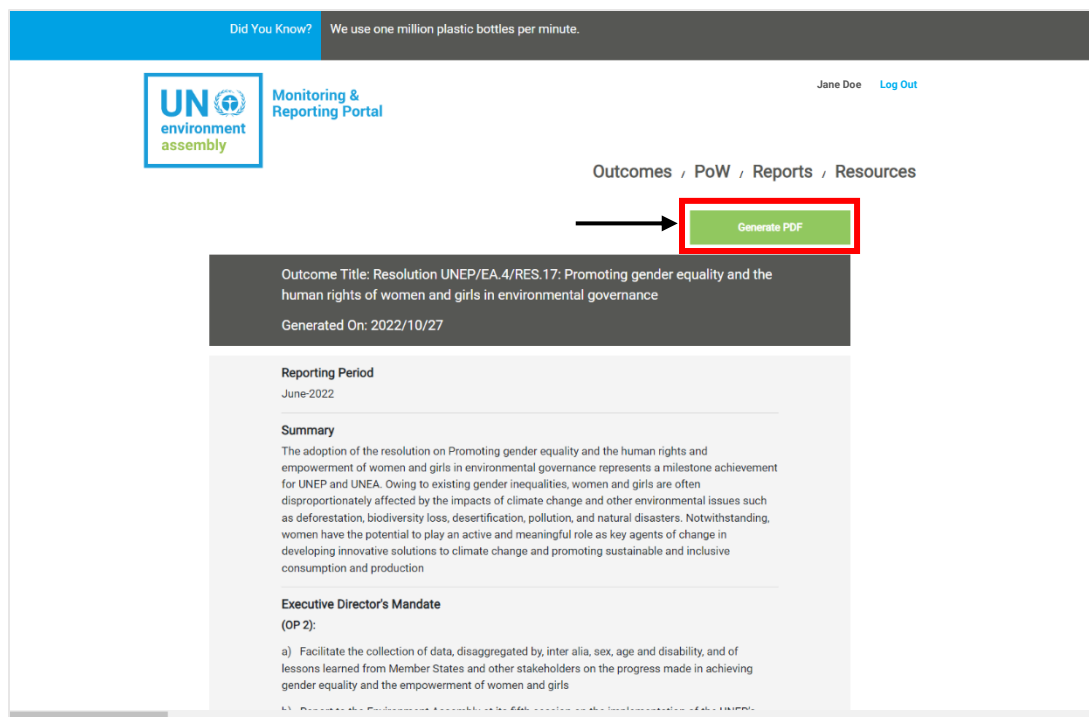


Figure 24. Outcome Report

Scroll down the page to view full details of the report.

5. To download the full report in PDF format, select the **Generate PDF** button. This will open a prompt that will let you choose where to save the file on your device.

