

Getting Started with the ESG Issuer Communications Portal

A User Guide for Issuers

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The [MSCI ESG Issuer Communications Portal](#) is a dedicated online portal for the more than 10,000 equity and fixed income issuers in the MSCI ESG Research coverage universe to gain insights into their ESG profile, access certain ESG Research reports at any time, and review and provide feedback on data.

In this user guide we share a few tips for accessing the portal and troubleshoot a few common technology-related access issues. We welcome feedback from issuers at any time during the year and value your contributions.

1. How do I create a new account?

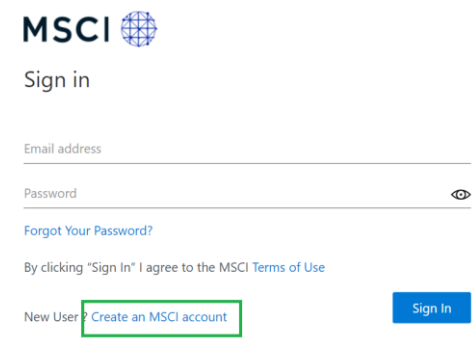
- A) If you are **a first-time user** to the MSCI Issuer Communication Portal, **Please email esgissuercomm@msci.com to request a new account.** Our Issuer Communications team will verify your company email address and send an email confirmation.
- B) Once you have received the confirmation, proceed with the below steps to sign up and create a password.

1.1 Open the Issuer Communication Portal link in **Chrome/ Firefox-** <https://esgicp.msci.com>

Note: We recommend accessing the portal in a Chrome or Firefox browser. Internet Explorer 10 or 11 is also an option. However, the portal will not function properly on older versions of IE, including IE 8 or 9.


1.2 If you have an existing MSCI username and password for MSCI client platforms such as ESG Manager, please use those credentials to access the platform. If not, please proceed to Step 1.3.

1.3 Click on **“Create an MSCI account”** and follow the prompts to create a password



The screenshot shows the MSCI Sign in page. At the top is the MSCI logo. Below it is the text "Sign in". There are two input fields: "Email address" and "Password". The "Password" field has an eye icon to toggle visibility. Below the "Password" field is a link "Forgot Your Password?". At the bottom, there is a line of text: "By clicking 'Sign In' I agree to the MSCI Terms of Use". Below this line, there is a "New User?" label followed by a green-bordered button labeled "Create an MSCI account" and a blue button labeled "Sign In".

1.4 Fill in the information requested and click “Create”.

MSCI 

Create Account

First name *

Last name *

Email *

Create password *

Confirm password *

Select Country


Select State

By clicking “Create” I agree to the MSCI [Terms of Use](#)

Create

Cancel

1.5 You will see the message below.


MSCI 

Your account was created
successfully!

Please verify your email to continue

Sign in

1.6 Check your email. Look for an email from noreply.accounts@msci.com. If you do not receive this, kindly check your Spam folder. Open the email and click on “[Confirm your account](#)”

SENDER	SUBJECT
 noreply.accounts@msci.com	MSCI Accounts



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Welcome to MSCI!

Thank you for signing up.

Please verify your email address by clicking the following link:

[Confirm your Account](#)

If you are having any issues with your account, please don't hesitate to contact us by replying to this mail.

- 1.7 You will receive the message below. Please open the portal link in a new tab and log in - <https://esgicp.msci.com>



Your email has been verified

Kindly proceed with logging to MSCI on a different tab.

You may now close this tab.

If you need further assistance, please contact us

[Done](#)

2. How can I reset my password?

Once you have successfully registered on the portal, if you happen to forget your password, follow the below steps to reset it.

