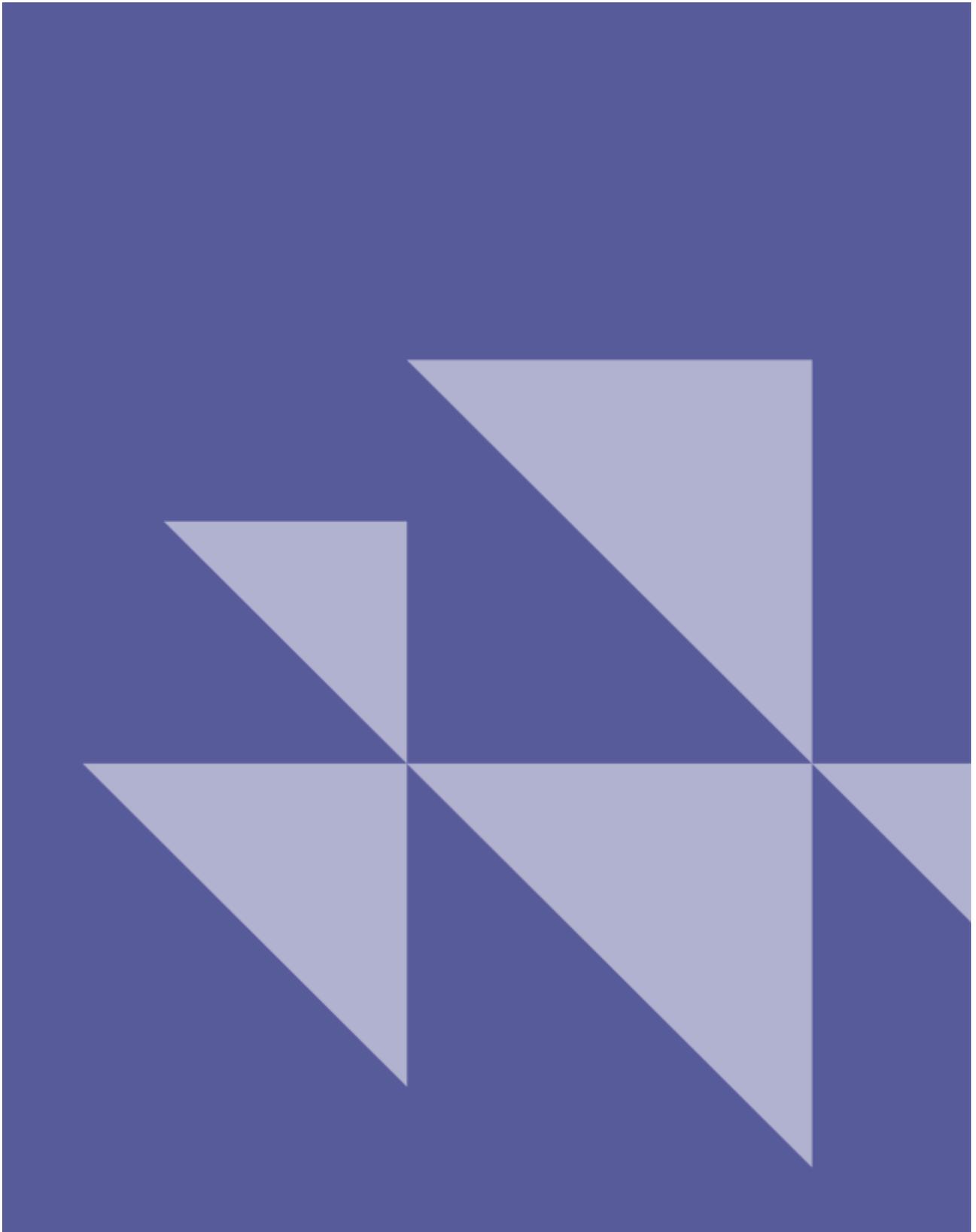

Using CDP-ICLEI Track



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Version Control

Version Nr.	Revision Date	Released	Revision Summary
3.0	March 2021	March 2021	Updates for 2021.
4.0	July 2021	July 2021	Updated sections to make it more obvious projects can be opted into in disclosure amendments.
5.0	February 2022	April 2022	Addition of three City type questionnaire pathways, addition of new authority requests/project memberships, minor updates to the import/export process, references to and guidance on how to use the new Help Center (page 63).
6.0	February - March 2023	March 2023	Updates for 2023 including copy forward functionality (page 27), addition to cultural settings (pages 29-30), removal of several projects in Appendix I (page 58).

Guide to using CDP-ICLEI Track

Introduction

Cities are asked to respond to information requests using CDP-ICLEI Track. The platform consists of the Cities **dashboard** and the **Online Response System (ORS)**:

- 1) The **dashboard** is a portal containing information regarding the Cities questionnaire, the authorities you are being requested to respond to, your user account page, the [Guidance tool](#) and other resources.
- 2) The **ORS** is where you input information into your questionnaire and submit your response.

This platform guidance document contains comprehensive instructions on how to navigate your CDP dashboard and how to use and disclose via our Online Response System. If you require further support or guidance, please refer to the next section on Troubleshooting and using our Help Center for further support.

Troubleshooting & using Help Center support

If you are experiencing difficulties using the platform (i.e. error messages on the website), we advise you to follow these steps before contacting CDP:

1. Sign out of the platform and the dashboard
2. Refresh your browser and try signing in again
3. **Whitelist/allow** the following email domains to be accessed by your browser or organization: **cdp.net**; **cdpidentity.okta.com** and **cdp.credit360.com**
4. **Sign in** again using one of the recommended browsers: Google Chrome, Microsoft Edge, Apple Safari or Mozilla Firefox

Please note, we recommend you clear your cache only if you have been advised by CDP or if you're having issues with loading your questionnaire.

If you are still experiencing issues, please visit our [Help Center](#), where you can browse our knowledge articles created to support your disclosure with CDP. You can search for the information you need via the search bar or by clicking on the Knowledge Base and browsing by categories. For example, you may find the following articles useful:

- [Troubleshooting ORS/questionnaire loading issues](#)
- [How to clear your browser cache](#)
- [Questionnaire guidance for cities, states and regions](#)
- [Activate your questionnaire as a city](#)

If you have not found what you are looking for, please contact us via My Support. Please note, you will need to be [signed in](#) to access My Support. Once you are signed in, please return to the Help Center via the link at the top of the page. When contacting us regarding a platform issue, please provide us with:

- **details of the actions** you are taking
- **screenshots** of any error messages.

Please see [Appendix III](#) on how to use our Help Center.

Alternatively, you can contact your regional CDP office, details of which you can find at the bottom of your [dashboard](#).

The basics

Register, confirm and sign in

At the start of each reporting year CDP sends an invitation email to nominated contacts associated to your city with relevant information and an activation link.

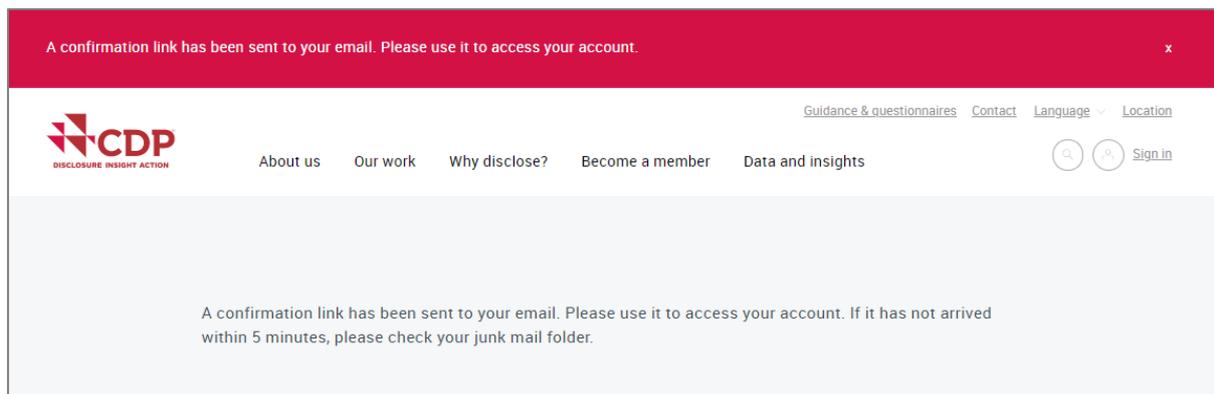
- ▶ If this is the first time you have used CDP, either because it is the first time your city is participating, or the first time you are responsible for supplying information on behalf of your city, the **activation link will take you to the [registration page](#)** (where you create your password).
- ▶ If you responded to the Cities Questionnaire in a previous year, or you have [registered via the website](#) independently, you will be in our database and the **activation link will take you to the [sign in page](#)** (where you can sign in using your existing password).

Note: the platform and Online Response System (ORS) for cities is set up in English, Spanish, Portuguese, French, Japanese, Chinese (simplified) and Korean. Please see the section on [changing languages](#) for more guidance.

If you are using the activation link to register for the first time, create a password, complete the captcha, confirm you have read the terms & conditions/privacy policy and click 'Register'. Your email address, organization, and name will be prepopulated:

The screenshot shows the CDP registration interface. At the top left is the CDP logo with the tagline 'DISCLOSURE INSIGHT ACTION'. A navigation menu includes 'About us', 'Our work', 'Why disclose?', 'Become a member', and 'Data and insights'. On the right, there are links for 'Guidance & questionnaires', 'Contact', and 'Language'. A 'Sign in' button is also present. The main content area is titled 'Welcome' and contains a paragraph about the benefits of CDP. Below this are links for 'Login' and 'Access our helpline'. The registration form itself has several input fields: 'yourcityemail@test.test' (with a checkmark), 'Your City', 'Your Name', and 'Here'. There are two password fields, 'New password' and 'Confirm password', each with a 'Show' toggle. A captcha section asks the user to 'Type the letters you see:' and shows a blurred image with the letters 'PNU' and 'DJ'. Below the captcha is a 'Reload' button. At the bottom of the form, there is a checkbox for 'Registering confirms you agree to CDP's Terms & Conditions and have read and understood CDP's Privacy Policy' and a dark blue 'Register' button.

After creating your password and clicking 'Register', you will be redirected to the screen shown below. Next, you must complete your registration using the confirmation link emailed to the address you provided in the registration screen. **Please remember to check your junk mail.**

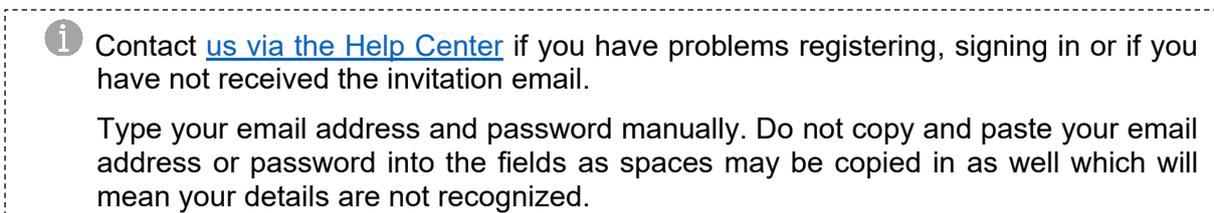


If you have not received the confirmation after 30 minutes, please use the [Resend registration or confirmation link](#), also found on the [sign in page](#).

Clicking the confirmation link in the email will redirect you to the sign in page on the CDP website where you will see a red notification banner. You can now sign in using the password you just created.



After registering you can go to your dashboard via https://www.cdp.net/en/users/sign_in, or www.cdp.net and click on 'Sign in' on the top right-hand corner of the screen.



Join additional projects and initiatives

Cities can choose to participate in additional initiatives via CDP-ICLEI Track. This includes global initiatives such as Race to Zero and Race to Resilience as well as some regional or partner-specific initiatives. A list of initiatives available to your city is presented during the screens used to activate your questionnaire for the first time. To participate in an initiative, you can select the **Report to** button presented beside each initiative.

You can also add further projects and initiatives into your CDP-ICLEI questionnaire response from your main CDP dashboard after you have activated your response and before you have submitted it to CDP, or during an [amendment](#). See relevant sections below for more information.

Some projects and initiatives such as the 100% Renewable Energy Campaign and ICLEI Circulars 2023 can be joined simply by opting in to them via your dashboard, whilst others such as the Global Covenant of Mayors (GCoM) will require you to contact the partner to complete the joining process.

Please note, participation in some initiatives such as GCoM requires data to be reported publicly to CDP-ICLEI Track.

Join additional projects and initiatives

You can participate in any of the initiatives below through CDP-ICLEI Track. For certain initiatives, selecting "Report to" only shows your interest to participate (e.g. GCoM). Click "More" to find out what participation means for each initiative.

**CDP Matchmaker**

Matchmaker is a global initiative that showcases urban climate infrastructure projects to the... [\[more\]](#)

Report to >>

**100% Renewable Energy Campaign**

The [100% Renewable Energy Cities and Regions Network](#) supports the transition to a sustainable... [\[more\]](#)

Report to >>

Ecologistics Community

The ICLEI EcoLogistics Community is the first city network globally committed to a sustainable... [\[more\]](#)

Report to >>

Ecomobility Alliance

The EcoMobility Alliance is a network of ambitious cities, led by innovators and visionaries... [\[more\]](#)

Report to >>

Green Climate Cities

The GCC Program is ICLEI's global climate impact program. It offers tailor-made guidance to local... [\[more\]](#)

Report to >>

Choose your questionnaire pathway

A new step was introduced in 2022 that determines which questionnaire pathway will be presented to each city based on three indicators. The indicators are jurisdiction population, per capita emissions and the Human Development Index (HDI). There are three pathways, one of which will be recommended based on your selections to the indicators.

The per capita emissions and the HDI indicators will be pre-populated based on the country your city is based in, so you will just need to complete your jurisdiction population to get the recommended questionnaire pathway. Note, if you completed the jurisdiction population in 2022, this will be prepopulated in your 2023 response.

Note that Cities part of the C40 project will not be presented with this screen and will go directly to the ORS from previous screen. These Cities will be presented with Pathway 3 of the questionnaire.

Note the deadline

∨ Cities 2023

**Are you intending to complete this questionnaire?**

Activate My Questionnaire

Submission to C40, CDP Cities, Global Covenant of Mayors, ICLEI - Local Governments for Sustainability, Race to Resilience ([Show details](#))

Tell us now!

Due ASAP

Due July 25 2023

Get Started >>

⋮

⋮

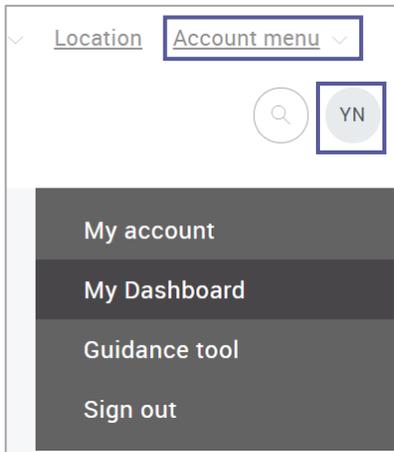
The deadline for responding to the Cities 2023 questionnaire is shown in the program block as can be seen below.

Your CDP-ICLEI Track Dashboard

After signing in, you will see the main page of your account, or 'Cities Dashboard', as shown below. Scroll down or use the *Jump to* navigation bar to navigate to the different sections of your dashboard. The dashboard contains various features shown below.

The screenshot shows the CDP-ICLEI Track Dashboard interface. At the top left is the CDP logo (14) and navigation links: About us, Our work, Why disclose?, Become a member, and Data and insights (2). On the top right is the Account menu (1) with a search icon and 'YH' text. A 'Need help?' button is located on the left side (13). The main content area is titled 'Welcome to CDP-ICLEI Track Dashboard' and includes logos for CDP (13) and ICLEI. Below this is a 'Need help?' button (13) and a 'Jump to...' navigation bar (3) with links for Users, Questionnaires, Scores and Responses, Analytics & Insight, ICLEI - Local Governments for Sustainability, Announcements, Webinars, Resources, Access my files, and Search. The main content area features a 'Users' section (4), a 'Cities 2023' section (5) with a 'Get Started' button, and a table of upcoming events. Below this are sections for 'Scores and Responses' (6), 'Analytics & Insight' (7), 'Announcements' (8), 'Webinars' (9), 'Resources' (10), and 'My files' (11). At the bottom, there is a search bar for past CDP responses (12) and a footer (13) with contact information for CDP Cities and C40.

1. **Initials icon and account menu:** clicking either the initials icon or *Account menu* displays the menu to navigate between:
 - ▼ My account
 - ▼ My dashboard
 - ▼ Guidance tool,
 - ▼ Organization details (main users only)
 - ▼ Sign out



2. **Language and location:** allows you to change your dashboard language and update your geographical location.
3. **Jump to... menu:** use this to navigate to different sections of the dashboard.
4. **Users:** displays all users associated to the current questionnaire and indicates your permissions concerning the current questionnaire. See the '[User types](#)' section for more on user permissions.
5. **Cities:** the questionnaire block shows the deadline date and response status, the authorities to which you are submitting, your reporting pathway and your [project memberships](#). Once you have activated your questionnaire you will be able to access the ORS.
6. **Scores and Responses:** a list of all questionnaires that your organization has been requested to participate in, past and present. You can click on the response name to view any questionnaires that were submitted.
7. **Analytics and Insight:** Later in the year, this section gives you access to a two-page summary of your response as well as to Cities Analytics, an interactive tool based on cities data that help benchmark and drive sustainability efforts.
8. **Announcement block:** read relevant news and updates related to our cities work and partners.
9. **Webinar block:** find out registration information for upcoming webinars or watch recordings of past webinars.
10. **Resources:** allows you to access and download resources to help you with the reporting process.
11. **My files:** this section will contain your city's snapshot report, if you reported previously to CDP Cities.
12. **Search for Responses:** search responses of any city, company or state and/or region which responded publicly to CDP.
13. **Need help?:** displays contact details of your the regional CDP office, that you should contact if you have any queries.
14. **Help Center:** link to our new Help Center, where you can search through knowledge articles or contact our support team via My Support. See [Appendix III](#) for further details.