## 7.2 UNEP's PoW Reports

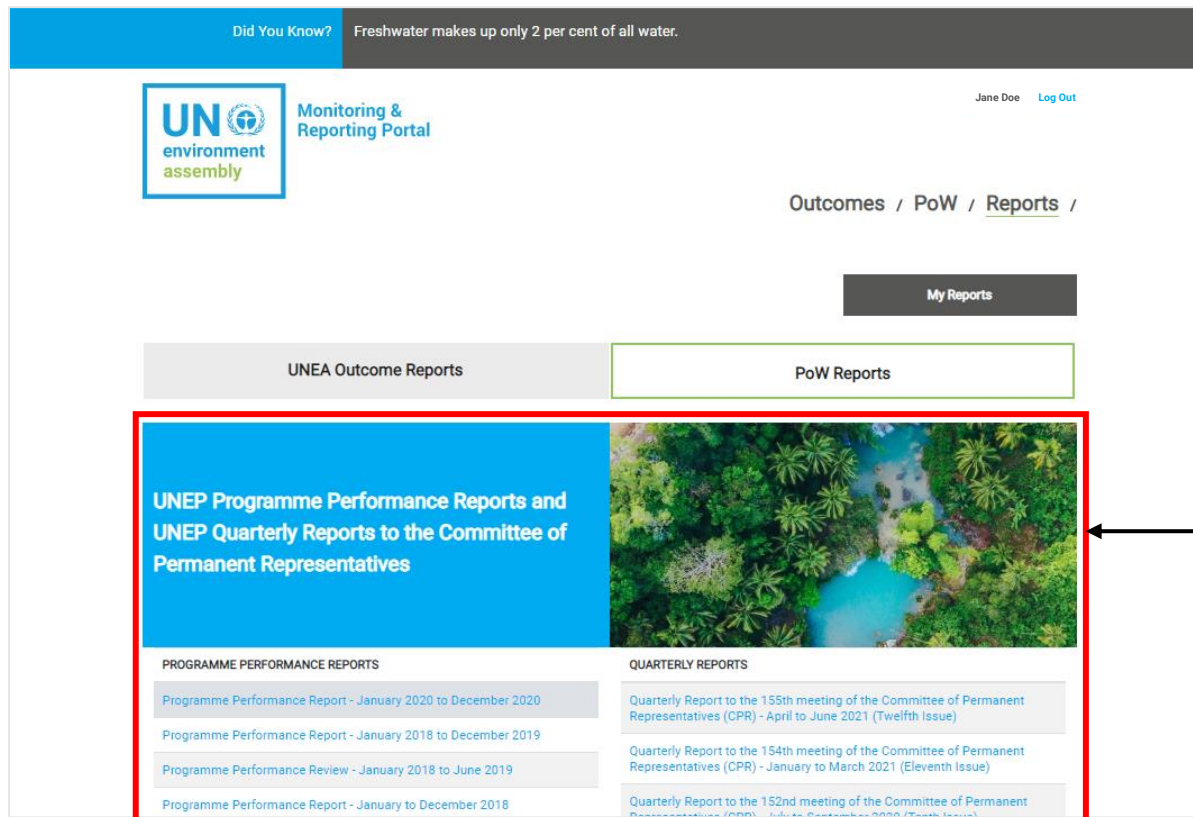


Figure 25. PoW Reports

The PoW reports are displayed in two columns; the left column contains Programme Performance Reports while the right displays Quarterly Reports. Each column is arranged in reverse chronological order, starting with the most recent report.

To view the PoW reports:

1. Select **PoW Reports** under the **Reports** menu tab.
2. Select the report that you would like to view. Each report has a preview of its cover page with details of the report given right below the cover page.
3. When you select any report, a new browser tab will open the file in PDF format. You can download this file to a preferred location on your device. If you have an automatic file downloader, then you will get a download prompt for that specific file.

