

**INTER-AMERICAN SYSTEM FOR MONITORING RECOMMENDATIONS
(Inter-American SIMORE)**

**POLICY FOR THE USER REGISTRATION, MODIFICATIONS AND SUSPENSION OF
USER ACCOUNTS**

Objective and Scope of Application

1. The purpose of this document is to present the general policies established for using the Inter-American SIMORE's access accounts. The guidelines and procedures indicated in this document are part of the [Terms and Conditions of Use of the Inter-American SIMORE](#), and, therefore, are applicable to all of the procedures related to the registration, modification, suspension and cancellation of users who make use of the platform.

Accounts

2. The Inter-American SIMORE uses three types of user accounts:
 - a) **States** – Accounts used by officials and representatives appointed by OAS Member States;
 - b) **Autonomous Bodies or Civil Society** – Accounts used by members of civil society organizations, academic institutions and national human rights institutions who conduct activities for the promotion, defense and protection of human rights in any OAS Member State;
 - c) **Administrator** – Accounts operated by the personnel of the IACHR and the GS/OAS for the adequate administration and functioning of the Inter-American SIMORE.

Account Creation and Use

3. To have access to the Inter-American SIMORE, it is necessary for the user to create an account in accordance with the procedure outlined in this document. Only designated personnel of the IACHR and the GS/OAS may operate Administrator accounts
4. States that wish to have Inter-American SIMORE user accounts must send an official communication to the IACHR through the country's Permanent Mission to the OAS. This communication must clearly state the request for a user account, providing the name(s), position(s) and institutional e-mail address(es) of the individual(s) that will operate the account(s). The specific procedure for making this request is detailed in the Annex attached to this document.
5. Civil society organizations, universities or autonomous bodies that wish to have Inter-American SIMORE user accounts must send an official communication to the IACHR. This communication must clearly state the request for a user account, providing the name(s), position(s) and institutional e-mail address(es) of the individual(s) that will operate the account(s). The specific procedure for making this request is detailed in the Annex attached to this document.
6. Once the application from the State, civil society organization, university or autonomous body has been received, the IACHR will analyze and verify its content. In the case that the application complies with the abovementioned requirements, the IACHR will approve the activation of the requested accounts. If the application does not comply with the abovementioned requirements, the IACHR will reject the activation of the account and inform the requesting State or institution the reasons for this decision so that they can be rectified.

7. The accounts created for States, autonomous bodies and civil society for the Inter-American SIMORE provide their operators with the ability to submit information related to the follow-up of recommendations issued by the IACHR **exclusively regarding Thematic Reports, Country Reports, Chapter IV.B Reports and Resolutions.**
8. The follow-up of recommendations issued in Published Merits Reports, Friendly Settlement Agreements and Precautionary Measures Resolutions is undertaken on the basis of the analysis that the IACHR carries out each year in the framework of its Annual Report and using the specific methodologies established in the [General Guidelines on the Follow-up of Recommendations and Decisions](#).
9. In the process of registering and activating accounts, all communications are made via e-mail to donotreply@oas.org. It is recommended that users add this address to their list of safe addresses in order ensure that they receive all communications. It is not necessary to reply to messages received from this address given that it is an account that does not have a mailbox. In case that any assistance is required, users can go to the “Contact Us” section within the platform or send an email to CIDHSeguimiento@oas.org.

Account Management

10. The user assumes full responsibility for maintaining the confidentiality of any information in her/his possession relating to her/his account, including passwords, and for any activity that is carried out with her/his account if the user fails to maintain the security and confidentiality of such information.
11. It is the user’s responsibility to immediately notify the IACHR Administrator if a third party makes unauthorized use of her/his account or password, or

regarding any breach of security. The inappropriate use of accounts due to negligence or lack of care on behalf of the account holder may result in responsibility for losses suffered by the IACHR and the GS/OAS, or any other user or visitor of the portal

Non-Transferability of Accounts

12. Each account is for the exclusive use of the individual account holder and is operated under her/his sole responsibility. In this sense, user accounts are personal and non-transferable, and cannot be managed by a group of individuals.