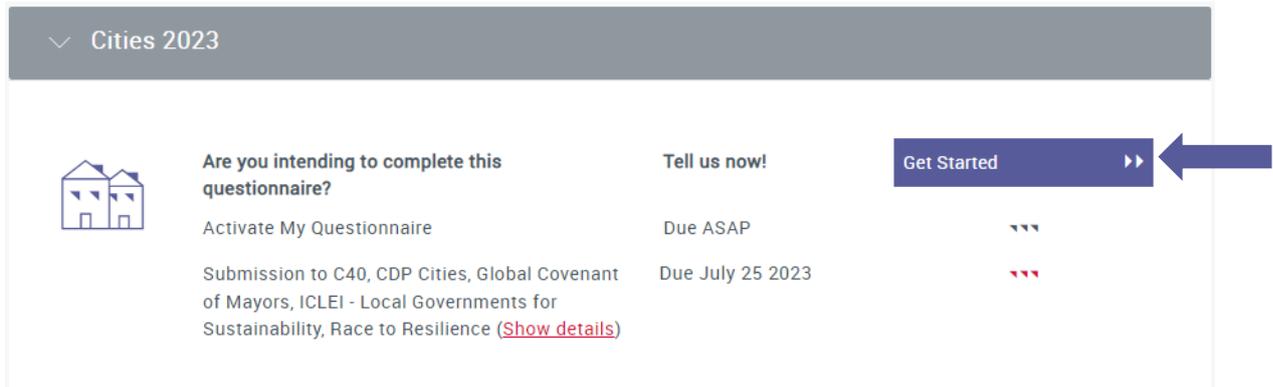
Activating your questionnaire

Cities need to activate their response each year before they can start responding to the questionnaire. Follow the below steps to activate your response.

Step 1: Get Started

Cities need to confirm their participation, this provides an indication to CDP and partners that the city is going to be participating for this year.

Click 'Get Started' in the Cities 2023 questionnaire block. Any contributor can confirm participation.



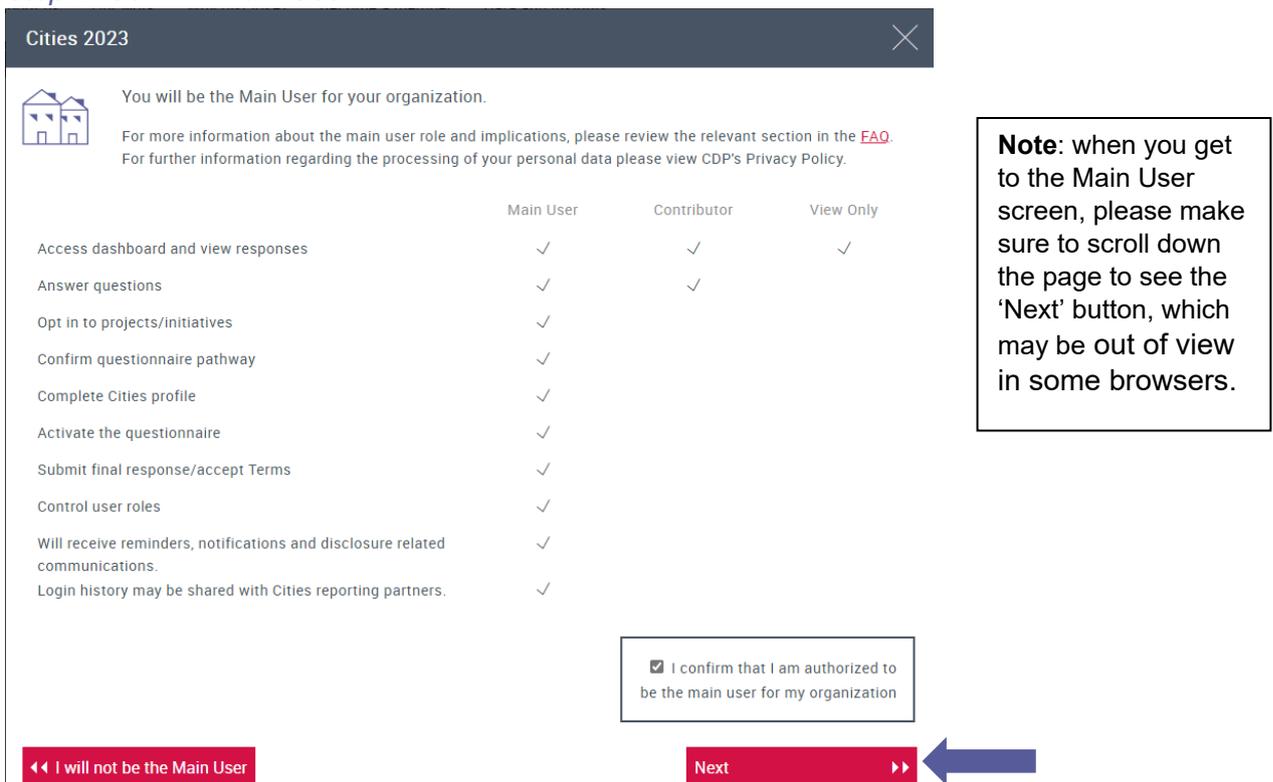
▼ Cities 2023

 **Are you intending to complete this questionnaire?** **Tell us now!** **Get Started** ▶▶

Activate My Questionnaire Due ASAP

Submission to C40, CDP Cities, Global Covenant of Mayors, ICLEI - Local Governments for Sustainability, Race to Resilience ([Show details](#)) Due July 25 2023

Step 2: Confirm Main User



Cities 2023

 You will be the Main User for your organization.

For more information about the main user role and implications, please review the relevant section in the [FAQ](#). For further information regarding the processing of your personal data please view CDP's Privacy Policy.

	Main User	Contributor	View Only
Access dashboard and view responses	✓	✓	✓
Answer questions	✓	✓	
Opt in to projects/initiatives	✓		
Confirm questionnaire pathway	✓		
Complete Cities profile	✓		
Activate the questionnaire	✓		
Submit final response/accept Terms	✓		
Control user roles	✓		
Will receive reminders, notifications and disclosure related communications.	✓		
Login history may be shared with Cities reporting partners.	✓		

I confirm that I am authorized to be the main user for my organization

◀◀ I will not be the Main User **Next** ▶▶

Note: when you get to the Main User screen, please make sure to scroll down the page to see the 'Next' button, which may be out of view in some browsers.

You will be asked to confirm if you are the Main User for your city. Read the provided information on the responsibilities of the Main User. If you are the nominated Main User for your city tick you are authorized to be the Main User and click 'Next'.

If you decline to be Main User by clicking the 'I will not be the Main User' button, you will be a contributor, which allows you to respond to the questionnaire. You will have to wait for the Main User to activate the questionnaire before you can access it.

Step 3: Join additional projects and initiatives

This step allows you to join additional projects and to report to their associated authorities. For a full list of Cities projects and initiatives, please see more on [projects here and in appendix I](#). You can either scroll through the projects or click *Show all optional projects*. Click *more* to learn more about each project or initiative. To join any of these projects, click the *Report to* button next to the project you wish to join. You may see the Undo button to un-join at this stage. Then, click *Next*. Once you've clicked *Next*, your project membership is confirmed. To be removed from an optional project following this, you will need to contact CDP.

Some projects have additional questions to report to in the ORS. You will see a summary of the projects you have joined on the dashboard in the program block.

Join additional projects and initiatives

You can participate in any of the initiatives below through CDP-ICLEI Track. For certain initiatives, selecting "Report to" only shows your interest to participate (e.g. GCoM). Click "More" to find out what participation means for each initiative.

The screenshot displays a user interface for joining projects. It features two main project cards. The first card is for the '100% Renewable Energy Campaign', which includes the ICLEI logo and a 'Report to' button with a right-pointing arrow. A blue arrow points to this button. The second card is for 'Race to Zero', also featuring a 'Report to' button with a right-pointing arrow. Below the cards are three navigation buttons: 'Previous' with a left-pointing arrow, 'Return to dashboard' in red text, and 'Next' with a right-pointing arrow. A blue arrow points to the 'Next' button.

Step 4: Questionnaire pathway selection

A new step was introduced in 2022 that determines which questionnaire pathway will be presented in the ORS based on three indicators. The indicators are jurisdiction population, per capita emissions and the Human Development Index (HDI). There are three pathways, one of which will be recommended based on your selections to the indicators.

Once you get to this screen, the per capita emissions and the HDI indicators will be pre-populated based on the country your city is based in. Complete your jurisdiction population to get the recommended questionnaire pathway, which will immediately appear at the bottom of the screen. An error screen will pop up if any of the three criteria are left unanswered and you try to enter the questionnaire.

Please note, if you responded in 2022, all three indicators will be pre-populated with your response from last year. The jurisdiction population will be completed based on your 2022 response and total emissions per capita and HDI will be pre-populated based on national-level data, with more info found [here](#).

Note that Cities part of the C40 project will not be presented with this screen and will go directly to the ORS from previous screen. These Cities will be presented with Pathway 3 of the questionnaire.

If you do not wish to respond to the recommended questionnaire pathway, you can change it by clicking “here” under the recommendation.

Questionnaire Pathway Selection

The three questionnaire pathways streamline reporting, allowing local jurisdictions to find the most appropriate questionnaire for their local context. You will be recommended a pathway based on your response to the three attributes below, which may be changed where appropriate. View the [Pathway Map](#) to see the questions in each pathway. More information can be found in the [Pathway Guidance Note](#).

Step 1 Jurisdiction Details

- Jurisdiction Population**
 - < 500,000
 - 500,000 - 1,500,000
 - > 1,500,000
- Per Capita Emissions**
 - < 3 metric tonnes CO2e/capita
 - 3 - 5 metric tonnes CO2e/capita
 - > 5 metric tonnes CO2e/capita
- Human Development Index**
 - Low or Medium (< 0.7)
 - High (0.7 - 0.799)
 - Very high (> 0.8)

Step 2 My Questionnaire Pathway

Pathway 3 This is your jurisdiction's recommended pathway. [Preview Pathway 3](#)

To change your pathway, click [here](#). You can change your jurisdiction's pathway at any point from your dashboard and this will not affect your CDP score.

[Return to dashboard](#)

[Enter questionnaire >>](#)

[Previous <<](#)

To select a different pathway, simply click Select under Pathway 1 or Pathway 2. Then click ‘Enter questionnaire’ to start responding.

Step 2 My Questionnaire Pathway

Pathway 3 This is your jurisdiction's recommended pathway. [Preview Pathway 3](#)

To change your pathway, click [here](#). You can change your jurisdiction's pathway at any point from your dashboard and this will not affect your CDP score.

Select your jurisdiction's alternative Questionnaire Pathway.

Pathway 1 [Select >>](#) [Preview Pathway 1](#)

Pathway 2 [Select >>](#) [Preview Pathway 2](#)

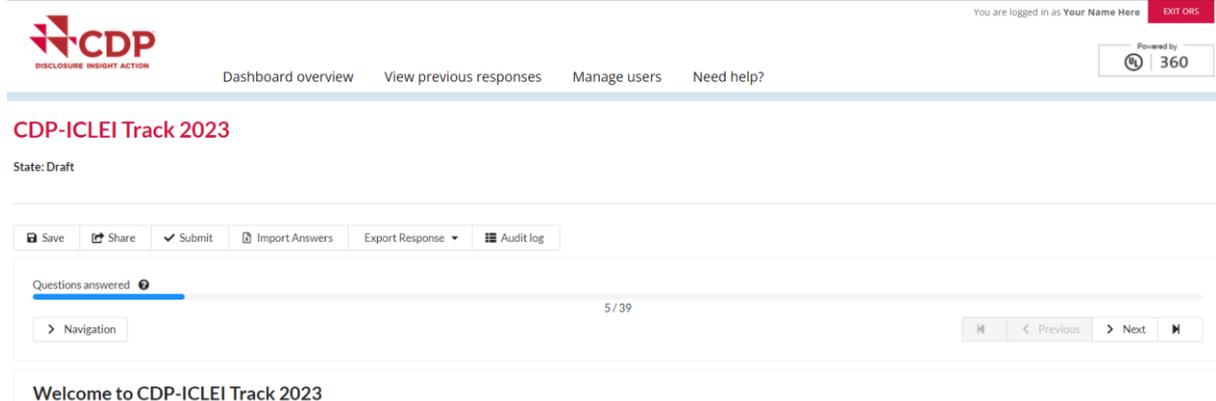
[Return to dashboard](#)

[Enter questionnaire >>](#)

[Previous <<](#)

Step 5: Start Questionnaire

Clicking 'Enter Questionnaire' is the last step to update your questionnaire and activate your response. Your questionnaire will open in the Online Response System (ORS) in a new tab.



Your dashboard after activating your questionnaire

Back on your dashboard your program block will now look like the version below.

Click banner to expand

Click 'Enter Questionnaire' to access the ORS

A tick means your city is a confirmed member of the project

Joining and reporting to additional projects and initiatives

CDP works with many partners including C40, GCOM, ICLEI and WWF to offer you the option to join several other projects. Some cities will already be a part of certain projects, for example

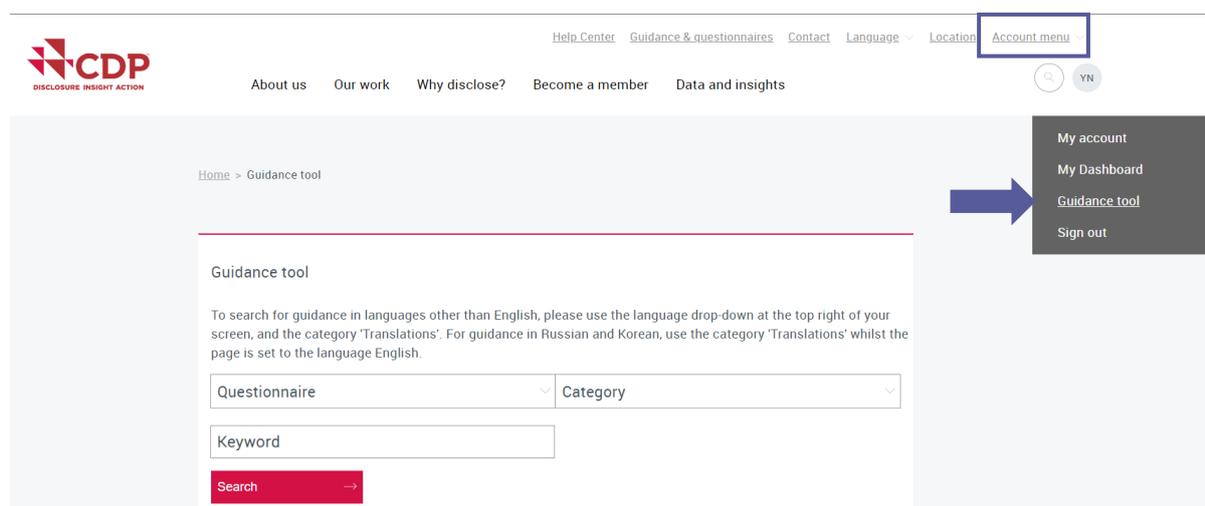
C40 cities will automatically see the C40 project membership. These will appear in the questionnaire block on the main dashboard without the option to join.

For optional projects your city is eligible for, you can opt into these when activating your questionnaire or join from the Partners & Initiatives section of the questionnaire block in your dashboard by clicking *Report to*. This is available until you submit your questionnaire or if you re-open your submitted response for amendments. After submission, you will not be able to opt into more projects unless you put the response into [‘Amendments’](#) status. Only Main users can opt into new projects. The projects available will have a *Report to* button next to them. After clicking *Report to*, you will be asked to confirm and then see a dialog box as your questionnaire is updated

To view the projects, expand the questionnaire block by clicking on the title *Cities*. From 2023, new project memberships include WWF’s One Planet City Challenge and NetZeroCities. For a full list of projects and initiatives, please see [Appendix I](#).

Guidance tool

The guidance tool contains all of CDP’s guidance documents, recorded webinars, and translations. To access the tool [sign in](#) to the CDP website, open the account menu, and select ‘Guidance tool’:



The guidance tool enables you to search for guidance by:

- ▼ **Program:** filter CDP’s guidance by the program to which you are responding to (Cities 2023).
- ▼ **Category:** specify the type of guidance you are looking for (e.g. ‘Questionnaires’, ‘Technical information’, ‘Recorded webinars’, etc.).
- ▼ **Keyword:** if you already know what you are looking for, you can search by keyword.
- ▼ **List:** scroll through an alphabetical list of guidance documents before or after refining your search.

In addition, you can access a selection of CDP’s guidance and resources via the [public guidance page](#). You can access this by clicking on the ‘Guidance & Questionnaires’ link on the top right of the dashboard screen or CDP website, then select the ‘Guidance for cities’ page. Here you will be able to view the following:

- ▼ **The Cities questionnaire**, which details every question in the questionnaire, including questions where CDP collects data on behalf of our partners C40, GCoM, ICLEI - Local Governments for Sustainability, and WWF.

- ▼ **The Cities reporting guidance** which explains each question in detail and describes what information to provide.

You can also access guidance documents from the CDP Cities 2023 block:

Latest Submission Details

Date	Submitted To	Amendment By	Public/Non-public		
March 17 2023	C40, CDP Cities, Global Covenant of Mayors, ICLEI - Local Governments for Sustainability, Race to Resilience, Race to Zero	Your Name Here	Public	View Submission	Amend Submission

^ Guidance tool

2023 C40 Cities Reporting Guidance

↓ Download

My Account

This page allows you to review your personal details and change your password.

Open your account page from the drop-down menu shown when you click on:

- ▼ account menu
- ▼ your initials icon

The screenshot shows the top navigation bar of the CDP Cities website. The 'Account menu' is highlighted with a blue box, and a blue arrow points to the 'My account' option in the dropdown menu. Below the navigation bar, the breadcrumb trail reads 'Home > Account'. The main content area contains the text: 'This page is to review your personal details and change your password. Use the menu under your initials to navigate to your dashboard.'

^ Details

First name *	Your
Last name *	Name
Email ?	yourcityemail@cdp.test
Organization ?	Your City
Business Phone	Business Phone
Job title	Job title
Your cultural settings Help	Please select ▼
Preferred email language ?	Please select ▼

Update details →

^ Password

Current password	Current password <input type="checkbox"/> Show
New password	New password <input type="checkbox"/> Show
Password Confirmation	Confirm password <input type="checkbox"/> Show

Update password →

Your details

On the My Account page you can edit the following details:

- ▾ First name
- ▾ Last name
- ▾ Business phone
- ▾ Job title
- ▾ [Your cultural settings](#)
- ▾ Preferred email language (Please note that we cannot guarantee that our communications will be sent in your preferred language.)

To edit any of these fields, make your changes and then click “Update details”.