### 7.3 Accessing Your Reports

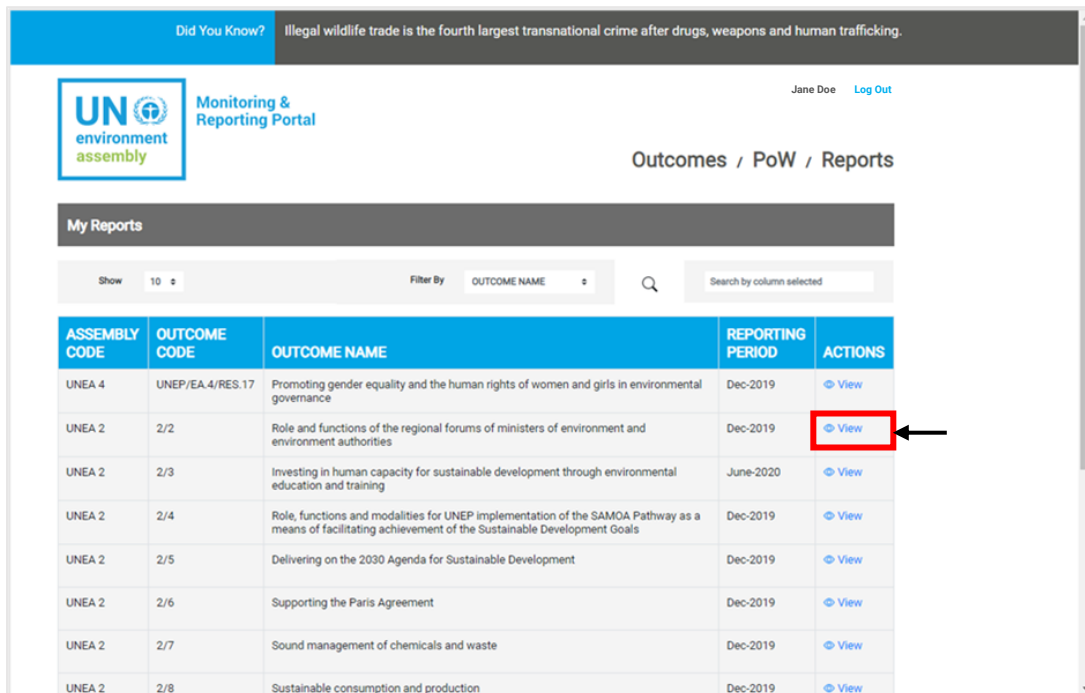


Figure 26. Submitted Reports

To view your submissions:

1. Select **My Submitted Reports** tab under the **Reports** menu.
2. Click the **View** icon in the **Actions** column for the submitted report that you would like to view.
3. If you need to make any revisions to the report, click the **Edit** button as highlighted in the figure below.

The screenshot displays the UNEA Monitoring and Reporting Portal interface. At the top, a dark blue banner contains the text "Did You Know? 70% of the world's freshwater is used for agriculture." Below this, the UNEA logo and "Monitoring & Reporting Portal" are visible on the left, and the user name "Jane Doe" and "Log Out" link are on the right. The main content area is titled "Outcomes / PoW / Reports". A green button with a pencil icon and the text "Edit" is highlighted with a red rectangular box, with a black arrow pointing to it from the right. Below the button, a dark grey box contains the text "Outcome Title: Resolution 2/2: Role and functions of the regional forums of ministers of environment and environment authorities" and "Generated On: 2021/01/05". The main content area is divided into sections: "Reporting Period" (Dec-2019), "Summary" (The resolution on the 'role and functions of the regional forums of ministers of environment and environment authorities'(2/2) is linked to SDG 17 that is focused on promoting global partnership in the achievements of sustainable development.), and "Executive Director's Mandate" (Op.1): Within the mandate of the United Nations Environment Programme, and in accordance with the programme of work and budget, to support and to facilitate convening and/or strengthening the existing regional forums of ministers of the environment and environment authorities; (Op.2): Within the mandate of the United Nations Environment Programme, to support and to facilitate convening new regional forums of ministers of the environment and environment authorities upon the request of the regions, through the intergovernmental process, with all countries in the respective regions, and subject to the availability of financial resources;