Temporary Blocking of Accounts

13. The IACHR and the GS/OAS may temporarily block an user account for the following reasons:
 - a) For security reasons, when the user has exceeded the maximum limit of attempts to access her/his account, or when the system detects or suspects that the activities of a user account may partially or totally compromise the integrity and security of the information or system;
 - b) For breaching the intellectual property or copyright rules, violating personal data or sending information that is offensive, discriminatory or that incites hatred;
 - c) When a year has passed without the account showing activity or the user has not entered the account.

Permanent Suspension of Accounts

14. The IACHR and the GS/OAS may permanently suspend a user account for any of the following reasons:

- a) For non-compliance by the user with the General Terms and Conditions of Use, or any other agreements or guidelines associated with the use of the Inter-American SIMORE, the IACHR or the GS/OAS;
- b) At the express request of the user asking that the account be suspended indefinitely. A request to suspend an account should be directed to CIDHSeguimiento@oas.org;
- c) For repeated conduct breaching intellectual property or copyright rules, violating personal data or sending information that is offensive, discriminatory or that incites hatred;
- d) If the account is inactive for more than five years.

15. Regarding accounts that have been blocked, users who wish to reactivate their accounts should contact the Administrator of the Inter-American SIMORE and request their accounts' reactivation. In the case of suspended accounts, users must request the creation of a new account. Only the IACHR and the GS/OAS, through Administrator user accounts, may activate, block, reactivate or suspend a user account.

Password Creation

16. For security reasons, the platform will conduct a quality control examination of all of the passwords set by a user. In the event that the password selected by the user does not comply with the requirements, the platform will reject it and request the user to create a new one.
17. For the purpose of operating the Inter-American SIMORE, user account passwords must contain at least seven characters and a special character (!@#\$%^&* =+) that is not a letter or a number. Users will not be able to reuse former passwords.

Password Operation

18. The password is the security system of user accounts and must be treated confidentially. The custody and confidentiality of these passwords is of sole responsibility of the account holder.
19. The use of an account password without the express authorization and consent of the account holder is prohibited. Neither the IACHR nor the GS/OAS assumes any responsibility for any loss or damage that may arise from the misuse of such passwords.
20. The passwords associated with an Inter-American SIMORE user account expire every 90 days, after which time the system will request the account holder to create a new password.
21. Users may try to access their account a limited number of times (5) before it is temporarily blocked. Once the maximum number of attempts is exceeded, the

authentication module will automatically lock the account and it will not permit any further authentication attempts for a lapse of 10 minutes.

22. In the even that an account holder cannot remember her/his password, she/he can reset it via the “Reset Password” link at any time.

Privacy Announcement

23. The Organization of American States, through the Inter-American Commission on Human Rights, located at 1889 F St. N.W. Washington, DC, USA, 20006, is responsible for collecting account holders’ personal data, for the use made of this data and the protection of this data. The personal information provided through the creation of an Inter-American SIMORE user account will be used to provide the user with services and information requested, to inform the user about changes and updates, and to evaluate the quality of the service provided.
24. To this end, users should be aware that sending information through SIMORE may involve the transmission of their individual personal data or that of third parties that reveals aspects such as racial or ethnic background, political opinions, religious and philosophical beliefs, union affiliation, genetic information, biometric data, data related to the health, sexual life, or sexual orientation of an individual, among others.
25. In this regard, any person has the right to access, rectify and cancel her/his personal data, as well as to oppose the processing of such data or revoke the consent given for that purpose through the abovementioned procedures. To learn about these procedures, requirements and deadlines, interested persons should contact the IACHR Executive Secretariat through the Follow-up of Recommendations and Impact Section at CIDHSeguimiento@oas.org.

26. Personal data that may be provided using the Inter-American SIMORE will not be transferred or processed by individuals, companies or organizations other than the IACHR and the GS/OAS. The information provided may only be used by the IACHR and the GS/OAS for the purposes associated with the exercise of their functions.