On the My Account page can view the following details:

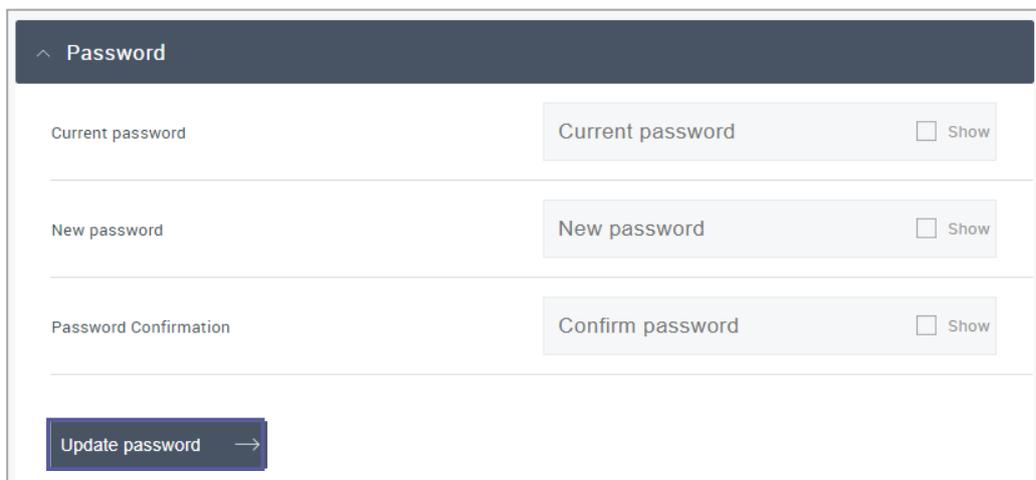
- ▾ Email
- ▾ Organization

To update these fields please contact your regional CDP office or contact us via My Support in the [Help Center](#).

Changing your password

On the My Account page, you can change your password.

You must provide your current password, your new password, and confirm your new password, before clicking ‘Update password’.



^ Password	
Current password	Current password <input type="checkbox"/> Show
New password	New password <input type="checkbox"/> Show
Password Confirmation	Confirm password <input type="checkbox"/> Show
Update password →	

After clicking “Update password” you will see a confirmation banner and will be redirected to the CDP’s main website page:



Use the menu to return to your preferred page, e.g. My Dashboard page (where you can access the questionnaire).

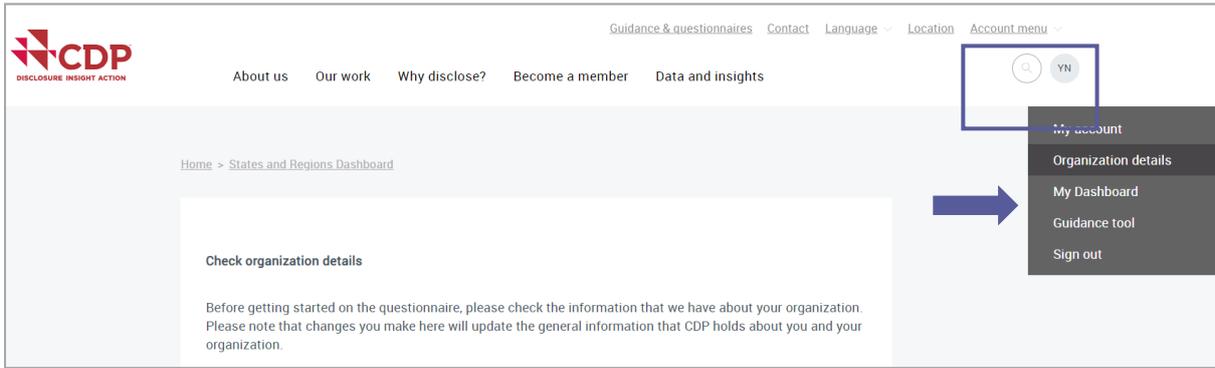
i There is also a [‘Forgotten your password?’](#) link on the [sign in page](#).

Organization details (Main users only)

This page allows you to check the information that we have about your organization.

If you are the main user, open the organization details page from the drop-down menu shown when you click on:

- ▾ account menu or
- ▾ your initials icon

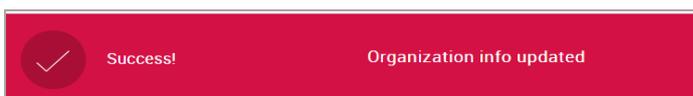


On the organization details page, you can edit the following details:

- ▾ your organization’s Mayor, Governor, or equivalent legal representative authority
- ▾ your organization’s website address
- ▾ your organization’s Twitter name
- ▾ your organization’s addresses: See [editing your organization’s addresses](#)

Remember to click “Save” when you make any changes to your details or addresses.

After clicking “Save” you will see a confirmation banner and will be redirected to your dashboard:



Editing your organization’s addresses

You can add, edit, and remove your organization’s addresses on the organization details page. You can have a maximum of 2 saved address.

- ▾ Deleting a saved address: Click ‘Remove address’
- ▾ Changing a saved address: Click ‘Edit’

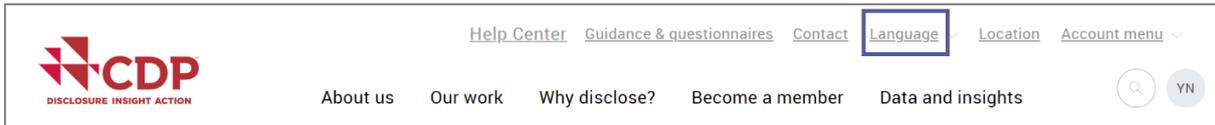
▼ Adding a new address:

1. Click 'Add new address'
2. Fill in all the fields. Fields marked with an asterisk are mandatory
3. Click 'Update'. You must do this before trying to save.

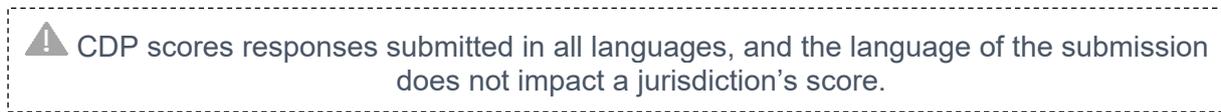
Remember to click "Save" when you make any changes to your addresses.

Changing languages

The platform and Online Response System (ORS) for cities is set up in English, Spanish, Portuguese, French, Japanese, Chinese (simplified) and Korean. You can change the language that you see in your dashboard and the Online Reporting System (ORS) from your dashboard using the 'Language' drop-down. For the change to be displayed in the ORS, sign out of the ORS and enter it again from the dashboard.



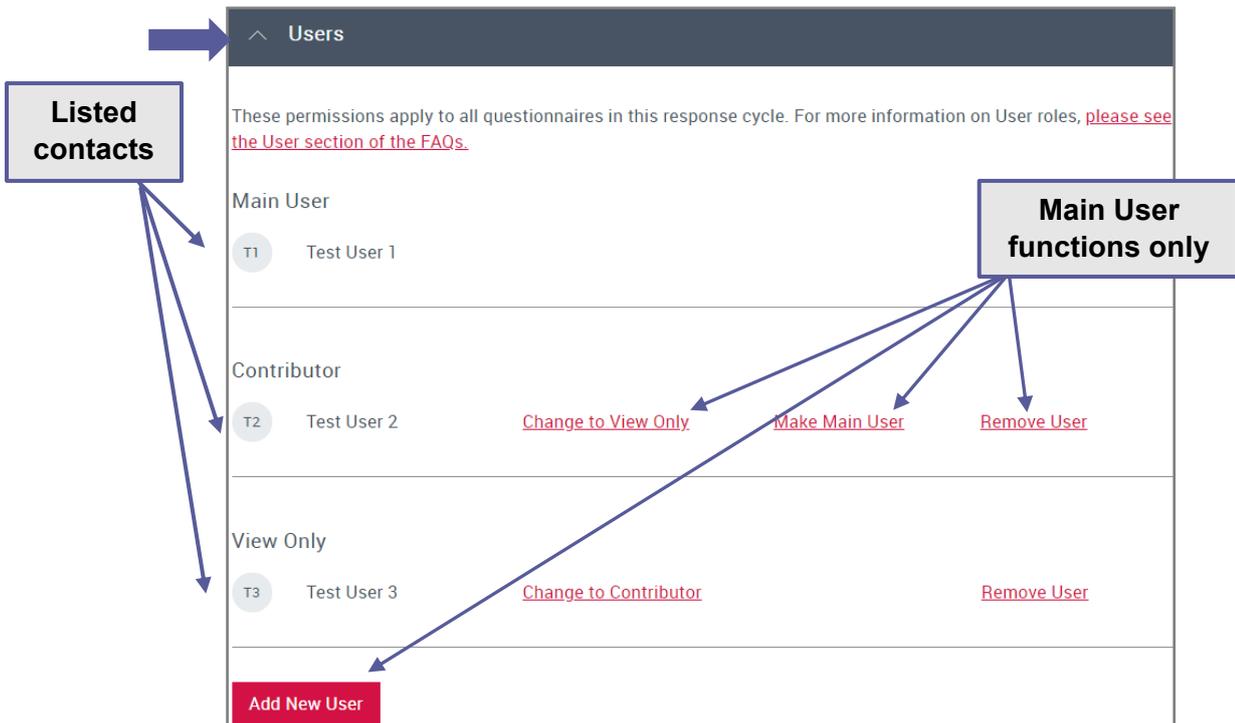
You can continue to answer your questionnaire in English even if you are viewing the questionnaire in another language.



Note: you can also adjust the display of dates, decimal places and thousand separators through *Cultural Settings*. Please refer to the section on [Changing your cultural settings](#) for more guidance on this.

User types

There are three user types, each with different permissions. User types are for the current year only, therefore the listed contacts will not automatically be those user types the following year(s). For further information please read the [User FAQs](#). There is no limit to the number of users that can be added to your account.



You can check the user types of contacts at your organization by expanding the 'Users' block on the response dashboard:

▼ **Main User:**

The Main User is responsible for your organization's response(s). **There can only be one Main User per organization and year.** The Main User can:

- ▼ access the response(s) in the ORS
- ▼ enter, edit and save data
- ▼ confirm/change the questionnaire pathway
- ▼ opt-in/opt-out of optional projects
- ▼ [generate and share a 'read only' link](#)
- ▼ **submit** the questionnaires (the only user with this permission)

i Please note that the Main User for a questionnaire must always be a representative of that city and should **not** be a consultant. Consultants can be contributors.

The Main User controls user access rights to the ORS on behalf of the organization via the user block. If you are the Main User, you can [add](#) or remove contacts for the current year. You can also change the roles of registered users and nominate a new Main User.

Please note added contacts should be from your own organization or an authorized representative.

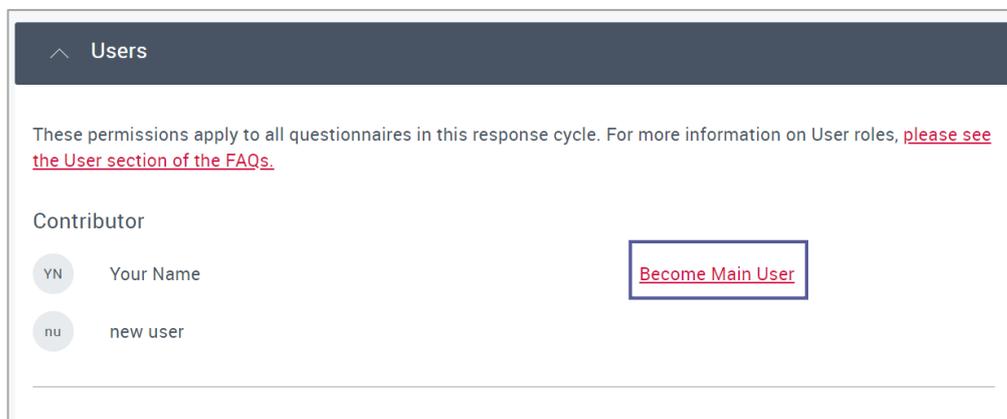
As the Main User, your contact details (name and email) may be stored in CDP's systems for record management.

i To become the Main User for your city, please follow the steps outlined in ['Activating your questionnaire'](#).

Changing the Main User

If you are the current Main User, go to the Users section of your dashboard and select 'Make Main User' to nominate a contributor to become the Main User. The nominated user will receive an email notification with instructions to follow and your role will change to contributor.

If the questionnaire has been activated but there is not currently a Main User and you are a contributor, in the Users section you can click 'Become Main User'. You will then be requested to complete a confirmation screen.



If the current Main User has left the organization contact us via My Support in the Help Center for the role to be reset.

▼ Contributor(s):

Contributors can:

- ▼ access the response(s) in the ORS
- ▼ enter, edit and save data
- ▼ [generate and share a 'read only' link.](#)

Contributors cannot to submit a response. Contributors can collaborate with multiple colleagues, who can all directly access the ORS.

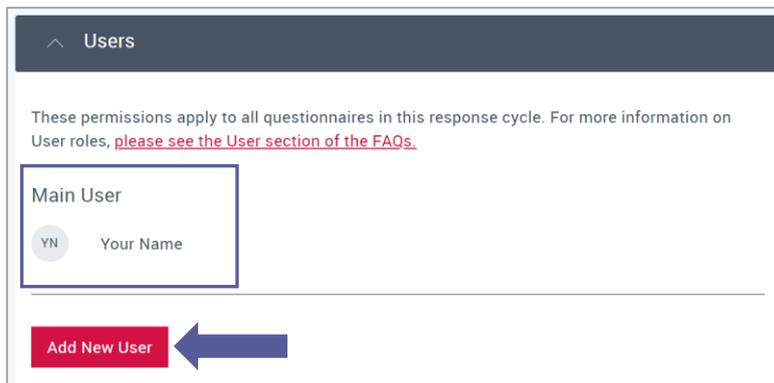
There is no limit on the number of Contributors and this type of user is suitable for a consultant. For further information please read the [User FAQs.](#)

▼ View only user(s):

View only users can view responses in the ORS. View only users can be assigned to colleagues for review or sign off purposes. They can export responses but cannot enter, save, share, or submit data in the ORS. There is no limit on the number of View only users. For further information please read the [User FAQs](#)

Adding new users

The main user can add new users to the invitation via the user block on their dashboard. You can see if you are the Main User when you expand the user block. If you are the Main User you will see the 'Add New User' button:



To add a new user:

1. Select Add New User
2. Complete all the fields and select whether you want the user to be a contributor or a view only contact
3. Click Send invite.

You will see a banner notification at the top and the new user will receive an email notifying that they have been added as a user and instructions to register, with the Main User in copy.

The new user will appear in the Users block.

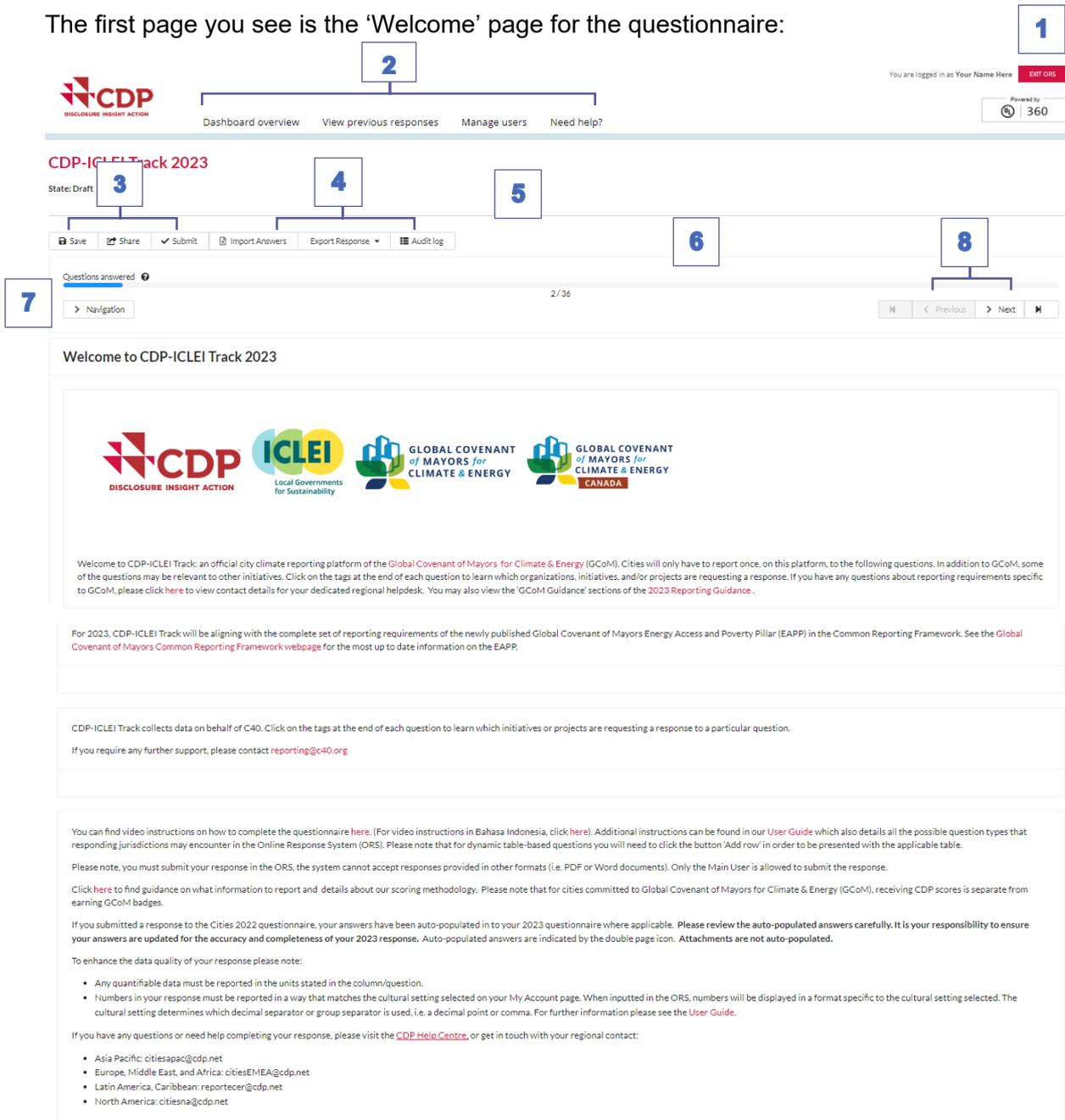
The Online Response System (ORS)

The ORS will open in a new tab or window in your browser, therefore please ensure that **pop-up blockers** are switched off, or that cdp.net is set as an 'allowed' domain. The ORS is where you can fill out the answers to the cities questionnaire and submit your response.

 Please note that it can take up to a minute for the questionnaire to load up.

