



ICAO

CORSIA Central Registry: Troubleshooting Guide

Second Edition, May 2025



INTERNATIONAL CIVIL AVIATION ORGANIZATION

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CORSIA Central Registry (CCR)

CCR portal: <https://ccr.icao.int>

CCR portal (training version): <https://ccr-training.icao.int/>

CCR materials website: <https://www.icao.int/environmental-protection/CORSIA/Pages/ccr-materials.aspx>

CORSIA CCR website: <https://www.icao.int/environmental-protection/CORSIA/Pages/CCR.aspx>

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CORSIA CENTRAL REGISTRY (CCR) – TROUBLESHOOTING GUIDE

The ICAO Secretariat has developed various materials to help CCR users. At a minimum, we recommend that you familiarize yourself with the contents of the following:

- CCR User Manual (3 Ed, 2024)
- Quick guide series leaflets:
 - a) Introduction of CCR
 - b) Reporting on Aeroplane Operators
 - c) Reporting on Verification Bodies
 - d) Reporting on CO₂ Emissions (2019 and 2020)
 - e) Reporting on CO₂ emissions for 2021 and beyond
 - f) Reporting on CORSIA eligible fuels

To download the above and to find more materials on the CCR, including frequently asked questions, visit the CCR Materials website ([click here](#))

In this CCR Troubleshooting Guide, the CCR users can find instructions on what to do for the most frequent technical issues/problems. If you have an issue/problem that is not listed here, or you cannot find information in any of other documents mentioned above, please send a message with a detailed description to the CCR team by email: ccr@icao.int

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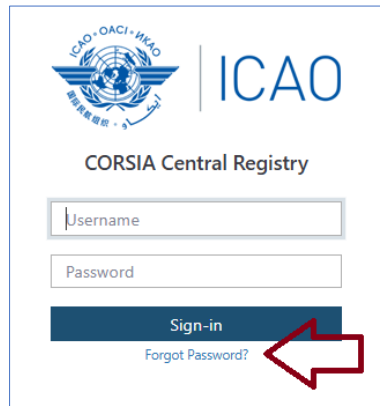
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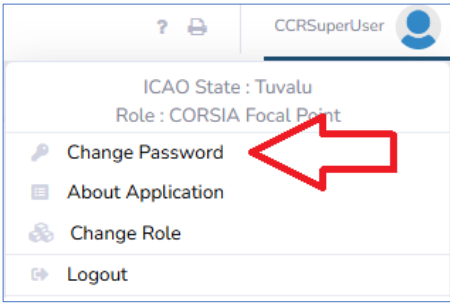
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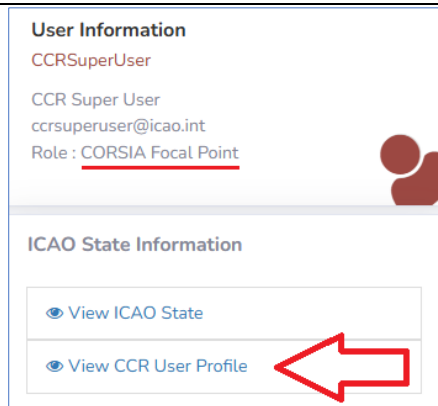
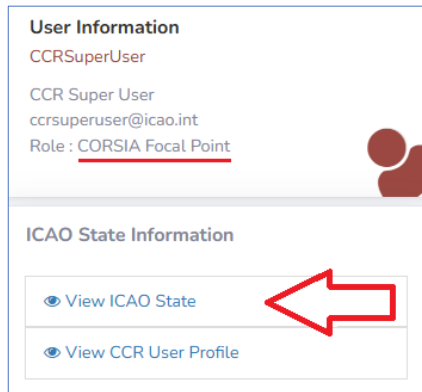
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TROUBLESHOOTING GUIDE – FREQUENT ISSUES/PROBLEMS

1.	Login, username and password
1.1.	<p>The CCR didn't accept my credentials, and I was unable to access their CCR account after entering their username and password.</p> <p><i>If the CCR didn't accept your credentials, please follow the steps below:</i></p> <ul style="list-style-type: none"> ✓ Confirm that your CCR user account was created and verify that the username and password are entered correctly; ✓ Ensure that there are no extra spaces or typos; ✓ If the password is forgotten, please follow item 1.3 below; ✓ If you forget your 'username', please follow item 1.6 below. <p><i>If you still have problems accessing the CCR, please contact ICAO at ccr@icao.int</i></p>
1.2.	<p>I received an automatic message to create my password, but the link to set up the password has expired. What should I do?</p> <p><i>If you received a message to create your password, that means that your username was created inside the CCR. Once the link has expired, you can follow item 1.3 below (Forgot password) to receive a new valid link and create a password.</i></p>
1.3.	<p>I forgot my password. How can I create a new one?</p> <p><i>You can create a new password by doing the following:</i></p> <ul style="list-style-type: none"> ✓ Visit the CCR portal (https://ccr.icao.int or https://ccr-training.icao.int/); ✓ Click on "Forgot password?" (login webpage); ✓ On the pop-up that will appear on your screen, enter your username or email address and click on "Send Email"; ✓ In the email message you will receive, click the link to create a new password. <p><i>Please note that the link you will receive in your email expires after 24 hours. If you do not use it within 24 hours, you must request another one by repeating the above steps.</i></p> <p><i>If you do not receive an email message from the CCR, please check your 'junk mail' or 'spam folder'; otherwise please contact ICAO at ccr@icao.int</i></p> <div style="text-align: right;">  </div>