ANNEX 1. PROCEDURE FOR THE CREATION OF USER ACCOUNTS

Creation of User Accounts for States, Autonomous Bodies and Civil Society

In order to obtain a State, Autonomous body or Civil Society Inter-American SIMORE user account, the interested Member State, organization, university or institution must submit an official communication to the IACHR through the SIMORE platform. In this communication, the individual must request the creation of the account(s) and indicate up to four **institutional e-mail addresses** that will be registered, along with the name(s) and affiliation(s) of the individual(s) account holders.

The IACHR will review the request made by the Member State, organization, university or institution, and in response, it will send a communication with the information associated with the creation of the requested accounts. Once the response has been received by the IACHR and the account has been approved, the individuals designated by the Member State, organization, university or institution may upload information regarding Thematic Reports, Country Reports, Chapter IV.B Reports and Resolutions.

The modification or cancellation of State accounts must be made at the express request of the State concerned by means of an official communication addressed to the IACHR and sent through the SIMORE platform. The same applies to Autonomous Bodies and Civil Society accounts. The request must specify the account(s) to be modified along with the information of the account holders associated and, if necessary, it should indicate the data of the individuals to be registered. This process can be done through the “Contact Us” tab in the system.

Procedure for the Registration and Activation of Accounts

First Step. Account Registration

Individuals interested in obtaining an Inter-American SIMORE account should enter the platform and open the “REGISTRATION” link located in the upper right corner of the Inter-American SIMORE’s home page.



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Subsequently, the user must fill in the registration form located in the platform. All fields marked with a red asterisk (*) refer to information that is required and must be completed in order to create a new account in the Inter-American SIMORE. Users must take into consideration the password creation criteria cited in the **Policy for Registration, Modification and Suspension of User Accounts**.

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User Registration

Membership to Inter-American SIMORE is **verified**. Once you've registered and your information has been submitted, you will receive an email from donotreply@oas.org containing a link to verify and activate your account. This step is **required** in order to become a registered user and to upload and access resources shared by other users.

To complete your registration successfully, you must update your profile, filling out all the required fields.

Note: - Registration may take several seconds. Once you click the "Register" button please wait until the system confirms that you have been successfully registered.

All fields marked in red are required.

* First Name:

* Last Name: This field is required.

* Email:

* Username: This field is required.

* Password: This field is required.

* Confirm Password:

Passwords must be at least 7 characters in length and contain at least 1 special (!@#%&*~+<=>) character that is not a letter or a number.

* Captcha: I'm not a robot  [Privacy](#) [Terms](#)

Once the registration form is completed, the user should press the “REGISTER” button at the bottom of the form. A system message will inform if any required field was incomplete or if the data provided did not meet the system’s verifications. In the case that the account is successfully created, the following message will appear:

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Thank you for submitting your information.

You are one step away from becoming a registered user.

Please, verify and **ACTIVATE your account** using the link in the email you will receive from donotreply@oas.org.

The user must then log in to the registered e-mail account and access the address provided by the system in order to activate the newly created account. A system message will appear to confirm the activation of the account:

 **OEA** Más derechos para más gente

Dear [REDACTED]

Please use the following link to **complete your registration** : https://www.oas.org/ext/es/derechos-humanos/simore/default.aspx?ctl=Login&username=john.valdez&verificationcode=CxeF4tqBlQdlyDkm9eEkZw__

Once you have verified your registration through the link, you can start accessing the platform and participate in: **SIMORE Interamericano**

After logging in, you can update your information on your "My Profile" page.

Be sure to keep this message for future reference.

Website www.oas.org/ext/en/human-rights/simore
User: [REDACTED]

Thank you,
OAS Team

Second Step. Account Registration

Once the new account is active, the user must log in to the Inter-American SIMORE with the selected e-mail address and password. The platform will display a notice within the system informing about the possibility of requesting permissions to upload information as a State, autonomous body or as civil society.