The ORS Homepage

The first page you see is the 'Welcome' page for the questionnaire:



The screenshot shows the ORS homepage with several numbered callouts:

- 1**: Logout button labeled "EXIT ORS" in the top right corner.
- 2**: Navigation menu with options: "Dashboard overview", "View previous responses", "Manage users", and "Need help?".
- 3**: "State: Draft" indicator.
- 4**: Action buttons: "Save", "Share", "Submit", "Import Answers", "Export Response", and "Audit log".
- 5**: Progress indicator showing "Questions answered 2 / 36".
- 6**: "Navigation" button.
- 7**: "Previous" and "Next" navigation buttons.
- 8**: "Welcome to CDP-ICLEI Track 2023" heading.

The main content area features logos for CDP (Disclosure Insight Action), ICLEI (Local Governments for Sustainability), and the Global Covenant of Mayors for Climate & Energy (GCoM) for Canada. Below the logos, there is a welcome message and detailed instructions for users, including contact information for support and guidance on reporting requirements.

You can see the following main features here that you will also see throughout the ORS:

- 1. Exit ORS:** signs you out of the ORS. You can then close that tab or window. Please note, you may still be signed into the dashboard.

- 2. Dashboard links:** link back to the relevant parts of your dashboard, where you can perform the action required.
- 3. Save, Share & Submit:** depending on your user type you may see all, some, or none of these permissions. See the '[User types](#)' section for more on user permissions. Using 'Save' displays a warning for parts of questionnaire not yet completed, or that have an error.
- 4. Import/Export:** These buttons allow users to export and import the questionnaire, including all responses entered, as a word or Excel document. See the [Exports and Imports](#) section below for more information.
- 5. Audit Log:** This button takes you to the audit log. It allows you to track all changes made in the ORS by any user. See the [Audit Log section](#) below for more information.
- 6. Floating blue progress bar:** This indicates the number of questions you have saved an answer for so that you can track your progress. Depending on your answers, the total number of questions may fluctuate. This is for your **own tracking purposes only**, you can submit your response even if the progress bar is not at 100%. Some questions are not counted in the progress bar, however questions on the 'Submit your response' page are counted.
- 7. Navigation menu:** Click the arrow and use the menu to jump between modules and pages. It will also show you which sections have unanswered questions.
- 8. Previous, Next, and skip buttons:** for moving between neighboring pages or skipping to the start or end of the questionnaire. You should use these rather than your browser buttons. Make sure your **page is saved** before moving on. **The 'Submit your response' page has a greyed out Next button as there is no next page.**

 **Please make sure you save regularly, before moving page and before logging out, as unsaved data cannot be recovered.**

Navigating the ORS

Users can navigate around the ORS in two ways:

Navigation buttons

You can use the 'Previous' and 'Next' buttons under the progress bar to move between pages (see below in purple). The skip buttons (see below in orange) allow you to jump to the ORS homepage and the final (submission) page.

Navigation menu

Clicking on the 'Navigation' button will open a menu on the left detailing the questionnaire sections available. Click on the relevant section to be taken directly to that page. The navigation menu will auto-hide after you click your destination or if you click the cross in the corner. Clicking on the arrows will open up and display sub-sections.

The navigation menu has a tab which shows the number of unanswered questions within each section in red. Select the 'All unanswered' button to display how many unanswered questions there are in each section. You can expand the sections to see a further breakdown within subsections. Depending on your answers, the number of questions may fluctuate. This is for your **own tracking purposes only and you do not need to answer all questions in order to submit.**

The screenshot shows the navigation menu for the CDP-ICLEI Track 2023. At the top, there are two tabs: 'Sections' and 'All unanswered', with a blue arrow pointing to the 'All unanswered' tab. Below the tabs, the text 'Welcome to CDP-ICLEI Track 2023' is displayed. The main menu is a list of sections, each with a red circle indicating the number of unanswered questions. The sections are: Governance (4), 0. Governance (4), Assessment (19), 1. Climate Risk and Vulnerability (3), 2. Emissions Inventory (3), 3. Sector Assessment Data (13), Targets (3), 4. Adaptation Goals (1), 5. Mitigation Targets (1), 6. Sector Targets (1), Planning (6), Actions (2), Further Information (1), and Submit your response (2). A callout box labeled 'Click to expand' points to a dropdown arrow next to the 'Governance' section. Another callout box labeled 'No. of unanswered questions in section' points to the red circle with the number '4' next to '0. Governance'. At the bottom of the menu, there is a navigation bar with buttons for 'Previous' and 'Next', and arrows for navigation.

Accessing guidance

Reporting guidance

Throughout the questionnaire, you can access the reporting guidance *and scoring criteria, if applicable*, for the specific question via '*Link to question level guidance*'. When you click '*Reporting Guidance*' '*CDP Cities Guidance*' a new tab or window will open with the relevant guidance.

The screenshot shows a question with the text '(0.6) Please provide further details about the geography of your city.' Below the question, there is a dropdown menu with the option 'Link to question level guidance'. A red box highlights this dropdown menu, and a red link labeled 'CDP Cities Guidance' is visible below it.

i The guidance link will always open in English. To change the language when the link opens, click "language" in the top-right corner.

The screenshot shows a dropdown menu with the option 'Language' and a 'Contact' button next to it. A red box highlights the 'Language' dropdown menu.

Information icon

You can also click the information icon  for more direction on some questions. For example, the information icon may tell you whether you should select one option, or all that apply.

(5.6) Does your region have an energy efficiency target in place at the region-wide level and/or your government operations? 

Yes

No

Saving your response

'Save' button

The save button is located on the top left corner of each page. **Please click the 'Save' button regularly, before moving page and before logging out**, and after entering significant data or attaching/removing documents. If you are planning to leave the response inactive, please use the 'Save' button before moving away, as the system may time-out after a long period of inactivity and data would subsequently be lost.



It is advisable to do this frequently to avoid the loss of data, e.g. due to time-outs. The green pop-up messages, as shown below, will confirm once your data has been saved.



Autosave

There is an autosave function in the ORS in addition to the 'Save' button. The  icon will appear next to questions where you entered data as you move through a page.

Please do continue to use the 'Save' button when entering large amounts of data, adding or removing attachments, navigating through pages, and before exiting the ORS.

(C0.1) Give a general description and introduction to your organization. 

B *I* U   Normal

In addition to the green 'Saved' icon, you may see a blue 'Save in Progress' icon.  **Please wait for that icon to change to the saved icon before continuing.** If it does not change, there may be an issue with your internet connection or your log in session may have timed out, and the data you have recently entered will not be saved. Please [sign out of the ORS](#) and sign back in to continue with your response.

Total number of fines Save In Progress

4,667,766,666 (range: 0 - 999,999,999,999)

Copy Forward

If you have previously submitted a response to a question, your previous answer will copy forward and be **pre-populated** into your 2023 questionnaire from your most recent submission. A copy forward icon will show for all questions which are eligible for copy forward.

disclosed commodity(ies), and progress made.  

your target elsewhere in this request and to track progress in the following years. Therefore, select one unique



When you click the copy forward icon you will see an overlay of your previous answers from the last year that you reported. In the overlay you will see the previously reported answers even if they are not copy forward.

If you did not previously submit a response to a question or this is a new question no answers will copy forward. If you click the copy forward icon a message will appear outlining that no previous answers have been found.

Not all questions are suitable for copy forward. [Comments](#) are not auto-populated, however, if you press the copy forward icon, the comment from your previous response can be manually copied forward. Attachments cannot be copied forward.

Click 'Copy previous response' to manually copy your answer into this year's questionnaire. If you have edited the question already for 2023 clicking 'Copy previous response' will override the data already entered.

 Any question marked with a red cross cannot be copied forward. Either the question is not configured to allow copy, or the row/column no longer exists in the survey.

1. Climate Risk and Vulnerability

 (1.1) Has a climate risk and vulnerability assessment been undertaken for your jurisdiction? If not, please indicate why. 

✔ Copy previous response ✕ Cancel

Please select...

> [Link to question level guidance](#)

Please be aware if a de-selection is made for a [leading question](#) in the current year questionnaire, the follow up questions may still contain the prior year response and will need to be edited, as necessary.

Please ensure that you review any auto-populated information as the questions may have changed since your last submission. It is your responsibility to ensure your answers are updated for the accuracy and completeness of your response.

CDP has tried to ensure copy forward from your previous response is available where possible, however, some questions have been modified from last year's questionnaire, and therefore not all fields may copy over. As a result, your data might only be available on specific fields within table questions. We encourage you to double check the response to ensure that the response is complete and up to date.

Once the response has been activated the auto-populated answers will be show and you can add, edit and amend the data as necessary.

Audit Log

The Audit Log button is located at the top left of the screen, there are two elements to the Audit Log:

- ▾ Answer Audit log
- ▾ Workflow Audit log

The Audit Log is where the user can see all the changes made to the response by any user since the questionnaire was activated.



Answer Audit Log

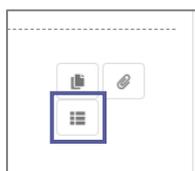
The Answer Audit log displays all changes made to the answers in a response.

CDP-ICLEI Track 2023 - Audit Log

State: Draft

Date	Time	User	Source	Question	Change Type	Previous Value	Change
March 14, 2023	4:47:28 PM	Your Name Here	UI	Please confirm how your response should be handled by CDP: > I am submitting my response > Public or non-public submission	Option added		Publicly (recommended)

Alternatively, you can view the Audit Log for a specific question. This shows you all the changes made to one question. Select the Audit log icon next to a question to view this.



In the Answer Audit Log the following will show:

- ▾ Date – the date the change was made
- ▾ Time – the time the change was made
- ▾ User – the name of the user who made the change
- ▾ Source – where the change was made. 'UI' (User Interface) if a user has made the change directly in the ORS. 'Excel Import' or 'Campaign Copy Forward' if these functions were used.
- ▾ Question – the question which was changed. If it is for a [table question](#), then the column name will also be displayed.
- ▾ Change type – the type of change made. This could be option added, option removed or value

- Previous value – the previous answer for the question. This can be blank if it is the first time a change is made
- Change – the new answer for this question

Workflow Audit Log

The workflow audit log shows changes to the overall status of your response. Once you have made a change to the whole of your response e.g. you have submitted then workflow audit log will be updated, and the summary column will show this transition from Draft to Submitted.

The User column shows who has made the change. API_User is when CDP has made a change to the overall status of your response due to a request from a user, e.g. the response was re-opened or amended. On this page you can view your response for each time the whole response was submitted by selecting “View” in the row of a submission you are interested in.

Workflow Audit Log		Answer Audit Log				
Date	Time	User	Type	Summary	Submission	
27-Feb-2020	10:42:53	Cami Warren	Manual	CDP amendments > Submitted	View	
27-Feb-2020	10:40:13	API User <i>CDP Contact</i>	Manual	Submitted > CDP amendments		
26-Feb-2020	10:54:05	TEST2 S&RTCG	Manual	Draft > Submitted	View	
25-Feb-2020	11:15:53	Built-in Administrator <i>Your Name</i>	Automated	Response created at state - Draft		

Cultural settings

Cultural settings allow you to choose how data is formatted and displayed in the ORS. Cultural settings are only applied in the ORS and affect how numbers and dates are displayed to you only. These settings do not apply to your formatted response or the dates on the dashboard.

In the ORS you will see the following questions types adapt to the cultural setting selected:

- Date questions:** Dates will be displayed in a format specific to the cultural setting selected. The cultural setting determines the order of the Days, Months and Years. You can see the format required in the answer box before an answer is entered. For example:

Base year start:

English US vs. English UK

Base year start:

- Numeric questions:** Numbers will be displayed in a format specific to the cultural setting selected. The cultural setting determines which decimal separator or group separator (e.g. thousand separators) is used (i.e. a decimal point or other) and determines which group separator is used (i.e. a comma or other).

For example, the decimal separator for English (UK) is a decimal point, and the group separator is a comma. Two-thousand and a half should be entered and displayed as 2,000.5

When you enter or view data you are currently using settings for [English \(United Kingdom\)](#).

Decimal separator: Group separator:

If you change the culture setting to French (France), the decimal separator is a comma, and the group separator is a space. Two-thousand and a half is displayed as 2 000,5



For Portuguese, the thousand separator is a full stop and the decimal separator is a decimal place. Two and a half thousand will be displayed as 2.000,5.

In summary, the number formats will be presented as follows depending on the language selected:

- English (UK/US): 2,000.5
- French: 2 000.5
- Portuguese: 2.000,5

You will see the format required in the answer box before an answer is entered as a greyed out 123456.

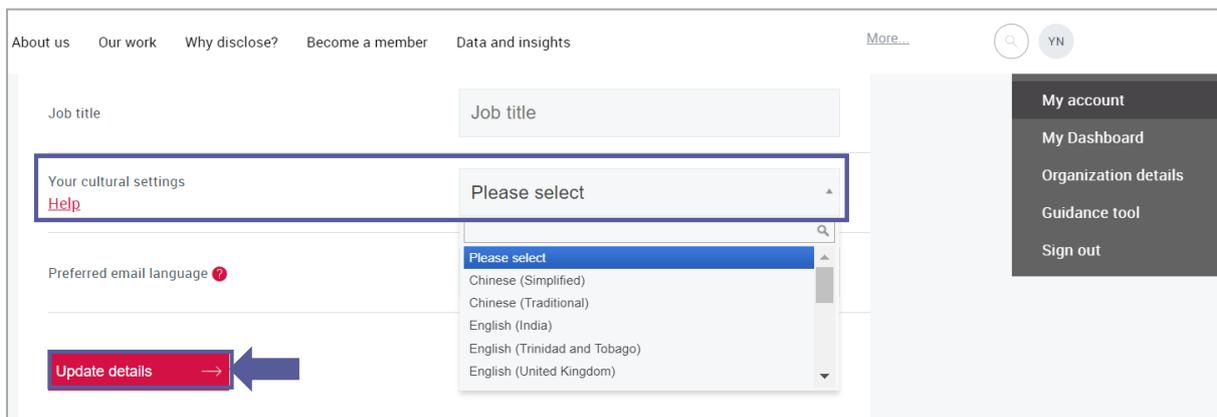


Changing your cultural settings

You can change your cultural settings on your [My Account](#) page.

 To update your settings, you must first exit the ORS, change the selection and open the ORS again from your dashboard.

1. Click the field for a dropdown of all the available cultural settings
2. Make your selection
3. Click 'Update details'. You will see a red banner message indicating you have been successful.



Your selected cultural settings do not affect other users working on the same questionnaire. If you do not select your cultural settings, they default to the language selected and your location.

i Changing your cultural settings will not change your language settings; you can set different language and cultural settings. If you do not make a selection, the default cultural settings will correspond with your language settings.

See [appendix II: Cultural settings](#) for more information on cultural settings including a list of the default settings, a list of the cultural settings available for section and the full breakdown of how the cultural settings display in the ORS.

For information on how cultural settings behave when exporting responses, please see the sections for [Word](#) and [Excel](#) exporting.

Leading questions

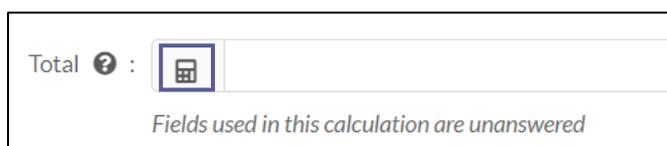
These are questions that will impact which questions or options will show later in the questionnaire. Please be aware of leading questions and check the corresponding [reporting guidance](#) for the pathways illustrating 'leading' questions and what impact they have on the rest of the questionnaire.

Question types and additional question features

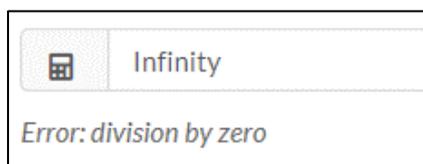
Auto-calculation function

Some questions have numeric datapoints which the ORS will auto-calculate using applicable figures inputted in to other datapoints of the same question. These may be additions, multiplications or divisions. The auto-calculated field has a calculator icon. Please see the reporting guidance which will detail what data points are used for the calculation.

If any of the applicable fields have not been completed (i.e. are left blank rather than containing '0') it will not auto-calculate and will display: *Fields used in this calculation are unanswered*



If you receive an error message, please check/correct the figures you have inputted alongside the reporting guidance for the question.



Attachments

Some questions allow, or specifically request, attachments to be added to that question directly. Please click the information icon **?** for direction for that question. The character counter is to indicate the number of [characters](#) added to the field, not to indicate how many files are attached.



To attach a file, click the paperclip icon.

To add your file click 'Choose files' or drop files in the grey box. Uploaded files will appear under 'Files attached to this question'. You can add more than one file at a time. After adding your files, click 'Close'.

File Attachments

Files attached to this question

- File 1.docx
- File 2.xlsx

Use to remove files

Click or drop to add files

Attach new files to this question

Drop files here or **Choose Files**

Documents and images under 30MB

Attach existing files to this question

Close

⚠ There is a **file size limit of 30MB**. Ensure that the file name does not contain invalid characters (e.g. + % \$ &), or the file will not attach.

The paperclip icon will now be blue.

You cannot see directly from the ORS which files are attached. Click the paperclip icon to see your files, or to remove files.

⚠ We advise against importing attachments with characters in the file name. If the uploaded attachment has a character in the file name, the character will be lost when uploaded.

Always use the 'Save' button for the page after attaching or removing documents to ensure you do not lose any data, and so you can access the contents of your attached file via the ORS.

Character limits

Some questions ask for responses to be completed in text fields. There are character limits set for these fields which varies between questions.

The character limits that apply to each question are displayed on the text field with a counter for your convenience. If the limit is exceeded the counter and text box will turn red and you will **not** be able to submit your response.

When copying and pasting text into a question the same character limits will also apply as above.