1.4.	I want to change my password. How can I do it?
	<p>To change your password, please access the CCR portal (https://ccr.icao.int/ or https://ccr-training.icao.int/) and login to your account using your username and your current password.</p> <p>On the Home page, click on the icon at the top right corner and select the option “Change Password” from the dropdown menu. Follow the instructions on your screen to create a new password.</p> 
1.5.	Can I use special characters in my password?
	<p>Yes, you can apply special characters in your CCR user password. Note that your CCR password must be at least 6 characters long and must contain:</p> <ul style="list-style-type: none"> ✓ At least one lowercase letter (a-z); ✓ At least one uppercase letter (A-Z); ✓ At least 1 number (0-9); ✓ At least 1 special character (e.g., !, @, #, * etc.). <p>Recommendation: Do not use multiple special characters one next to each other, as this may result in the system denying access to your account.</p>
1.6.	I tried to login to my account, but the CCR did not recognize my username and/or password. What should I do?
	<p>First, note that CCR passwords are case-sensitive. Then, make sure that you are using the username (“first.last” name or email address) that you received in the CCR registration email message and the password that you created.</p> <p>If you do not remember your username or password, please follow the steps in item 1.3 above to check your username or create a new password. If you still have problems accessing the CCR, please contact ICAO at: ccr@icao.int</p>
1.7.	My CCR username and/or password have been compromised; someone else knows my CCR credentials. What should I do?
	<p>If your CCR credentials have been compromised, or if someone knows your username and/or password, please change your password immediately using item 1.3 above, or contact ICAO at ccr@icao.int for further instructions.</p> <p>You must never give your username and password to any another person(s) to avoid unauthorized access to your State’s CCR account.</p>
1.8.	I want to change my username and/or email address. How can I do it?
	<p>If you want to change your username and/or the e-mail address that has been used to create your CCR account, please contact ICAO at ccr@icao.int</p>

1.9.	My account is locked, and I cannot login to the CCR.
<p>Due to security reasons, after the fifth unsuccessful attempt to login to your CCR account, your username will automatically lock for 24 hours. If the account does not get unlocked after 24 hours, please contact ICAO at ccr@icao.int</p>	

2.	My State's CCR account
2.1.	<p>I can see usernames in my State's account that I do not recognize. Who are they?</p> <p>There are two usernames, "CCRSuperuser" and "admin" that are CCR administrators. Both such users have access to your State's CCR account to check reported data and to resolve any problems and service requests.</p> <p>If you have the State User (STU) role in the CCR, check with your CORSIA Focal Point (CFP), who has a complete list of all CCR State Users for your State.</p> <p>If you still feel that there was unauthorized access to your CCR State's account, inform ICAO immediately by e-mail: ccr@icao.int</p> <p>Also, note that all current and former CCR users are displayed in your State's account profile, even if former users who cannot access CCR anymore (locked users).</p>
	 <p>The screenshot shows the 'User Information' section with the username 'CCRSuperUser', email 'ccrsuperuser@icao.int', and role 'CORSIA Focal Point'. Below this is the 'ICAO State Information' section with two links: 'View ICAO State' and 'View CCR User Profile'. A red arrow points to the 'View CCR User Profile' link.</p>
2.2.	<p>There is wrong, incorrect or outdated information on my State's account. How can I change it?</p> <p>All information on your State's account, including RTK data and CORSIA participation is based on approved CORSIA documents and other ICAO reports.</p> <p>If any information is not correct, please contact ICAO at ccr@icao.int</p>
	 <p>The screenshot shows the 'User Information' section with the username 'CCRSuperUser', email 'ccrsuperuser@icao.int', and role 'CORSIA Focal Point'. Below this is the 'ICAO State Information' section with two links: 'View ICAO State' and 'View CCR User Profile'. A red arrow points to the 'View CCR User Profile' link.</p>

2.3.

I can't add or remove a State User (STU) from the CCR account. What should I do?

Only an ICAO Super User (admin account) can create or remove a user inside the CCR. However, the CORSIA Focal Point (CFP) user can request to remove or add a new State User (STU) in the State's account using a specific Service Request (see image below).

The CFP user must create a new 'Service Request' (see CCR User Manual, Chapter 9) and provide the STU's complete name and email address they want to remove or add. Note that only CCR users with the role of CORSIA Focal Point can open a 'Service Request'.

The CCR User Manual is available on the CCR Materials website ([click here](#)).

3.