- 2.1 Open the Issuer Communication Portal link in **Chrome/ Firefox** - <https://esgicp.msci.com>
- 2.2 Click on Forgot your password and follow the prompts



Sign in

Email address

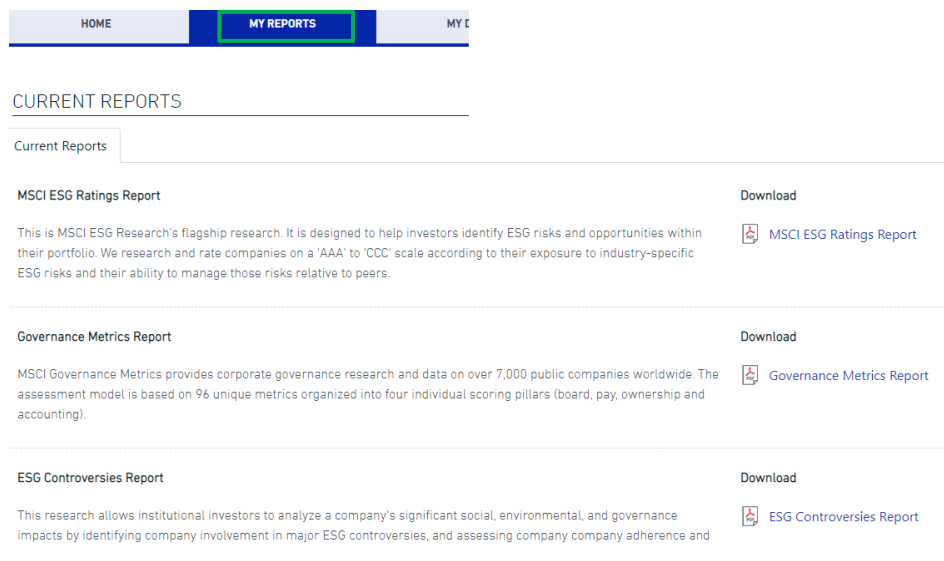
Password

[Forgot Your Password?](#)

By clicking "Sign In" I agree to the [MSCI Terms of Use](#)

3. Where can I find my company's MSCI ESG Reports?

Under the “MY REPORTS” tab in the portal, you can download the latest copies of the available MSCI ESG reports for your organization.



The screenshot shows the 'MY REPORTS' tab selected in the navigation bar. Below the tab, there is a section titled 'CURRENT REPORTS'. Under this section, there are three report cards. Each card has a title, a brief description, and a 'Download' button with a document icon. The reports are: MSCI ESG Ratings Report, Governance Metrics Report, and ESG Controversies Report.

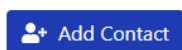
4. How can I update contacts in the MSCI database?

If you are an active user of the Portal, you can add, modify, or delete colleague's accounts. Please go to the ‘MY CONTACTS’ tab and following the below steps:




The screenshot shows the 'MY CONTACTS' tab selected in the navigation bar. Below the tab, there is a section titled 'CONTACTS & COMMUNICATION LOG'. The table below shows contact information for 'MSCI Test' and 'Komal'.

Add a new contact: Please click on “Add Contact” button.



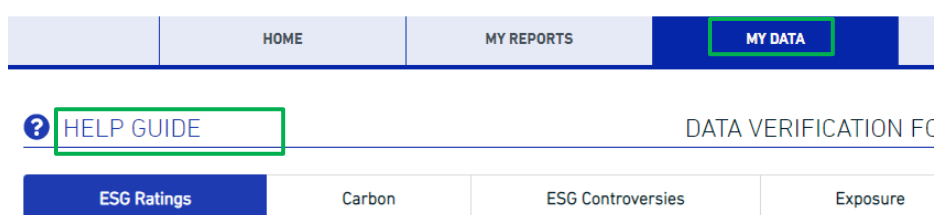
Modify an existing contact: Please click on blue icon.