50/50

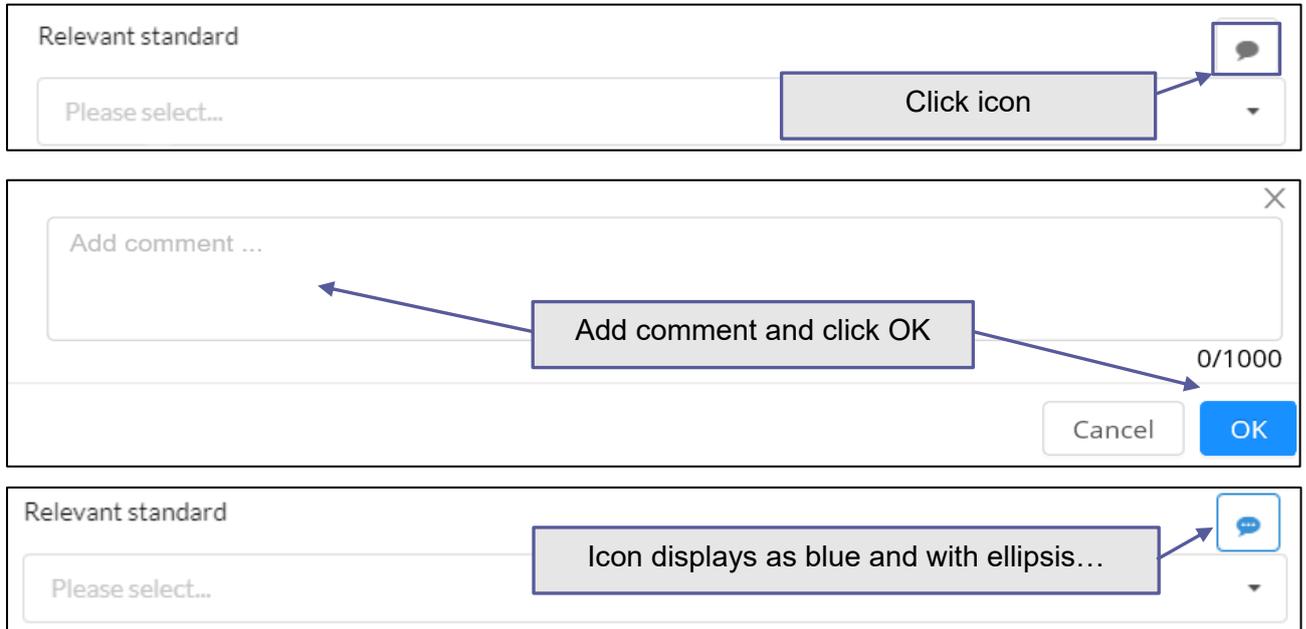
Character limit exceeded

2441/2400

⚠ Organizations are advised to enter their response to text fields into the ORS **before gaining management/legal approval** as character counts made within the ORS may differ slightly from those in Microsoft Word (due to formatting).

Comment fields

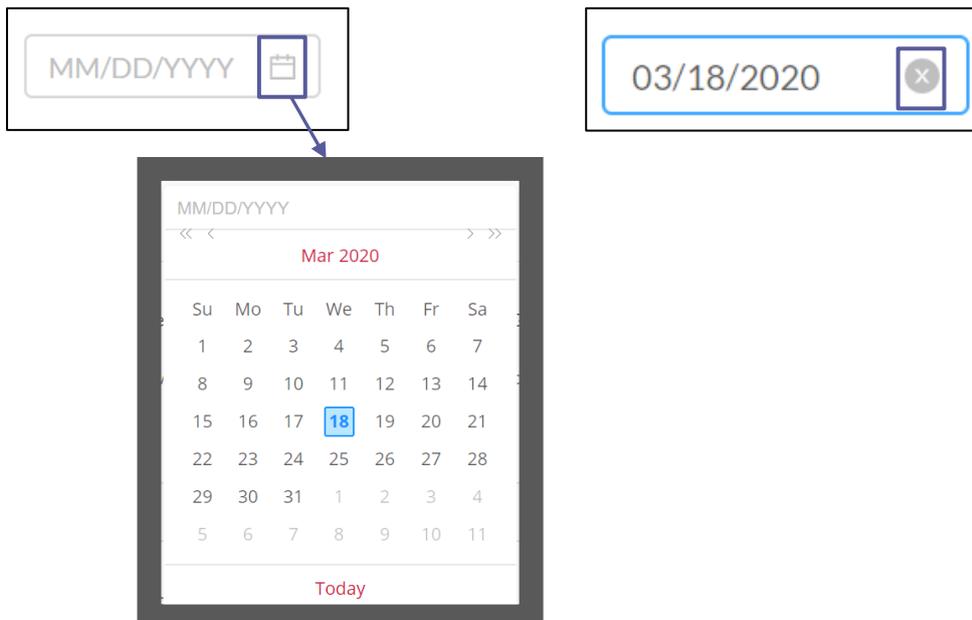
Some questions have an 'add comment' field, accessed by clicking on the speech bubble icon. Additional comments are not required for your response to CDP. The comment boxes provide additional space for you to give reference to the quality of your data, source or any other notes you wish to share.



Date fields

In date fields, only digits and / are accepted. You can either click the calendar icon in the field and select the date, or you can free type the date in based on the cultural settings you have selected. To delete a date, hover over the box and click the small cross. 

Please note if a date field does not have any data entered, a greyed out 'MM/DD/YYYY' (depending on your cultural settings) will display as default.



Numeric and percentage fields

In numeric fields, only digits (and decimal points if applicable) are accepted. Group separators will be added automatically based on your set [cultural settings](#). There can be rules set on the

maximum number of digits and decimal places in these fields, which vary between questions. These are clearly listed in the reporting guidance.

For percentage fields, there is no need to enter the percent symbol ‘%’, as this is indicated in the question for you.

Please note if a numerical field does not have any data entered, a greyed out ‘1,234.56’ will display as default, with the group and decimal separators displaying based on your cultural settings.

Gross global Scope 1 emissions (metric tons CO2e) <input type="text" value="1,234.56"/> (range: 0 - 999,999,999,999)	Proportion of reported emissions verified (%) <input type="text" value="1,234.56"/> (range: 0 - 100)
---	---

Pick lists

Some questions and data fields have a pre-defined list of options to select from. These come in a variety of formats:

Single-select buttons

Single option questions only allow you to make one selection. The selected option’s circle will turn blue with a dot. If you wish to remove your selection, click ‘clear selection’.

* In which language are you submitting your response?

English
 Latin American Spanish
 Brazilian Portuguese
 Japanese
 Chinese
 Other (Please specify)

Multi-select checkboxes

Multiple option questions allow you to make more than one selection. Click an option to select or to unselect. The selected options’ checkbox will turn blue with a tick.

Base year emissions target
 Base year intensity target
 Baseline scenario (business as usual) target
 Fixed level target
 No target in place for government operations

Single-select drop downs

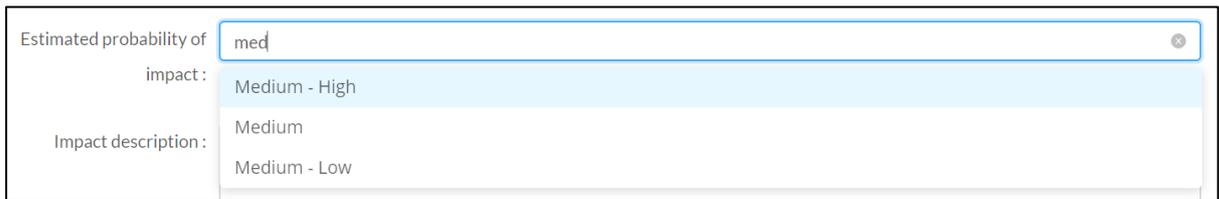
For some questions, you can select options from a drop-down list. If it is single select, then your answer is restricted to one option from a drop-down menu. If an option is not showing in full, hover over it for a speech balloon to display the full text. Selected options will resize once selected.

Yes [Consumption only]

Yes [Consumption only]

Own land only [Agriculture/Forestry only]

You can dynamically search for an option by typing in the box. Alternatively, you can scroll through the list.

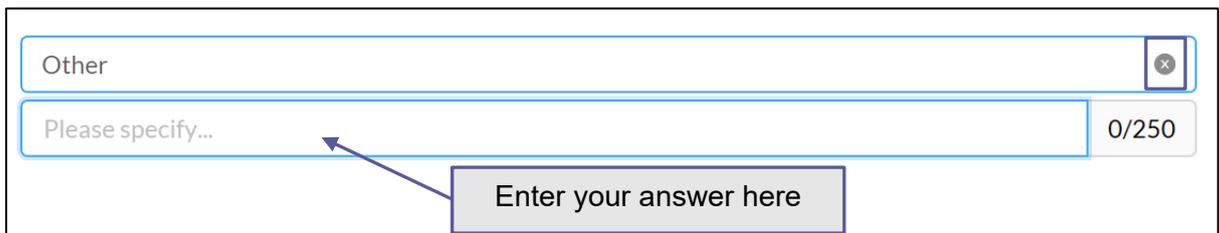


A search dropdown menu for 'Estimated probability of impact'. The search box contains 'med'. The dropdown list shows three options: 'Medium - High' (highlighted), 'Medium', and 'Medium - Low'. A small 'x' icon is visible in the top right corner of the search box.

If you need to delete your selection, hover your cursor in the box for the delete button (a small cross) to show and click to remove your current selection. 

Organizations should select the option that best describes their situation. For a description of the meaning of each option in the list please consult the reporting guidance. Only select 'Other' when none of the listed options are appropriate as this greatly assists data analysis.

If organizations choose the option to select 'Other', a text box also appears. You can use this field to specify details.

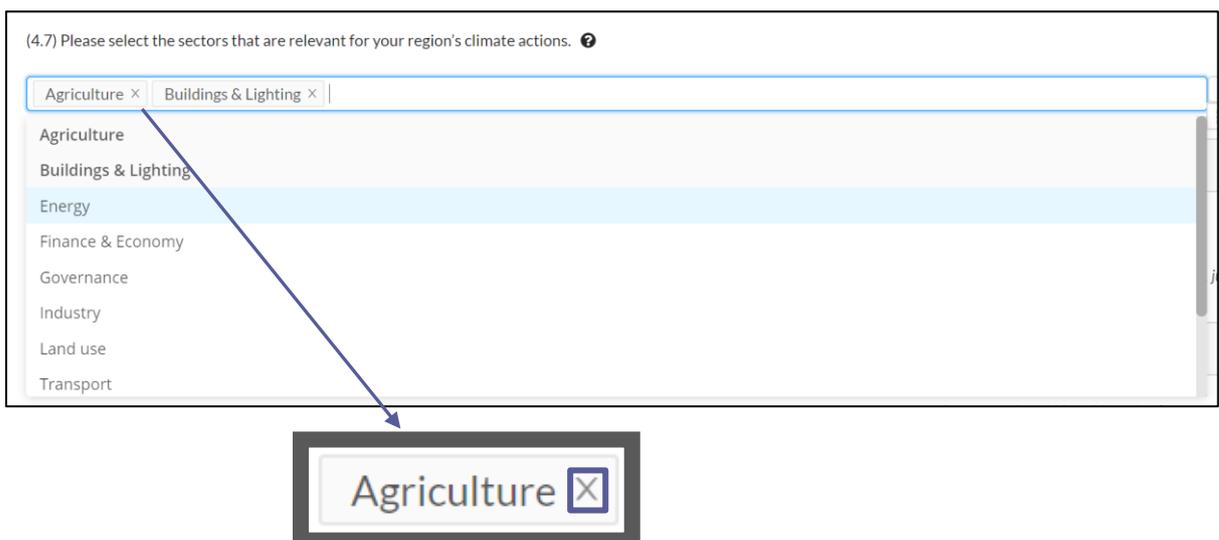


The 'Other' selection interface. The top dropdown menu shows 'Other' with a delete button (x) on the right. Below it is a text input field with the placeholder 'Please specify...' and a character count '0/250'. A callout box with the text 'Enter your answer here' has an arrow pointing to the text input field.

Multi-select drop downs

For some questions, you can select options from a drop-down list. If it is multi-select, then you can select as many options that apply. If an option is not showing in full, hover over it for a speech balloon to display the full text. Selected options will resize once selected.

You can dynamically search for an option by typing in the box. Alternatively, you can scroll through the list. If you need to delete one of your selections, click the delete button (a cross) against the option.



A multi-select dropdown menu for the question '(4.7) Please select the sectors that are relevant for your region's climate actions.' The search box contains 'Agriculture' and 'Buildings & Lighting'. The dropdown list shows several options: 'Agriculture', 'Buildings & Lighting', 'Energy', 'Finance & Economy', 'Governance', 'Industry', 'Land use', and 'Transport'. A callout box with the text 'Agriculture' and a delete button (x) is shown below the list, with an arrow pointing to the 'Agriculture' option in the list.

Questions with grouped options

A selection of dropdown questions in the Cities questionnaires have *grouped options* to avoid long dropdown lists. The options available will depend on the selection made in the associated

'group' field within the same question. The options field will be greyed out until you make a selection in the group field.

Please note, a selection must be made for both fields within a grouped option. Your data will not be saved if one field is left blank and you will not be able to submit your response unless both fields are filled out.

(6.1) Provide details of your jurisdiction's energy-related targets active in the reporting year. In addition, you can report other climate-related targets active in the reporting year. 🗨

▼ Link to question level guidance and scoring criteria

Reporting Guidance and Scoring Criteria

Scoring criteria for this question may be found at the end of the reporting guidance.

✕ Delete

* Target type (selection mandatory)^ ⓘ :

Renewable energy generation target

Increase generation of renewable energy (all energy types)

Target description ⓘ :

Tables

Table columns can have any of the characteristics of other question types. Character limits and number ranges will be displayed. This includes [leading questions](#) within columns and rows.

There are 2 types of tables – fixed and dynamic:

- ▼ **Fixed tables**
These table questions have a fixed number of rows.
- ▼ **Dynamic tables**
These table questions allow you to add additional rows.

The **'Add row'** function will be displayed where you can add extra rows.

(C4.2) Provide details of other key climate-related targets not already reported in question C4.1/a/b. 🗨

▶ Click here for guidance for this question

+ Add row

To delete a row click 'delete' or the cross.

✕ Delete

Target

0/1500

✕

i If you add more than 25 rows the table will be paged. This icon will appear at the bottom of the table so you can switch between the pages:



Please note that tables can be displayed in one of two formats:

▼ **Grid format - a standard table view**

(C0.2) State the start and end date of the year for which you are reporting data.
▶ [Click here for guidance for this question](#)

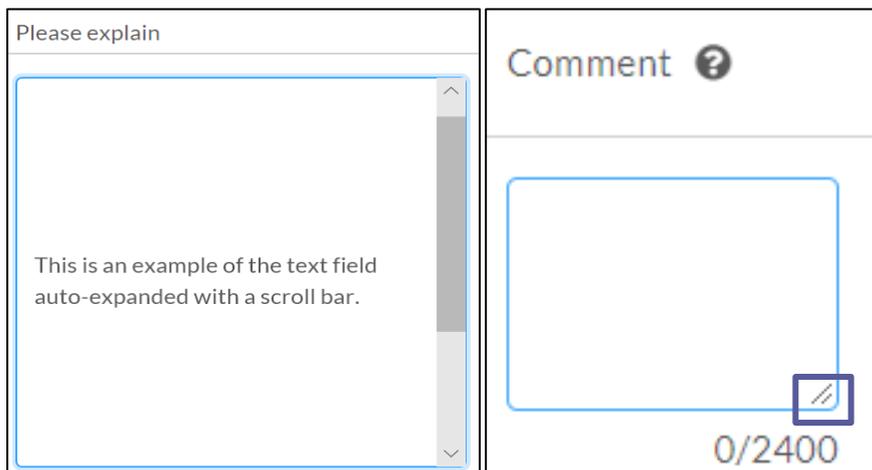
	Start date	End date	Indicate if you are providing emissions data for past reporting years
Row 1	<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="MM/DD/YYYY"/>	<input type="radio"/> Yes <input type="radio"/> No <input type="button" value="Clear selection"/>

▼ **Vertical format or repeating sections - In vertical format tables, rows are separated by a line**

'Row' separator

Text boxes

- ▼ Text boxes will automatically extend as you enter text, either manually or via pasting. There is no limit to the size of the text box.
- ▼ Rich text boxes will automatically extend vertically. They cannot be manually adjusted.
- ▼ Plain text boxes will automatically extend vertically and horizontally. You can also manually adjust the box - click and drag the right bottom corner. If you make the text smaller a scrollbar will appear.



- Some text boxes have a pop-out function. Click the box icon to activate. Click close when you have finished entering text.



⚠ When copying and pasting answers formatting will not be retained, except for rich text questions.

Buttons

All clickable buttons will go blue when the mouse hovers over.



Sharing your response

Main Users and Contributors can **generate a read-only link that can be shared with colleagues** who are not users by clicking the share button at the top of the page in the ORS. This will generate a URL that will allow other users to see a 'view-only' version of your response.



Please note that these links have expiry dates. If your colleague needs to be able to view the response at any time before submission, they should be [added as a user](#).

You can also share your response with other colleagues by exporting your response as a:

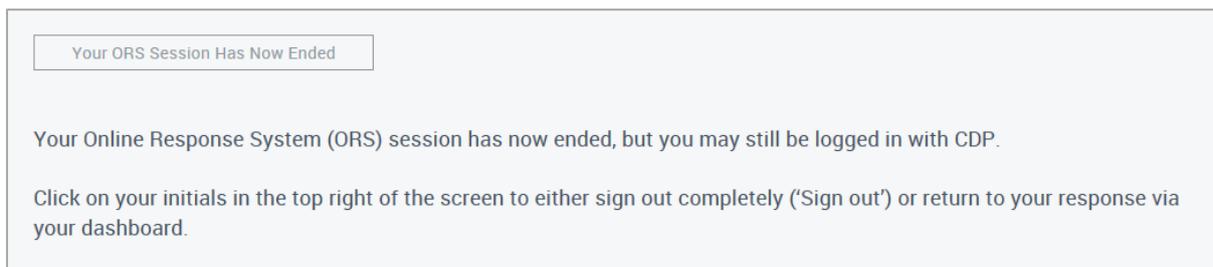
- [Word export](#)
- [Excel export](#)

Signing out

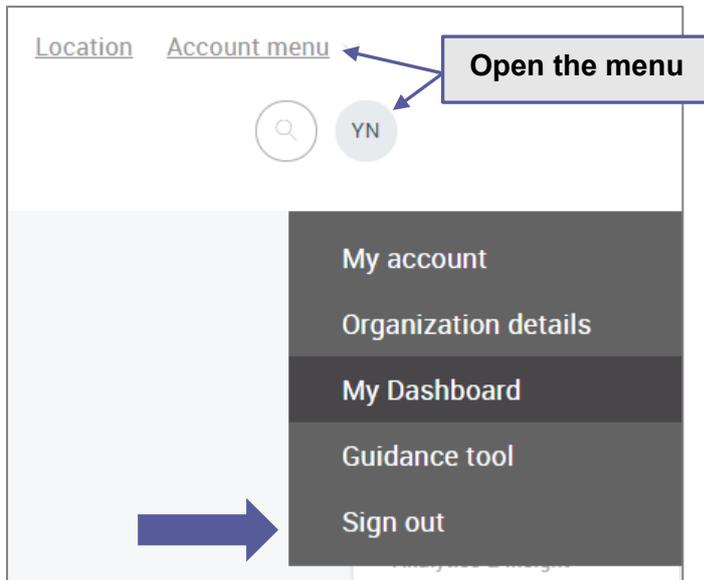
To sign out of the ORS, save your current page and click 'EXIT ORS' in the top right corner.



