



ICAO

**CORSIA CENTRAL REGISTRY (CCR)
Troubleshooting Guide**

C  **RSIA**

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INTERNATIONAL CIVIL AVIATION ORGANIZATION

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CORSIA CENTRAL REGISTRY (CCR) – TROUBLESHOOTING GUIDE

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

- CCR User Manual;
- Quick guide series leaflets ('Introduction of CCR' (A), 'Reporting on Aeroplane Operators' (B); 'Reporting on Verification Bodies' (C), and 'Reporting on CO₂ Emissions (2019 and 2020)' (D)).

To download the above and to find more materials on the CCR, including frequently asked questions, visit the ICAO website (<https://www.icao.int/environmental-protection/CORSIA/Pages/ccr-materials.aspx>).

Below you will find instructions on what to do for selected 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 an email to ccr@icao.int with a detailed description.

Login, username and password

Issue/Problem	Do the following:
<i>I forgot my password. How can I create a new one?</i>	<p>You can create a new password by doing the following:</p> <ol style="list-style-type: none"> 1. Visit the CCR web page (https://ccr.icao.int); 2. Click on “Forget password?”; 3. On the popup that will appear on your screen enter your username or email address and click on “Send Email”; 4. In the email message that you will receive, click on the link to create a new password. <p><i>Note:</i> The link in the email message that you will receive will expire after 24 hours. If you do not use it within 24 hours, you have to request another one by repeating the above steps. If you do not receive an e-mail message from the CCR, please contact ICAO at: ccr@icao.int.</p>
<i>I remember my password, but I want to change it.</i>	<p>Visit the CCR web page (https://ccr.icao.int) and log into your account using your username and your current password. On the Home page, click on the icon on 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>
<i>Can I use special characters in my password?</i>	<p>Yes. Your CCR password must be at least 6 characters long and must contain:</p> <ul style="list-style-type: none"> • At least 1 lowercase letter (a-z); • At least 1 uppercase letter (A-Z); • At least 1 number (0-9); • At least 1 special character (e.g., !, @, #, * etc.). <p><i>Recommendation:</i> Do not use multiple special characters one next to each other as this may result in the system denying access to your account.</p>

Issue/Problem	Do the following:
<i>I try to log into my account, but the CCR does not recognize my username and/or password.</i>	<p>Make sure that you are using the username that you received in the CCR registration e-mail message and the password that you created (passwords are case sensitive).</p> <p>If you do not remember your username, please contact ICAO at: ccr@icao.int. If you do not remember your password, you can create a new one (see above).</p>
<i>Someone else knows my username and/or password.</i>	<p>You must never give your username and password to any another person(s) to avoid unauthorized access to your State’s CCR account. If someone knows your password, please change it immediately (see above).</p>
<i>I want to change my username and/or email address.</i>	<p>If you need to change your username and/or the e-mail account that has been used to create your CCR account, please contact ICAO at: ccr@icao.int.</p>
<i>My account is locked and I cannot log into the CCR.</i>	<p>You have five (5) attempts to log into your CCR account. After the fifth unsuccessful attempt, your CCR account will be automatically locked for 24 hours. If the account does not get unlocked after 24 hours, please contact ICAO at: ccr@icao.int.</p>

My State’s CCR account

Issue/Problem	Do the following:
<i>A user that I do not know has access to my State’s CCR account.</i>	<p>Check if the user is an “ICAO Super User” or “ICAO Administrator”. 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 role of State User in the CCR, check with your CORSIA Focal Point, who has a full 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>
<i>There is wrong or incorrect information on my State’s account.</i>	<p>All information on your State’s account, including RTK data and CORSIA participation is based on approved CORSIA documents and other ICAO reports. If any information is not correct, please contact ICAO at: ccr@icao.int.</p>

Uploading data, submitting data, and correcting submitted data

Issue/Problem	Do the following:
<p><i>I want to convert an MS Excel file into a CSV file.</i></p>	<p>To convert a MS Excel file (.xls or .xlsx) into a CSV one, do the following:</p> <ol style="list-style-type: none"> 1. Open the file using MS Excel; 2. Click on ‘File’ in the main menu and then select ‘Save As’; 3. Choose the folder where the file will be saved; 4. From the dropdown menu for ‘Save as Type:’, select the ‘CSV (comma delimited) (*.CSV)’ option. <p><i>Note:</i> The CCR import process accepts a CSV file in which the values are separated by a comma (.). If your data is separated by a semi-colon (;), refer to the CCR User Manual, Annex C for guidance on what to do.</p>
<p><i>I made a mistake in the CSV file. Will the CCR upload my data?</i></p>	<p>The CCR will check a CSV file before uploading and storing the data. Examples of checks performed include spelling of names of ICAO States, negative emissions data, duplicate entries etc. For each identified error, the CCR will issue a warning on your screen. The CCR will stop the import process and you will have to correct the CSV file and import again.</p>
<p><i>The CCR does not accept my CSV file during the import process.</i></p>	<p>Make sure that your CSV file has exactly the same format as the template files provided by ICAO (also available on the ICAO website: https://www.icao.int/environmental-protection/CORSIA/Pages/ccr-materials.aspx). You can also refer to the sections of the CCR User Manual relating to ‘Import Information from a CSV file’ for further details. If the problem persists, please contact ICAO at: ccr@icao.int or open a ‘Service Request’ (see CCR User Manual, Chapter 9).</p> <p><i>Note:</i> Only CCR users with the role of CORSIA Focal Point can open a ‘Service Request’.</p>
<p><i>How can I submit my data to ICAO?</i></p>	<p>You can submit a year record to ICAO only if you have the CCR role of the CORSIA Focal Point for your State. After having uploaded and checked your data and you are ready to submit to ICAO, change the status of the year record to READY and click on the Save button. The year record will become ‘read only’ (no further changes can be made).</p>
<p><i>I want to add more information and/or correct my data after having submitted a year record to ICAO.</i></p>	<p>To add more data or edit existing data in a year record that has already been submitted to ICAO, the CORSIA Focal Point must ask ICAO to release or unlock the year record (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 record, you can make the necessary changes and resubmit the year record by changing its status to READY.</p>

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