Uploading data, submitting data, and correcting submitted data

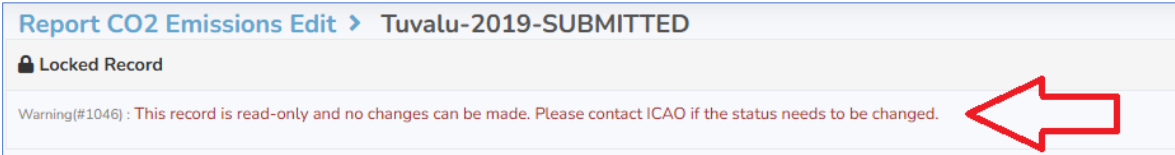
3.1.

I want to convert an MS Excel file into a CSV file to upload data into the CCR. How can I do it?

To convert a MS Excel file (.xls or .xlsx) into a CSV one, do the following:

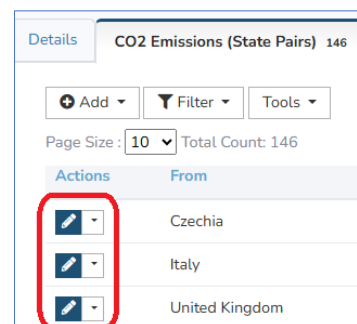
- ✓ Open the file using MS Excel;
- ✓ Click on 'File' in the main menu and then select 'Save As';
- ✓ Choose the folder where the file will be saved;
- ✓ From the dropdown menu for 'Save as Type:', select the 'CSV (comma delimited) (*.CSV)' option (see image below).

Please note that the CCR import process accepts only CSV file format in which the values are separated by a comma (.). If your data is separated by a semicolon (;), refer to the CCR User Manual, Annex C, for guidance on changing the configuration of MS Windows.

3.2.	I made a mistake in the CSV file, and the CCR displayed an error message during the import process. Will the CCR accept my data?
	<p>The CCR will check a CSV file before uploading and storing the data. For example, the CCR confirms the spelling of ICAO States names, negative emissions data, duplicate entries, etc. If the CCR finds any error in the format correctness, the system will issue a warning message for each identified error on your screen, and the CCR will stop the import process.</p> <p>So please read the message carefully to identify the issues, follow the instructions to correct the data inside the CSV file and execute the import process again.</p> <p>Also, note that the CCR accepts only the official CSV templates available on the CCR Materials website (click here).</p>
3.3.	The CCR does not accept my CSV file during the import process. What should I do?
	<p>First, make sure that your CSV file is in exactly the same format as the template files provided by ICAO, which are available on the CCR Materials website (click here). Then, please check the error message to identify the problem and follow the instructions.</p> <p>You can also refer to the sections of the CCR User Manual relating to 'Import Information from a CSV file' for further details.</p> <p>If the problem persists, please contact ICAO at: ccr@icao.int or open a 'Service Request' (see CCR User Manual, Chapter 9). Note that only CCR users with the role of CORSIA Focal Point can open a 'Service Request'.</p>
3.4.	I can't submit my data to ICAO.
	<p>There are a few conditions that CCR doesn't allow users to submit reports to ICAO. Please check if one of these circumstances applies to your case:</p> <ol style="list-style-type: none"> 1) Check if you are a State User (STU) role inside the CCR, because only the CORSIA Focal Point (CFP) can submit a year report to ICAO; 2) Check the current status of the CCR reports, because only reports with statuses IN PROGRESS or UNDER REVIEW can be submitted to ICAO; 3) Please check if any mandatory fields are missing from the CCR report webform, for example, the name of the Aeroplane Operators is empty; 4) The CCR display some "warning messages" at the top of each CCR report. Please check if there is any message that can help you to identify the issues (see the image below). <div data-bbox="227 1455 1395 1608">  </div> <p>If the problem persists, please contact ICAO at: ccr@icao.int or open a 'Service Request' (see CCR User Manual, Chapter 9). Note that only CCR users with the role of CORSIA Focal Point can open a 'Service Request'.</p>

3.5.**I want to add more information and/or edit the previous data I uploaded to the CCR report. How can I do it?**

If the CCR report status is *IN PROGRESS* or *UNDER REVIEW*, you can add more data or edit existing information in a year report at any time. You can add using the same procedure you previously used, either the CCR report webform, or the import process using the CSV file. To edit the information, go to the CCR report and identify the 'pencil icon' on the record that you want to edit (see image on right).



If you have already submitted the CCR report to ICAO (status *NO DATA*, *SUBMITTED*, or *ARCHIVED*), the CORSIA Focal Point must ask ICAO to release or unlock the year report (i.e., change the status to *IN PROGRESS*) through the appropriate 'Service Request' (see CCR User Manual, Chapter 9). After ICAO releases/unlocks the year report, you can make the necessary changes and resubmit the CCR report by changing its status to *SUBMITTED*.

3.6.**I want to change or correct a mistake in the previously submitted CCR report. Can I do that?**

Yes. If you want to change/correct information on a submitted report, (status *NO DATA*, *SUBMITTED*, or *ARCHIVED*), the CORSIA Focal Point must ask ICAO to release or unlock the year report (i.e., change the status to *IN PROGRESS*) through the appropriate 'Service Request' (see CCR User Manual, Chapter 9). After ICAO releases/unlocks the report, you can make the necessary changes and resubmit the CCR report by changing its status to *SUBMITTED*.

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