You will receive the following message and you can now close the tab/window in which it appears.



However, you may still be signed into the dashboard. You can sign out of your dashboard by returning to the tab/window you may still have open, or by going to <http://www.cdp.net/>, and selecting 'Sign out' in the top right drop-down menu.



To return to the ORS

To continue working on your questionnaire(s), please sign in to your dashboard at https://www.cdp.net/en/users/sign_in and click 'Enter Questionnaire' in the relevant program block.

Export your response from the ORS

You can export your questionnaire response to:

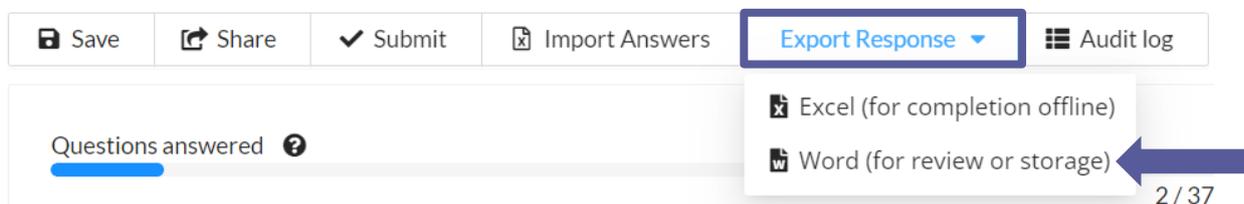
- ▾ Word
- ▾ Excel

Export to Word

You can download your response from the ORS into word. This function is for viewing and sign off purposes only, you will not be able to import any changes made in word back into the ORS. Please note the word export timestamp is GMT+1 (UK time).

How to export to word

Click the Export Response dropdown and then select Word.



The following screen will appear. Select either Portrait or Landscape, CDP recommends exporting to word in portrait format. Click 'OK', the export of your response will now download. This can be saved and shared in a read-only format.

Export to Word

Word Export is meant for viewing only. You cannot re-import from Word.

Page orientation:

Include comments

i When exporting to word, numbers will display as per the format of your ORS cultural setting. However, dates in the body of your response will revert to English-US format.

Export to Excel

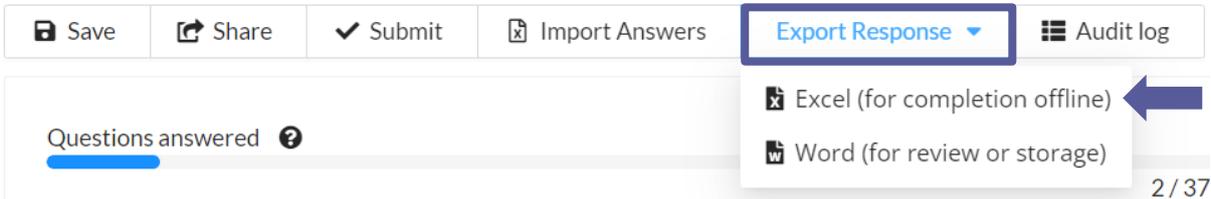
You can download your response from the ORS to a specially formatted Excel that can be used offline. You can edit answers in the Excel, save them and import the changes into the ORS.

The Excel export will show you every question in the questionnaire. Therefore, you may see questions which are hidden in the ORS due to conditional logic (e.g. some lead questions not answered). Please use the [CDP Guidance](#) to determine whether each question is relevant to your response.

! Remember to set your ORS language before exporting your response to Excel if you are importing it after making changes.

How to export to Excel

Click the Export Response dropdown and select Excel.



You can choose to export one section or the entire questionnaire.

If you have already entered data and/or comments into the ORS and want to remove these from the export, then you can untick 'Include data' and/or 'Include comments'. However, if you want the data and/or comments to be exported into the Excel spreadsheet, then the relevant boxes should remain ticked.

After selecting the options, click 'OK' and wait for the Excel spreadsheet to download. The download speed will vary and the download may take a while to complete.

Export to Excel

Export:

Include data

Include comments

Reviewing questions in your Excel export

The Excel extract will show you every question in the questionnaire, each section of the questionnaire will be split into separate worksheets within the Excel as shown below. Please use the [CDP Guidance](#) to determine whether each question is relevant to your response.

Help text is still available in the Excel export. It will appear in an *italicized grey font* to differentiate it from the question text which is in black font. Please note links to guidance documents will not be displayed.

You can also find the question pathway in the Excel file help text. For example, in the question shown below, you should only respond to 3.3 if you have selected 'Yes' to question 3.1.

(3.3) Please select the category that best describes the boundary of your latest region-wide GHG emissions inventory.

Examples of approaches that might be used by your region other than its geopolitical boundary include county or regional GHG accounting.

3.3
Please answer this question if you selected "Yes" to question 3.1.

How to edit the Excel

Enter text

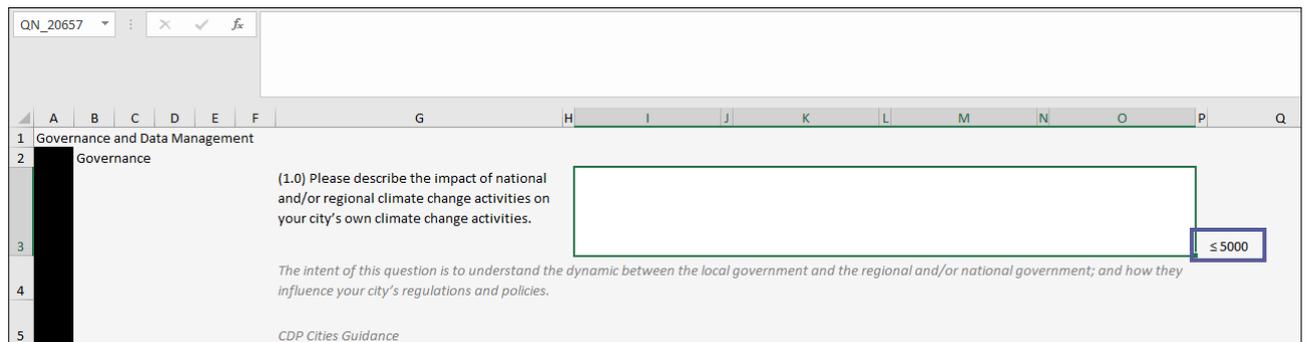
You can **type** text directly into the text boxes. However, if you would like to **copy and paste text** from another source (e.g. Word or PDF document), please use the 'Formula Bar'.

i If you have already entered information into a rich text field (i.e. a text field that allows formatting) and exported it to Excel, the cell will be locked in Excel and you will see the message:

Rich text questions are read only in Excel once they have an answer in the survey.

If rich text fields are blank on export then they are editable in the Excel document and the answers can be re-imported. Formatting can then be added in the ORS after.

Excel will not support all types of formatting. On text field there are character limits, which you can see to the right-hand side of each text field. In the example shown below, the character limit for question 1.0 is 5000 characters.



▼ Date fields

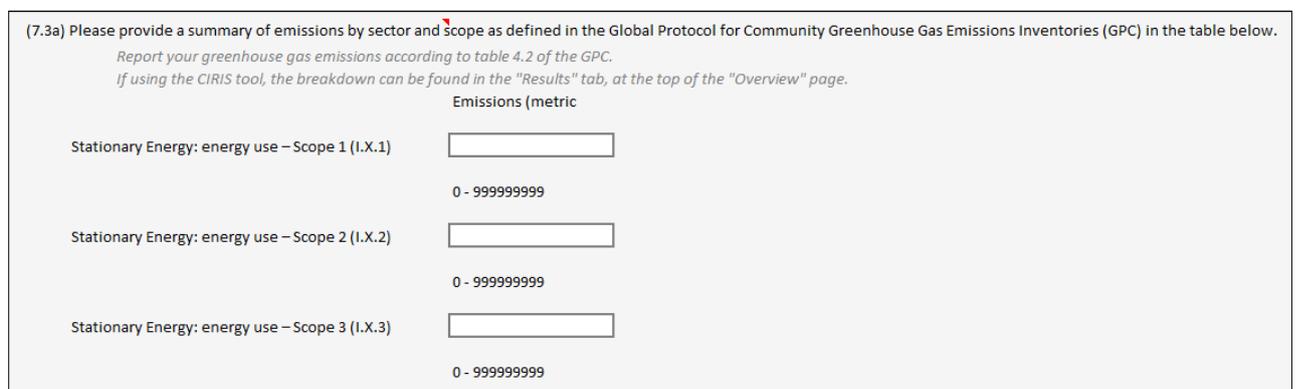
Dates will display or need to be entered based on your default Excel country settings. Once you import the file back into ORS, the data will display as per your ORS cultural settings.

Where a full date is required, if you just enter a year an error will occur, so please ensure that you enter the field correctly.

▼ Numeric fields

For questions that ask for a numeric value, please note the range that the value should fall into which is displayed either to the right or underneath the field. In the example below, the numbers entered in these fields should be higher than 0 and less than 999,999,999.

Numbers will display as per your default Excel country and number format settings. Once you import the file back into ORS, numeric data will display as per your ORS cultural settings.



Some questions contain auto-calculation fields which are only displayed in the ORS and not in Excel. These calculation fields are displayed as 'Import to view calculation' text.

(7.4b) Please provide a breakdown of your GHG emissions by scope. Where values are not available, please use the comment field to indicate the reason why.

*Scope 1 emissions – Direct emission sources owned or operated by the local government.
 Scope 2 emissions – Indirect emission sources limited to electricity, district heating, steam and cooling consumption.
 Scope 3 emissions – All other indirect and embodied emissions over which the local government exerts significant control or influence.
 For more information on 'scopes' consult the International Emissions Analysis Protocol. If your city has only calculated scope 1 emissions, provide this in rows 1, 2 and 3, and leave scope 2 and 3 emissions blank.*

City-wide emissions

Scope 1 emissions excluding emissions from grid-supplied energy generation 0 - 99999999999

Level of confidence

Scope 1 emissions from grid-supplied energy generation within the city boundary 0 - 99999999999

Level of confidence

Calculated Total Scope 1 emissions

This field is automatically calculated using the figures you provided for "Scope 1 emissions excluding emissions from grid-supplied energy generation" and "Scope 1 emissions from grid-supplied energy generation within the city boundary".

Drop-down selection fields

To make a selection in a drop-down field, first click the field and then click the arrow on the right to see the full list of options. Please note when selecting 'Other' an additional text box will appear beneath the field, where you are encouraged to provide an explanation.

(1.4a) Please detail which goals and targets are incorporated in your city's master plan and describe how these goals are addressed in the table below.

The purpose of this question is to understand which sustainability goals or targets your city is implementing in their master plan and is thus impacting on city-wide development planning, further asking for detail of how each target is being addressed.

Row 1

Goal type

How are these goals/targets addressed in the master plan? (≤ 2400) ≤ 2400

New Row 1

Goal type

How are these goals/targets addressed in the master plan? (≤ 2400) ≤ 2400

Check-box fields appear slightly differently in the Excel export to the ORS, as they are shown as one field per option, with 'Yes' and 'No' drop-down options. Please note 'No' is the default selection here, which indicates an un-selected checkbox.

(7.4a) Which gases are included in your emissions inventory? Select all that apply.

CO2 CH4 N2O HFCs PFCs SF6 NF3

The list consists of the main greenhouse gases defined by the United Nations Framework Convention on Climate Change (UNFCCC): carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), perfluorocarbons (PFCs), hydrofluorocarbons (HFCs) and sulfur hexafluoride (SF6), as well as nitrogen trifluoride (NF3).

Add-row table questions

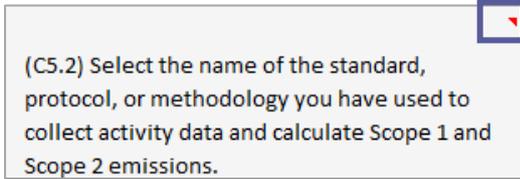
Add-row tables will appear with a pre-defined number of blank rows. This allows you to complete more rows of data as needed. You can identify the blank rows as those with 'New row 1', 'New row 2' etc. row headers. Rather than clicking 'Add row' as you would do in the ORS, simply complete the data directly in the blank rows made available.

Attachments

Attachments are not visible in the Export.

Adding comments

Additional comments are not required for your response to CDP. The comment boxes provide additional space for you to give reference to the quality of your data, source or any other notes you wish to share. Please note that comments submitted on public responses will be public on your CDP response. Comments can be added into the Excel file where you see a small red arrow in the top right-hand corner. You will have a maximum of 1000 characters.



General advice when editing your response in Excel

The Excel file should be exported, worked on in the Excel desktop application, then uploaded back into the ORS when completed. It **should not** be uploaded into Google drive.

Import your response to the ORS

To reimport your response from Excel into the ORS:

1. Select Import Answers at the top of the screen.



2. Use the file finder to upload your file and click OK. Ensure your Excel document you are re-importing is saved as the format of 'xlsx'.

Import Answers

Please upload an Excel file (.xlsx only):

Drop file here or **Choose File**

Maximum file size 30MB

Files should only be imported once. Importing the same file may cause duplicate new rows in questions with the option to add new rows. Please export a new file next time an import is required.

OK Cancel

3. Select 'all pages' or the section you wish to import and check the Import map is set to Standard.
4. Click OK.

5. If the import has been successful you will see the following screen. Please note that even if some fields fail, the successful fields will still have imported into the ORS.

If the import fails, please download the import results file. In the import results file, look for the cells with the red triangle in the corner as this indicates an error. Please review and amend the error in a new Excel export and import this.

Some questions in the Excel may be hidden in the ORS depending on your answer to a lead question. In the Excel it is possible to enter invalid dropdown answers that will be hidden by conditional logic once imported to the ORS Please check through your answers carefully once imported.

Your imported answers will now be displayed in the ORS. Your imported answers will be reflected in the [Answer Audit Log](#).

Excel import best practice:

- ▾ Only use the Excel import sheet once to avoid duplicate rows being created in the ORS. If you need to import more data, please take a new Excel export first and edit this version before importing.

- ▼ Only use the Excel import sheet for the response you exported it from. Sheets cannot be shared between responses. Do not unprotect sheets as this will cause the import to fail.
- ▼ If it has been a long time since you took your Excel export and your import fails, then you may need to take a new export.
- ▼ The language of ORS must match that of the import (do not change the ORS language between exporting and importing.)
- ▼ Ensure mandatory questions are completed when importing into the ORS
- ▼ Make sure to double-check your data before importing.
- ▼ Do not try to import your Excel document if it has been uploaded to google drive.
- ▼ After the import if an error report is produced, you can make changes that were not completed directly into the Online Response System.

Guidance for Importing GHG Data to Questions 2.1c and 2.1d

The following guidance provides information for users of CIRIS, Clearpath or ClimateOS on the steps to import their emissions data to their 2022 Cities Questionnaire response for questions 2.1b and 2.1c.

Steps to Import

- ▼ Save a version of your emissions inventory file that you wish to import in either .xls or .xlsx format. Binary formatted or macro-enabled Excel spreadsheets cannot be uploaded.
- ▼ Keep an original version of the file saved to upload in full to question 2.1a.
- ▼ The CIRIS template is macro-enabled spreadsheets, so in order to upload the data, you will have to save the file in either .xls or .xlsx format locally on your computer first.
- ▼ Import your file using the 'Import Answers' button at the top of the screen in the reporting system.

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Save Share Submit Import Answers Export Response ▾ Audit log

Questions answered 🔍

- ▼ Select the emissions inventory file for which you want to import into your questionnaire response.
- ▼ In the 'Import' field select the option 'Emissions Inventory Data'.
- ▼ In the 'Import map' field, select the import map relevant to the question number and format of emissions data.

Question Number (Format)	Import Map Name
2.1b (for GPC Format)	CIRIS 2.4 CRF Format
2.1c (for GCoM CRF Format)	CIRIS Emissions Inventory

- ▼ Select 'Overwrite existing data/comments when import cell/comment is empty' and click 'OK'.

Import Answers

CIRIS_Test.xlsx
Files should only be imported once. Importing the same file may cause duplicate new rows in questions with the option to add new rows. Please export a new file next time an import is required.

Import
Emissions Inventory Data

Excel File Layout
CIRIS 2.4 CRF Format

Overwrite existing data and comments when empty in the import file
Values are not overwritten for questions where at least one answer has been provided.

OK Cancel

- ▼ If your import is successful, you will be presented with an import result screen. You will see the number of data points imported. Your answers will now show in the appropriate question in your questionnaire.

Import Answers

Importing Emissions Inventory Data of CIRIS_Test.xlsx
using CIRIS 2.4 CRF Format

Allowing empty cells and comments to overwrite existing data...

Success!

Total data points examined: 285

Unmapped
Completed data points: 106
Completed comments: 106

Imported
Completed data points: 108

- ▼ Check all answers (emissions data and notation keys) have been correctly imported and look correct in your response by navigating to question 2.1c or 2.1d. Excel automatically rounds numbers and checks the numerical data is exact when imported.
- ▼ Please note that comments and notation keys from the Excel file may not be automatically uploaded to your response, so you may have to enter these manually.
- ▼ Please ensure that in addition to importing your emission data in questions 2.1b or 2.1c that you have also attached your emissions inventory Excel file in question 2.1a.

Submitting your response

Prior to submitting a questionnaire, you are strongly encouraged to review your response, paying attention to:

- ▼ **Spelling, grammar, and figures** (e.g. emissions figures if applicable) are correct.
- ▼ Your answers adhere to the relevant reporting guidance document.
- ▼ **Completeness:** please make sure to answer as many questions as you can, even if the answer is 'no' or 'I don't know'.
- ▼ Web links and cross references are **not** used to answer questions.

- ▼ The value 'Other' is selected in the dropdown list **only if** no other option fits your required value.

i Only the Main User can submit the response and is therefore the only user that can see the submit button. If you need to [change the Main User](#), the current Main User can do this via their cities dashboard, otherwise please contact [us via the Help Center](#) or your local contact.

Making your submission choices

Before you can submit your response, you will be required to confirm:

- ▼ The language you are submitting your response.
- ▼ Acceptance of the terms for responding.
- ▼ How CDP should handle your response (public or non-public).

How to submit your response (Main User only)

1. Navigate to the '**Submit your response**' page at the end of the online questionnaire:
2. Select the **language** you are submitting your response in:

* In which language are you submitting your response?

English

Clear selection

3. Read and accept the Terms and Conditions and tick the box.

* Please read and accept our Terms and Conditions.