Figure 27. Edit Submitted Report

## 8 Additional Resources

### 8.1 Frequently Asked Questions

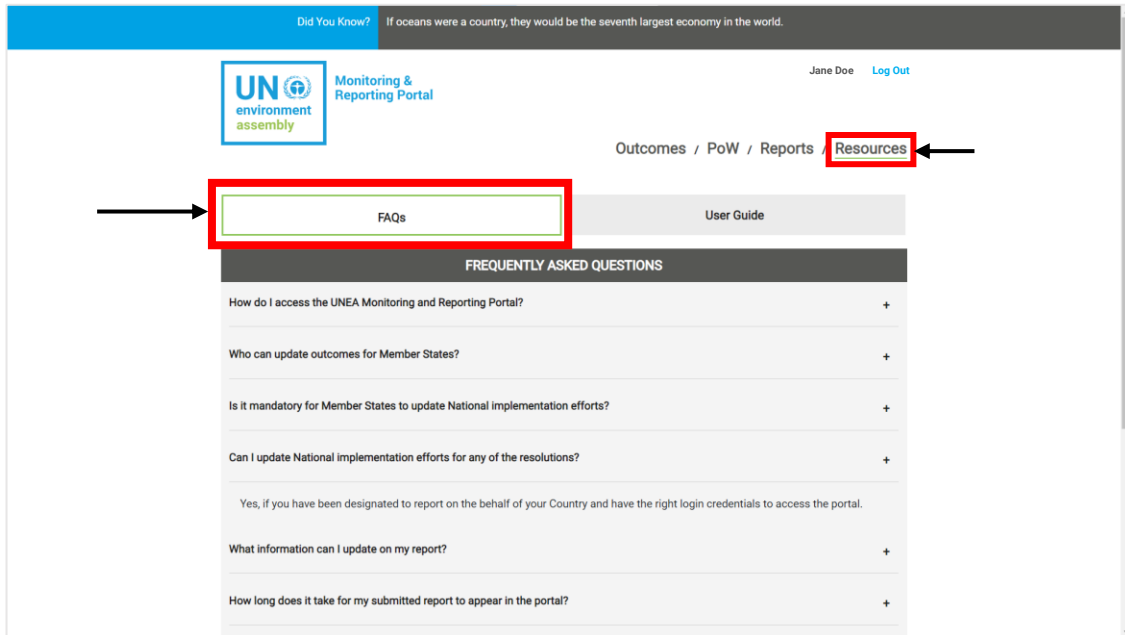


Figure 28. Frequently Asked Questions

### 8.2 User Guides

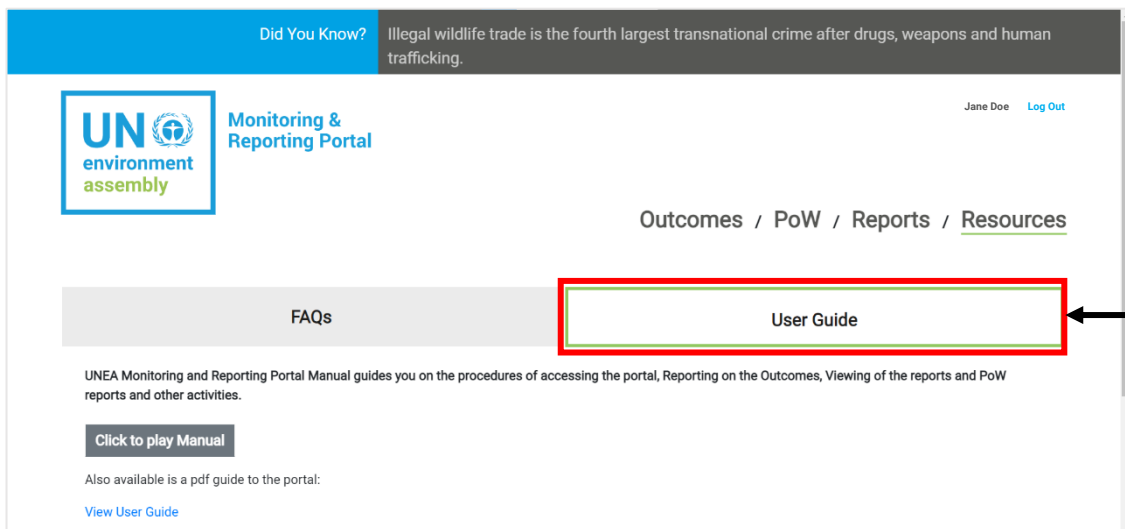


Figure 29. User Guides

This section contains user guides to the portal.