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Logout | John Valdez Torrez

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! You are an active user of the site. To **request a Member State or Civil Society Organization access account**, please click here to access the "Contact Us" section. Then, from the "Subject" drop-down menu, select the option "request access" and attach the required official communication.

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The user must click on this message. The system will direct the individual to the "Contact Us" section. Within that section, the user must click on the drop-down menu with the title "Subject", select the option "Request a Member State, Autonomous Body or Civil Society Organization Access Account" and attach the official communication issued by the State or institution involved in the box that the system displays for that purpose.

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Contact Us

* First Name:

* Last Name:

* E-Mail:

* Country: Institutions:

* Subject:

* Document (File types: doc, docx, pdf, jpg, gif, zip. File size: 5 MB):
Please attach the required official communication.

* Message (300 words max):

* Captcha:
 I'm not a robot 

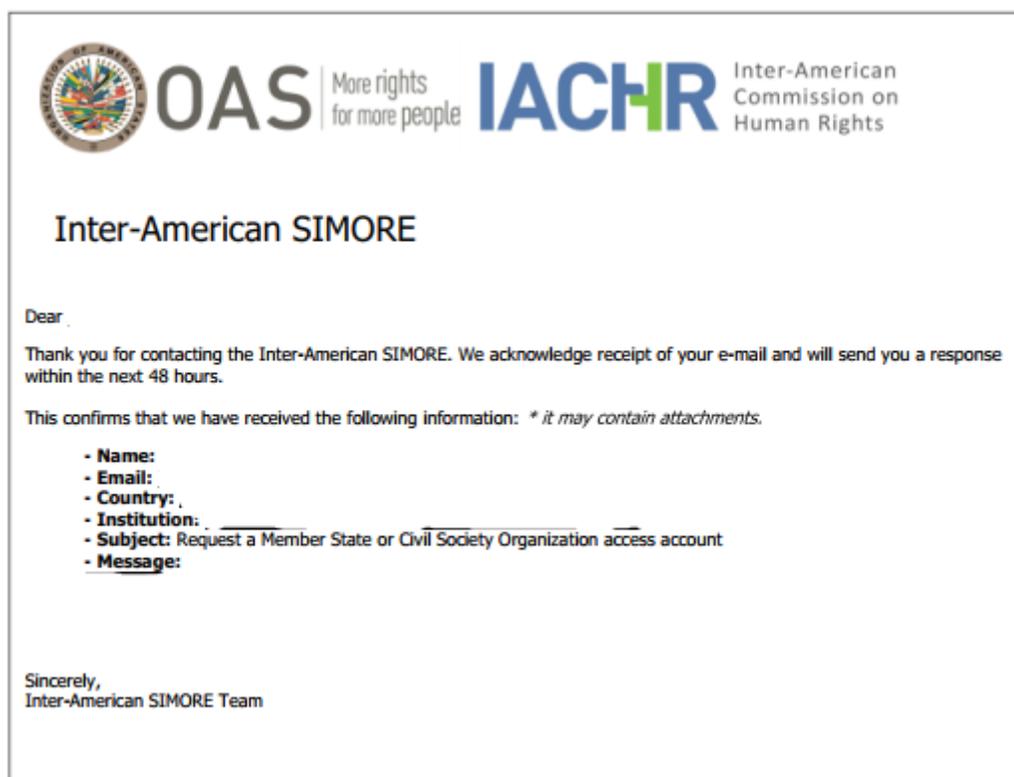
Once the communication has been successfully sent, the platform will display a confirmation message.

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Thank you!
Your message was sent successfully.

At the same time, once the communication has been sent, the user will receive an e-mail confirming the registered information and informing her/him of the correct receipt of her/his request.



The IACHR will receive the communication and verify its content. Based on this analysis, it will notify the applicant –via email– if her/his account request has been approved or rejected.

Dear

This e-mail is to inform you that your

access request has been Approved by the Administrator.

- Country:

- Institución / Organización:

Comments: Es cuenta de prueba para screenshots del video de carga de información.