I have read accept the Terms and Conditions

4. Indicate if you wish your response to be **public or non-public**. For more information on the differences between a public and a non-public response, please see the [Terms & Conditions](#) that apply to the response you are submitting.

i GCoM-committed cities and cities participating to WWF's One Planet City Challenge, Race to Zero and Race to Resilience only have the option to submit **publicly**.

Please confirm how your response should be handled by CDP.

> For more information on the definitions of Public and Non-Public, please click here for a link to the Terms & Conditions

I am submitting my response

* Public or non-public submission **i**

Publicly (recommended) Non-publicly

Clear selection

i Please note - it may not be possible to amend your response from public to private post-submission if you have made the A-list.

For more information on the differences between a public and a non-public response, please see the Terms & Conditions that apply to the response you are submitting. You may also wish to view the [Privacy Policy](#).

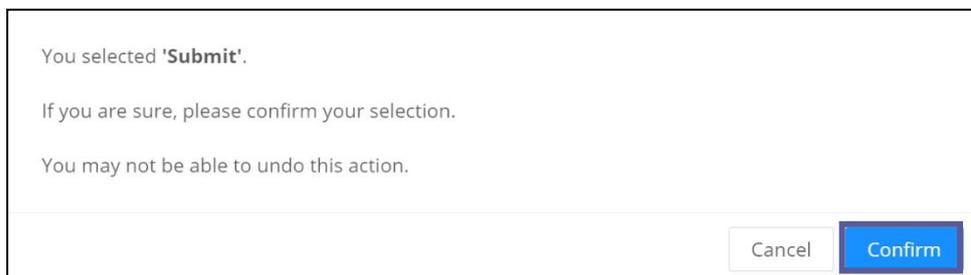
5. Scroll to the top of the page and click **'Save'**.



6. Click **'Submit'**.



7. Click **Confirm** on the pop-out screen, confirming you want to submit.



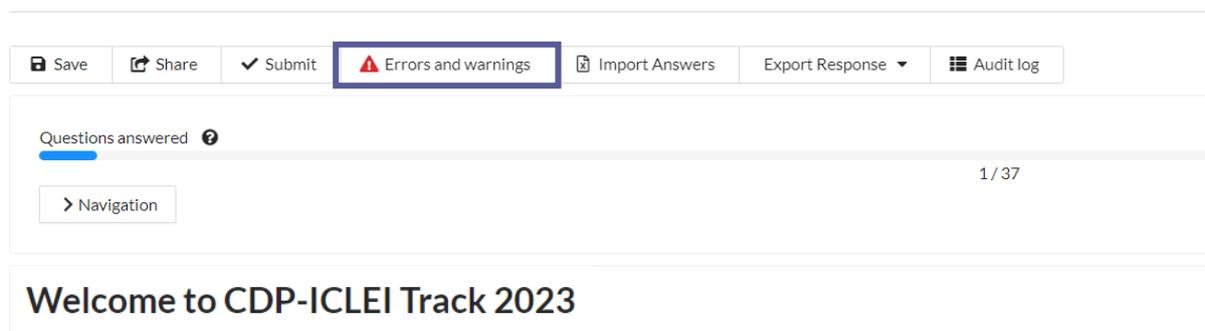
Submission trouble shooting

If the ORS detects errors or warnings in your response the Errors and Warnings box will be flagged for you to rectify the issue. If you try to submit with errors in your response you will see a red 'submit failed' notification in the corner. This will occur if you try to submit:

- ▶ without having completed all mandatory fields.
- ▶ with fields that have a value that is out of range.
- ▶ with fields that exceed the character limit.

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If you click on the errors and warnings button, a pop-out box will show the list of errors (red) and warnings (yellow). If you click an error or warning it will take you to that field in the ORS

for you to amend. Once the error or warning is resolved it will disappear from the errors and warning list.

You will be able to submit once all errors are resolved. Warnings will prevent you from submitting.

Errors and warnings

Please click on a question to return to that location within the survey and edit your answer. Errors must be fixed before you can submit your response, whereas warnings are for information and will not prevent you submitting your response.

(F0.2) State the start and end date of the year for which you are reporting data.

Start date must be 365-366 days before the end date.

% of total production/consumption volume traceable

The entered value is out of range.

In which language are you submitting your response?

The others limit has been exceeded.

If your response is in any language other than English, Latin American Spanish, or Brazilian Portuguese it may not be scored. Please check with your local CDP office.

I am submitting to

This field is mandatory.
You must select at least 1 options.

Submission confirmation

Clicking 'Submit' will prompt you to confirm you're sure you wish to submit at this time.

You selected 'Submit'.

If you are sure, please confirm your selection.

You may not be able to undo this action.

Cancel

Confirm

Clicking Confirm will take you to the 'Thank you for your submission...' page.



DISCLOSURE INSIGHT ACTION

Dashboard overview View previous responses Manage users Need help?

You are logged in as Your Name Here **EXIT ORS**

Powered by 

CDP-ICLEI Track 2023

Thank you for your submission to the 2023 Cities Questionnaire.

We thank you for reporting and congratulate the team involved for the hard work and dedication in submitting your jurisdiction's climate-related data. Your jurisdiction has joined thousands of other cities, states and regions as well as companies around the world who are committed to managing their environmental impact through the measurement of data.

What's next?

CDP and ICLEI will review your response. We may reach out to you with questions to help improve the quality and comprehensiveness of your response.

Tools to drive action

You will be able to access data and data visualizations from hundreds of other cities on the [Open Data Portal](#) and the [carbonn Climate Center website](#).

You will also receive an email from CDP confirming the submission and with information on next steps.

Your dashboard after submitting your response

After submitting navigate back to your response dashboard and under the Cities block you can see that you have successfully submitted your response by the ticks as shown below. This can take a few minutes to update after your submission and you will see circles instead of ticks.

^ Cities 2023

	Confirm Participation	Completed March 14 2023	✓
	Activate My Questionnaire	Completed March 14 2023	✓
	Submission to C40, CDP Cities, Global Covenant of Mayors, ICLEI - Local Governments for Sustainability, Race to Resilience, Race to Zero (Show details)	Due July 25 2023	○

Submission pending

i If you do not see ticks within 1 hour of submitting please email your local CDP contact or contact us via the Help Center.

^ Cities 2023

	Confirm Participation	Completed March 14 2023	✓
	Activate My Questionnaire	Completed March 14 2023	✓
	Submission to C40, CDP Cities, Global Covenant of Mayors, ICLEI - Local Governments for Sustainability, Race to Resilience, Race to Zero (Show details)	Completed March 17 2023	✓

Successfully submitted

Amending your response (Main User only)

Making a change to your response is free of charge and can be made before or after the reporting deadline. **However**, changes made to a response after the reporting deadline may not be included in analysis or scoring, as this will be underway.

1. If you are the main user, you can amend your response from the dashboard by navigating to 'Latest Submission Details' in your Cities 2023 block and click 'Amend Submission'.

Submission details section

Date	Submitted To	Submitted by	Public/Non-public	
March 17 2023	C40, CDP Cities, Global Covenant of Mayors, ICLEI - Local Governments for Sustainability	Your Name Here	Public	View Submission Amend Submission

Alternatively, you can contact us via the Help Center to amend your response.

2. You will then get a message:

Please refresh your dashboard now to amend your response. If you have any issues, please contact your regional account manager.

3. Refresh the page. The cities block will change from 'Completed' to 'Amendment in Progress' with the 'Enter Questionnaire' button (this may take a couple of minutes).

Your response will stay in 'Amendment in Progress' until you resubmit, so please resubmit as soon as possible and by the deadline on your dashboard.

Cities 2023			
	Confirm Participation	Completed March 14 2023	✓
	Activate My Questionnaire	Completed March 14 2023	✓
	Submission to C40, CDP Cities, Global Covenant of Mayors, ICLEI - Local Governments for Sustainability, Race to Resilience, Race to Zero (Show details)	Completed March 17 2023 Amendment in progress	Enter Questionnaire ▶▶

Change your questionnaire pathway and join additional projects and initiatives during an amendment

1. Whilst the response is in 'Amendment in Progress' on the dashboard you can also change your questionnaire pathway. Simply click on 'Change pathway' under the Reporting Pathway section.

Reporting Pathway

You will report against your selected questionnaire pathway which was based on your cities profile. You can change your cities profile answers and pathway below. View the methodology used to determine the questionnaire pathway [here](#). View the pathway map [here](#) to see which questions are presented in which pathway.

Your City's questionnaire pathway to report against: **Pathway 3**

[Change pathway](#) ▶▶

Change questionnaire pathway here

- To join additional projects and initiatives at this stage during the amendment process, click 'Report To' next to the projects you wish to report to as seen below.

Partners & Initiatives

You can submit your questionnaire response through the CDP-ICLEI Unified Reporting System to a number of our partners and their initiatives. We have worked with our partners to ensure that the data requested by each is as streamlined as possible, therefore taking part in new initiatives doesn't necessarily mean more questions to answer. Please see a full list of our partners and initiatives you can submit your response to below.

	CDP Cities CDP Cities provides the global platform for cities to measure, manage and disclose their... [more]	✓
	CDP Matchmaker Matchmaker is a global initiative that showcases urban climate infrastructure projects to the... [more]	✓
	C40 Cities Climate Leadership Group C40 is a global leadership organisation working to deliver the urgent action needed to confront... [more]	✓
	Global Covenant of Mayors The CDP-ICLEI Unified Reporting System (CDP-ICLEI) is a recognized reporting platform to the ... [more]	✓
	carbonn Climate Registry (cCR) The carbonn Climate Center provides services to local and regional governments tackling climate... [more]	✓
	Race to Resilience The CDP-ICLEI Unified Reporting System is a recognized reporting platform for the UNFCCC's Race... [more]	Report to ▶▶

Opt in to additional projects here

Note that joining some initiatives like GCoM means the response must be submitted publicly so if you have previously submitted your response non-publicly, you will have to choose to submit 'publicly' before you can submit your amendment.

- Then, back in your dashboard, click 'Enter Questionnaire'.

Cities 2023

	Confirm Participation	Completed March 14 2023	✓
	Activate My Questionnaire	Completed March 14 2023	✓
	Submission to C40, CDP Cities, Global Covenant of Mayors, ICLEI - Local Governments for Sustainability, Race to Resilience, Race to Zero (Show details)	Completed March 17 2023 Amendment in progress	Enter Questionnaire ▶▶

- Make the necessary changes to your response. You will not be able to amend answers on the submission page.

- When complete, click the 'Submit Amendments' button.

CDP-ICLEI Track 2023

State: Discloser amendments

Save Share **Submit amendments** Import Answers Export Response Audit log

- Confirm your submission.

You selected '**Submit amendments**'.

If you are sure, please confirm your selection.

You may not be able to undo this action.

Cancel **Confirm**

Viewing your response

After submitting you can view your submitted response in two ways:

In the ORS as a snapshotted response

If you wish to view your submitted response in the ORS, first navigate to your response dashboard.

- Expand the questionnaire block and click the option to 'view submission'.

^ Cities 2023

	Confirm Participation	Completed March 14 2023	✓
	Activate My Questionnaire	Completed March 14 2023	✓
	Submission to C40, CDP Cities, Global Covenant of Mayors, ICLEI - Local Governments for Sustainability, Race to Resilience, Race to Zero (Show details)	Completed March 17 2023	✓

^ Partners & Initiatives

Latest Submission Details

Date	Submitted To	Amendment By	Public/Non-public		
March 17 2023	C40, CDP Cities, Global Covenant of Mayors, ICLEI - Local Governments for Sustainability, Race to Resilience, Race to Zero	Your Name Here	Public	View Submission	Amend Submission

- Navigate to the workflow audit log.

CDP-ICLEI Track 2023 - Audit Log

State: Submitted

[Back](#)

Workflow Audit Log

Answer Audit Log

- Choose which submission you wish to view. You may see multiple submissions, e.g. if you have submitted amendments. Please note that the audit log is in chronological order with the newest changes at the top.

Date	Time	User	Type	Summary	Comment	Submission
March 17, 2023	4:30:27 PM	Your Name Here	Manual	Discloser amendments > Submitted		View
March 17, 2023	4:24:19 PM	API_User	Manual	Submitted > Discloser amendments		
March 17, 2023	4:11:21 PM	Your Name Here	Manual	Draft > Submitted		View

2nd submission

1st submission

As a formatted response from Scores and Responses

You can view your **submitted** response in a web page viewable format (known as a 'formatted response') from your dashboard. Please allow up to 48 hours after submission for this to be processed.

Navigate to the 'Scores and Responses' block. Select the questionnaire within the 'Response' column to open the response in a new window.

^ Scores and Responses

CDP has assessed the performance of your city's response against a number of key criteria. Your CDP score can be found below. Please click on the score circle to view more information on your score and a breakdown of the feedback on your response. For more information on how your response was assessed, please review the [CDP Cities Scoring Methodology](#). To understand your score and how to improve it for next year, please review the [Next Steps](#) document which provides feedback across each of the key questionnaire sections with recommendations and resources for improving your response next year.

Response	Year	Response type	Status	Score
Cities 2022	2022	Public	Submitted	Not Scored
Cities 2021	2021	Public	Submitted	Not Scored

You will be able to see your entire response, including all project-specific questions (if relevant) and the submission page.

- ▼ The submission page will always be hidden to any users not within your organization.
- ▼ If you submitted your response privately, your formatted response will only ever be visible to users in your organization.
- ▼ Currently all cities responses are scored privately, hence the 'score' column says 'not scored'

The response will include all questions which were shown to you in the ORS even if no information was entered. Additionally, if a row or column was not shown to you in a table, e.g. a row for a particular sector that does not apply to your organization or because a previous selection determined that the column was hidden, it will appear *in the formatted response* as <Not applicable>.

Single select questions (i.e. it is not a multiple-choice question, so you can only make one selection) will show as 'Please select' if no answer was selected in the ORS.

The menu on the left-hand side is expandable, click on the arrows to view questions within that module and navigate around your response. You can export your response to PDF.

The screenshot shows a web interface for 'Your City - Cities 2022'. On the left is a navigation menu with items: Governance, Assessment, Targets, Planning, Actions, Further Information, and Submit your response. The 'Governance' item is selected and expanded. The main content area is titled 'Your City - Cities 2022' and has an 'Export to PDF' button. Below the title, the section 'Governance' is displayed, followed by '0. Governance'. Underneath, there is a sub-section '(0.1) Provide details of your jurisdiction in the table below.' with a 'Response' label. The response content includes three questions: 'Administrative boundary of reporting government^' (City/Municipality), 'Next highest level of government' (State/regional), and 'Next lowest level of government' (City/Municipality).

Further help

For more information on responding through CDP please see the guidance links throughout the ORS and the [guidance page](#) of our website.

If you have any problems in accessing or using the ORS, you can check our [FAQs](#), or email your regional CDP contact or contact us via My Support in the Help Center with full details (and screenshots) of your issue.

Appendix I: Project memberships

For more information on project memberships, please see the section [here](#).

Partner	Projects	Project description	Available to opt-in?
C40	C40 Cities questions	C40 is a network of nearly 100 mayors of the world's leading cities who are working to deliver the urgent action needed right now to confront the climate crisis and create a future where everyone, everywhere can thrive. Mayors of C40 cities are committed to using a science-based and people-focused approach to help the world limit global heating to 1.5°C and build healthy, equitable and resilient communities. Through a Global Green New Deal, mayors are working alongside a broad coalition of representatives from labor, business, the youth climate movement and civil society to go further and faster than ever before.	No
CDP Cities	CDP Cities questions	CDP Cities provides the global platform for cities to measure, manage and report their environmental data. We work with over 1000 cities measuring and reporting environmental data each year to manage emissions, build resilience, protect themselves from climate impacts and create better places for people to live and work. Insight informs action and reporting is the first step on the journey to building sustainable low-carbon cities aligned to a 1.5°C pathway.	No
	CDP Matchmaker	Matchmaker is a global initiative that showcases urban climate infrastructure projects to potential investors and builds capacity in cities to advance socially equitable climate change mitigation, adaptation, and resilience projects. The goal of Matchmaker is to help cities find financing solutions. By selecting "Report to," you are indicating interest in learning more about Matchmaker, where you can gain information on learning materials, webinars, and workshops related to sustainable infrastructure finance. It is free for local governments to participate.	Yes
	CDP Investor	On behalf of a subset of CDP's Investor Signatories interested in supporting municipal environmental reporting, your local government is requested to report to the CDP-ICLEI Track. Investors recognize that local governments are critical to the transition to a sustainable economy that works for people and planet. This transition requires significant investment in sustainable infrastructure and municipal bond investors are increasingly focused on environmental factors in their decision making. By disclosing to CDP, you are aligning with best practice for transparency with your sustainability-related data.	No (only available in North America)
Global Covenant of Mayors	GCoM (regional)	CDP-ICLEI Track is a recognized reporting platform to the Global Covenant of Mayors for Climate & Energy (GCoM) . GCoM is the largest alliance for city climate leadership, uniting a global coalition of more than 12,600+ cities and local governments who share a long-term vision of supporting voluntary action to combat climate change and moving towards a resilient and low-emission society. You should select this option if your city: has committed to GCoM through a Regional Covenant or would like to do so. If your city is not yet committed to GCoM you can click here to indicate your interest and then visit Journey - Global Covenant of Mayors to review the steps on	Yes

		formalizing your commitment by sending a commitment letter to GCoM. If you are unsure if your city has already joined GCoM, contact info@globalcovenantofmayors.org . Selecting this option and completing the Cities questionnaire allows cities to show their compliance with the requirements of the Common Reporting Framework . The data you submit through the Cities questionnaire is public and will be shared with your Regional Covenant.	
ICLEI - Local Governments for Sustainability	100% Renewable Energy Campaign	The 100% Renewables Cities and Regions Network supports the transition to a sustainable energy future in cities, towns and regions around the globe. It is linked to The Global 100% Renewable Energy Platform. Local and regional governments committed (or intending to commit) to 100% Renewable Energy (RE) in government operations and in their communities are invited to join. Select "Report to" to signal your interest in this open ICLEI-managed network (access free support and explore additional services). The ICLEI team will connect with more details to formalize your participation. More information on https://100renetwork.iclei.org	Yes
	Carbonn Climate Registry	The carbonn Climate Center provides services to local and regional governments tackling climate change and air pollution, guiding their step-by-step approach towards carbon neutrality, energy security, and improved air quality - all leading to multiple and diverse benefits and sectoral impacts. The carbonn Center manages the carbonn Climate Registry (cCR), which tracks transparency, accountability and credibility - now as part of the CDP-ICLEI Track.	No
	ICLEI Circulars	ICLEI Circulars is the first global platform for circularity at the local level, and is the one-stop shop for circular development news, resources and events of the ICLEI network. The platform supports ICLEI network local and regional governments throughout the transition to a circular economy, facilitating cities' circular development journeys by providing support, resources and fostering conversations and collaboration. The ICLEI Circulars platform of leading ICLEI network cities, towns, regions inspires, guides, co-creates and scales up circular economy actions based on the Circular City Actions Framework. Select "Report to" to signal your interest in this open ICLEI-managed network. The ICLEI team will connect with more details to formalize your participation. More information on https://circulars.iclei.org/	Yes
	Durban Adaptation Charter	The Durban Adaptation Charter (DAC) commits local governments to climate action in their jurisdiction that will assist their communities to respond to and cope with climate change risks thereby reducing vulnerability.	No
	EcoLogistics Community	The ICLEI EcoLogistics Community is the first city network globally committed to a sustainable urban freight future. The Community leads sustainable urban freight development in participating cities. It also drives global action through collaborative exchange, ambitious action plans, inspiring demonstration projects, and multilevel governance. By selecting "Report to" you will be presented with additional questions for assessment of freight transport sector. Showing interest does not indicate that your city is participating or will participate in the EcoLogistics Community. Our Sustainable Mobility team at ICLEI World Secretariat will send a follow up for participation in the EcoLogistics Community.	Yes