## 9 How to Contact Support

The screenshot displays the UNEA Monitoring and Reporting Portal interface. On the left, there is a globe graphic with the text 'Act #ForNature' and a 'Welcome' message: 'Your one stop shop for access, monitoring and reporting of UNEA Resolutions, Ministerial Declarations and Decisions'. The main content area features three tables:

OUTCOMES BY PoW	
SUB-PROGRAMMES	
Climate Change	8
Resilience to Disasters and Conflict	4
Healthy and Productive Ecosystems	19
Environmental Governance	15
Chemicals, Waste and Air Quality	14
Resource Efficiency	12
Environment Under Review	10
Cross-cutting	1
Oversight and Management	8

OUTCOMES BY TYPE	
Decision	8
Ministerial Declaration	2
Other	0
Resolution	76

OUTCOMES BY STATUS	
Closed	8
Completed	0
In progress	78
Not started	0

At the bottom of the main content area, there are three summary boxes:

- Total UNEA Outcomes 86
- Total UNEA Reports 69
- Total PoW Reports 16

The footer contains the UN Environment Programme logo, the 'UN75 2020 AND BEYOND' logo, and the text '© United Nations Environment Programme | Terms of Use | Disclaimer'. A red box highlights the 'Contact UNEA-Monitoring Support' button, with an arrow pointing to it from the left.

Figure 30. Contacting Support

If you encounter any challenges while using the portal:

1. Navigate to the bottom of any page and click **Contact UNEA-Monitoring Support**.
2. Your default email application will open a new email with the [unea-monitoring-support@un.org](mailto:unea-monitoring-support@un.org) email address in the recipient field.



## ANNEX I: FAQs

### **Q: Who can update outcomes for Member States?**

**A:** Representatives who have been selected by their countries to report on Assembly Outcomes.

### **Q: Is it mandatory for Member States to update National implementation efforts?**

**A:** No, reporting is voluntary for Member States.

### **Q: Can I update National implementation efforts for any of the resolutions?**

**A:** Yes, if you have been appointed by your representative country and have the right login credentials to access the portal.

### **Q: Must I be logged in to report on outcomes?**

Yes, you must be logged in. If not yet registered for access, please use this [form](#) to request access to reporting. Please note that you do not need to log in if you do not intend to report.

### **Q: What information can I update on my report?**

**A:** You can report on any of the following sections: Results (*Outcomes and Impact*), Resources, Learning (*Key Lessons, Best Practices, Opportunities, Challenges, Gaps, Risks*), Partners, Contribution to higher goals (SDGs and MEAs), Relevance to National & Regional Priorities and Next Steps.

### **Q: How long does it take for my submitted report to appear in the portal?**

**A:** After submitting your report, it is sent to the Secretariat who review it for consistency in format. You will be able to view and edit the report pending publication on the platform during the review window. Once it is cleared, the report will be published to the reports section of the portal. If there is further information required, then you will be notified via email to make the appropriate changes. Therefore, time taken to publish your report may vary depending on the review process.

### **Q: Why does the Secretariat need to review my report?**

**A:** To ensure that there is consistency in reporting formats.

**Q: Can I view outcomes and reports offline?**

**A:** Yes. To view an outcome offline, select the outcome and on the **Outcome Overview** tab, scroll downwards to the last sub-section (**Download PDF**) and click the PDF document icon to save the document to your device.

**A:** To download PoW reports, navigate to the **Reports** menu, select the **PoW reports** tab and click on any of the reports. This action will open the report in pdf format with options to download.

**A:** To download Outcome Reports, navigate to the **Reports** menu, click the **Outcome Reports** tab, select the view icon to view an outcome report, then click on the **Generate PDF** button

**Q: Who do I contact when facing challenges within the portal?**

**A:** Send an email to [unea-monitoring-support@un.org](mailto:unea-monitoring-support@un.org). To contact support directly from the portal, click the **Contact UNEA-Monitoring Support** link provided in the bottom section of each page.