MSCI Test	Komal	komaL.solanki@msci.com	Primary Contact	
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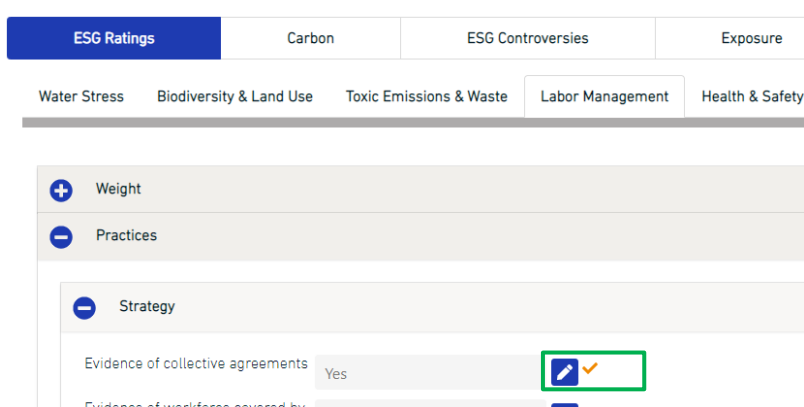
Delete a contact: Please click on red icon.

5. How can I provide feedback on data collected by MSCI ESG Research?

5.1 Navigate to the “MY DATA” tab, which contains MSCI ESG data for your organization. Please do take a look at the “HELP GUIDE” which is a quick demo of how to submit feedback on the portal.



5.2 Click on sub tabs to view the relevant indicators → click on blue pencil icon if you wish to comment on an indicator.



5.3 After clicking on the blue pencil icon, you will see the fields below:

MSCI Value: MSCI assessment

Issuer Value: If you wish to propose another value, please select the most relevant option from the drop down options, and provide values where there is a free text field.

Issuer Comment: Please use this box to add any additional comments you would like to share with us.

Document Link – MSCI uses only publicly available information. Please add the source weblink of the disclosure to support your proposed value.

Finally, after adding your comments click on **Save**.

Support for degree programs or certifications

MSCI Value
 No evidence

Issuer Value
 Program covers all employees (including part-time and contractors)

Issuer comment
 We have employee degree programs. Please refer to the weblink for more information

Document Link
<https://reports.com/sustainability-report/2019/contribution-to-society-/our-people.html>

Save Cancel

5.4 Once you have added comments, click on “Submit”. Please ensure that you have reviewed all relevant data prior to submitting comments. While we welcome feedback at any time, in order to avoid any confusion while processing your feedback, we kindly request that you refrain from providing additional comments until all previous submissions have been reviewed and resolved.

ESG Ratings	Carbon	ESG Controversies	Exposure
Water Stress	Biodiversity & Land Use	Toxic Emissions & Waste	Labor Management
Health & Safety			

Performance
 Practices

Submit

6. How long will it take for MSCI to review my feedback submission?

The feedback is reviewed by MSCI analysts and follows a standard data review cycle. The review of submissions is conducted in batches, and update notifications are sent upon completion of the feedback review. The turnaround time for review depends on the volume of feedback that MSCI analysts have received at any given period. Please visit the Issuer Communications Portal for the current estimated review time for any feedback submitted.

7. Basic Troubleshooting tips

a. UNAUTHORIZED MESSAGE:

During first time registration if you receive the message below, please click on “E-MAIL”, and provide details as specified in the email template.

UNAUTHORIZED!

Thank you for your interest in the MSCI ESG Issuer Communications Portal. Unfortunately, it appears that you are currently not authorized to login. Please contact the ESG Issuer Communications team E-MAIL for assistance. Please note that only representatives of the requesting company/issuer will be permitted access to the portal and their company's own research and data.

Thank you,

MSCI ESG Issuer Communications Team
[Return to Login Page](#)

b. BLANK PAGE:

If you see a blank page post logging in, it's possible this is because you are using Internet Explorer. Please use Chrome/ Firefox browsers.

c. PORTAL PAGE NOT LOADING:

If the site is not loading, please go to browser history → clear cache and cookies → open a fresh browser and try accessing the portal again.

Please refer to the cache and history browsing guide on how to clear cache and cookies:

<https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop>

d. ANY OTHER TECHNICAL ISSUES

If you encounter any other technical difficulties in accessing the platform, please drop an email to esgissuercomm@msci.com

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