	Ecomobility Alliance	The EcoMobility Alliance is a network of ambitious cities, led by innovators and visionaries, supported by experts and businesses, committed to building a sustainable mobility future that is integrated, efficient, people-centered, and environmentally-friendly. By selecting "Report to" you will be presented with additional questions for assessment of the transport sector. Selecting "Join" does not indicate that your city is participating or will participate in the EcoMobility Alliance. Our Sustainable Mobility team at ICLEI World Secretariat will send a follow up for membership of Alliance.	Yes
	ICLEI's GreenClimateCities Program	The GCC Program is ICLEI's global climate impact program. It offers tailor-made guidance to local and regional governments on integrated climate action in their cities/towns or regions, with the aim to achieve climate neutrality by 2050 at the latest. The GCC process guidance focuses on analyzing, acting and accelerating climate action, also exploring access to finance and investment - https://www.iclei.org/en/GreenClimateCities.html . By selecting "Report to", additional GCC questions are asked. Should you participate in the GCC Program and report, your data will be reviewed by the ICLEI World Secretariat team.	Yes
	The Building Efficiency Accelerator	The Building Efficiency Accelerator (BEA) is a public-private collaboration that turns global expertise into action to accelerate local government implementation of building efficiency policies and programs.	No
	The Climate and Clean Air Coalition	The Climate & Clean Air Coalition is the only global effort that unites governments, civil society and the private sector to improve air quality and protect the climate by reducing short-lived climate pollutants across sectors.	No
	Transformative Actions Program	The Transformative Actions Program (TAP) aims to catalyze and improve capital flows to cities, towns and regions and strengthen the capacity of local and regional governments to access climate finance and attract investment. By selecting "Report to" you will receive information on upcoming TAP calls, events and opportunities.	Yes
Race to Resilience partners	Cities Race to Resilience	CDP-ICLEI Track is the progress tracker for the UNFCCC's Race to Resilience. Race to Resilience is a global campaign catalyzing ambition for climate resilience, putting people and nature first and supporting frontline communities to adapt to the impacts of climate change. To join the campaign, pledge to Cities Race to Resilience or select this option to indicate your interest. You can report your progress against your Race to Resilience pledges by completing the 2022 Cities Questionnaire. Cities who have joined the campaign must report publicly. If you are unsure if your city has already joined, please contact citiesemea@cdp.net .	Yes
Cities Race to Zero partners	Cities Race to Zero	CDP-ICLEI Track is the progress tracker for UNFCCC's Race to Zero campaign. Race to Zero is a global campaign to rally non-state actors - businesses, cities, regions and investors – to meet the goals of the Paris Agreement. It aims to achieve a healthy, resilient, zero carbon recovery that prevents future threats, creates decent jobs, and unlocks inclusive, sustainable growth. Cities can join the Cities Race to Zero campaign at www.citiesracetozero.org . Joining Race to Zero is a pledge to: reach net zero by 2050, set a science-based interim target, take immediate inclusive action to reduce emissions and report progress annually. Selecting this	Yes

		option and completing the Cities questionnaire fulfils the 2022 reporting requirements of your pledge. Cities who have joined the campaign must report publicly. If your city has not yet joined the Race to Zero, but wishes to do so, select this option and submit your pledge at www.citiesracetozero.org .	
Union of the Baltic Cities	Union of the Baltic Cities	Union of the Baltic Cities (UBC) is the leading network of cities in the Baltic Sea Region with member cities from Denmark, Estonia, Finland, Germany, Latvia, Lithuania, Norway, Poland, Russia and Sweden. Founded in 1991 in Gdańsk, UBC is a voluntary, proactive network mobilizing the shared potential of its member cities. The aims of the UBC are amongst others to promote cooperation and exchange of experiences between cities in the Baltic Sea Region to advance and deliver sustainable urban solutions and quality of life, and so to bring added value for them and to promote cities as drivers for smart, sustainable, green and resource-efficient growth.	No
NetZeroCities	NetZeroCities	NetZeroCities is a consortium consisting of 33 partners from 27 European countries, managing presently the EU Cities Mission “100 Climate-Neutral and Smart Cities by 2030” platform. It is coordinated by EIT Climate-KIC, Europe’s largest public-private innovation partnership focused on climate innovation to mitigate and adapt to climate change. NetZeroCities supports the 112 European cities selected by the European Commission to join the EU Cities Mission in drastically reducing their greenhouse gas emissions to achieve climate neutrality. It works as a service-oriented platform supported by world-class practitioners to help cities overcome the current structural, institutional, and cultural barriers they face in order to achieve climate neutrality by 2030.	
WWF’s One Planet City Challenge (OPCC)	WWF’s One Planet City Challenge (OPCC)	<p>WWF’s One Planet City Challenge (OPCC) offers you an independent assessment of your reporting, in a tailor-made Strategic Feedback Report that follows your city’s climate journey. It’s also a biennial competition that publicly recognizes and celebrates leaders in the field. WWF aims to take global expert community advice - including from the IPCC - and make it tangible for local governments, to guide cities to effective climate action. We offer a science-based target check and high-level action advice, based on your city’s form and growth profile for the greatest positive cascading effect. An international jury of urban experts chooses national and global winners from the participants. Shortlisted cities are invited to a global public engagement campaign, where WWF showcases your work to your citizens and collects their suggestions to further accelerate local change.</p> <p>In 2022, this campaign received 1.3 million global votes and 116 thousand feedback suggestions. The OPCC has grown steadily since its inception in 2011 with over 700 cities from nearly 70 countries on six continents having taken part at least once. In the last round well over 80% of participants wished to rejoin the Challenge and recommend it to peers. National WWF offices may assist cities through additional programs.</p>	

Appendix II: Cultural Settings

For more information on how cultural settings work, please see the section [here](#).

Default cultural settings based on language/location:

Language	Cultural Setting
English	Within UK & EU: English (United Kingdom) Outside of EU: English (United States)
Spanish	Spanish (Spain)
Portuguese	Portuguese (Brazil)
Chinese	Chinese (Simplified)
Japanese	Japanese (Japan)
French	French (France)
Korean	Korean (Korea)

All cultural settings available for selection including a full breakdown of the display formats:

Cultural setting	Decimal separator	Group separator	Example of numeric question	Date format
Chinese (Simplified)	.	,	1,234,567.89	YYYY/MM/DD
Chinese (Traditional)	.	,	1,234,567.89	YYYY/MM/DD
English (India)	.	,	12,34,567.89	DD/MM/YYYY
English (Trinidad and Tobago)	.	,	1,234,567.89	DD/MM/YYYY
English (United Kingdom)	.	,	1,234,567.89	DD/MM/YYYY
English (United States)	.	,	1,234,567.89	MM/DD/YYYY
French (France)	,	.	1 234 567,89	DD/MM/YYYY
German (Germany)	,	.	1.234.567,89	DD/MM/YYYY
Indonesian (Indonesia)	,	.	1.234.567,89	DD/MM/YYYY

Italian (Italy)	,	.	1.234.567,89	DD/MM/YYYY
Japanese (Japan)	.	,	1,234,567.89	YYYY/MM/DD
Korean (Korea)	.	,	1,234,567.89	YYYY/MM/DD
Portuguese (Brazil)	,	.	1.234.567,89	DD/MM/YYYY
Portuguese (Portugal)	,		1 234 567,89	DD/MM/YYYY
Spanish (Latin America)	,	.	1.234.567,89 *	DD/MM/YYYY
Spanish (Spain)	,	.	1.234.567,89 *	DD/MM/YYYY

* Group separator is only applied to numbers with 5 or more digits in this cultural setting.

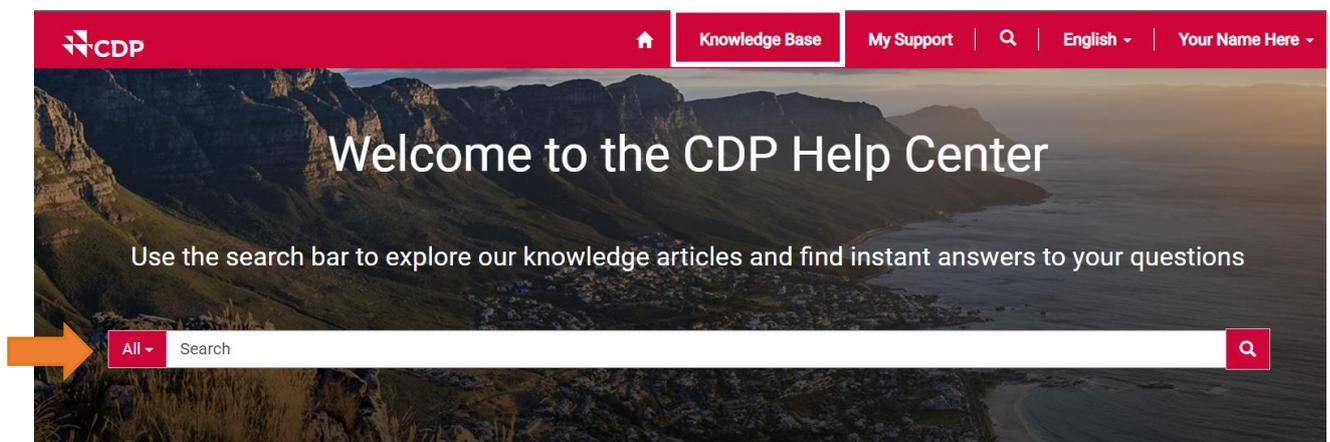
Appendix III: How to access and use the Help Center

If you have not found the information you are looking for in the resources section of your dashboard, this guide or the [cities FAQs](#) you can visit our new Help Center, where you will find articles providing information to support your disclosure further.

To access this, you will need to be [signed in](#). Once you are signed in to your account, you can access the Help Center via link at the top of the page. If you are a new user, you can register [here](#).



Once you click on the Help Center link, you will be taken to the Help Center site:

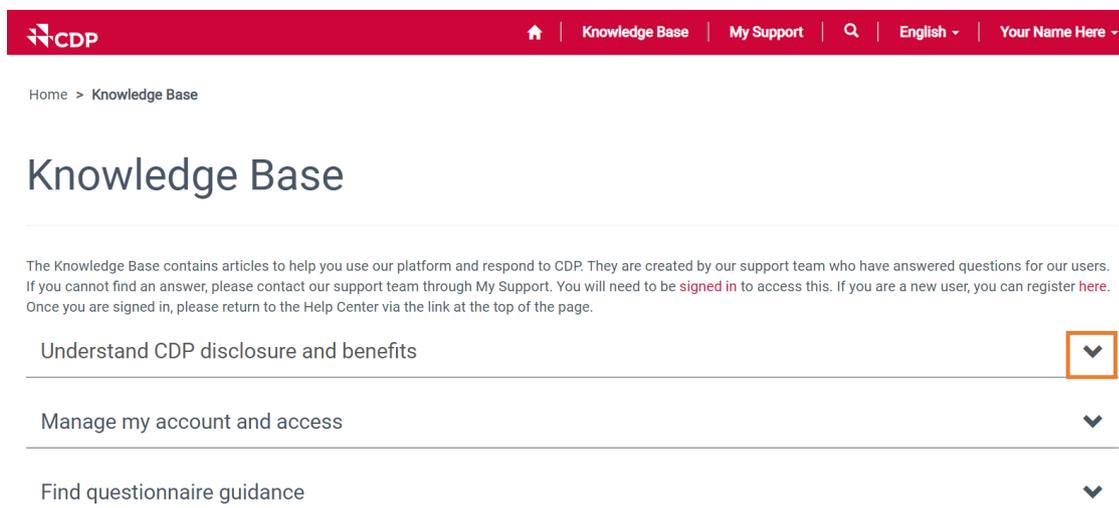


Most Popular

Questionnaire guidance for companies

You can search for knowledge articles to find an answer to your question using the “Search” function, browsing Most Popular articles or by clicking on the link for the Knowledge Base.

In the Knowledge Base, you can select a category of articles you are interested in and expand the menu to see the articles available:



The expanded view of the Knowledge Base category will show you the available articles.

Home > Knowledge Base

Knowledge Base

The Knowledge Base contains articles to help you use our platform and respond to CDP. They are created by our support team who have answered questions for our users. If you cannot find an answer, please contact our support team through My Support. You will need to be [signed in](#) to access this. If you are a new user, you can register [here](#). Once you are signed in, please return to the Help Center via the link at the top of the page.

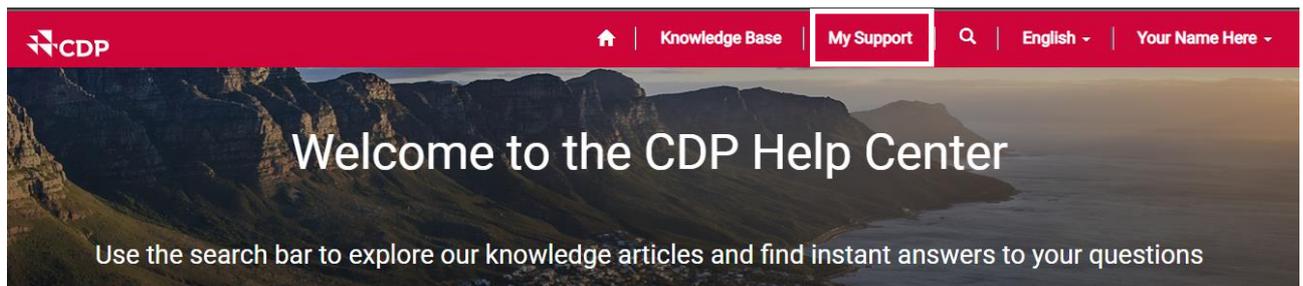
Understand CDP disclosure and benefits

- [CDP request for companies](#)
- [Timeline for responding](#)
- [Benefits of disclosure as a company](#)
- [Benefits of disclosure as a city, state or region](#)
- [Responding as a self-selected company, city, state or region](#)
- [CDP request for Cities, States and Regions](#)

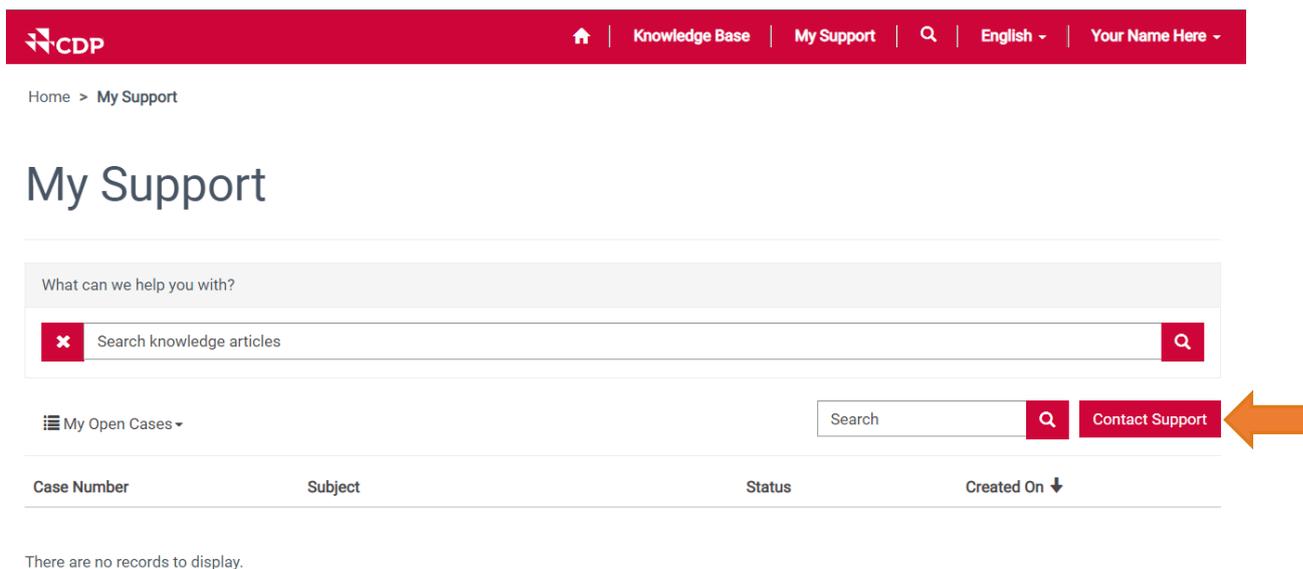
Click on the title of the article to view the information and guidance in full.

If having searched the Knowledge Base using different key words you still cannot find the information you are looking for, contact our support team via My Support in the Help Center.

Click on My Support in the Help Center, which you will see if you are signed in.



Clicking on My Support will take you to the following page where you can raise a case regarding your query.



You can also search for knowledge articles here in the search bar, or click on Contact Support, which will open up the following screen:

Contact our Support Team

Subject *

Category * **Sub-Category ***

Description *

Tell us how we can help you

Attach a file

No file chosen

Please make sure you enter the following for your case:

- Enter the subject
- Select the category and sub-category
- Enter your question or query into the description field
- If you are having a technical issue, please provide as much detail as possible and attach any screenshots as needed

Once complete, click **Submit**, which will send your query to our support team.

You will get a confirmation screen and an email will be sent to your inbox with your case number. It will also appear listed in your Open Cases as long as the query is active.

My Support

Thank you for contacting our support team. A case CAS-01650-C8N2C9 has been created and you can track progress at My Support.

What can we help you with?



Case Number	Subject	Status	Created On ↓
CAS-01650-C8N2C9	Your query	In Progress	3/16/2022 5:18 PM