

MSCI ESG RESEARCH: ISSUER COMMUNICATIONS PORTAL USER GUIDE

ESG Issuers Communications Team

April 2019

CONTENTS

- 1 HOW TO REGISTER ON THE ISSUERS COMMUNICATION PORTAL 3
- 2 STEPS TO RESET PASSWORD..... 5
- 3 BASIC TROUBLESHOOTING GUIDE..... 7

1 HOW TO REGISTER ON THE ISSUER COMMUNICATIONS PORTAL

If you are a first time user to the MSCI Issuer Communication Portal, follow the below registration steps to be able to login to the platform.

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

1.2 Click on Sign up now



Sign in with your existing account

Email Address

Password [Forgot your password?](#)

or

Don't have an account?

1.3 Add your email address and click on Send verification code

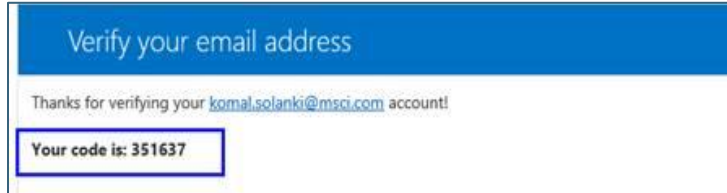


Please provide the following details.

Email Address

1.4 You will receive a verification code on your registered email. Add the code in the Verification Code field and click on Verify code.

Email



Portal

Please provide the following details.

Email Address

Verification code

1.5 Create a password → Update name fields → Click “Create” → You will be directed to the portal

New Password

Confirm New Password

Given Name

Surname

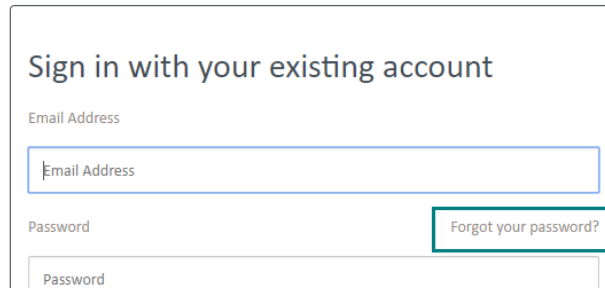
Display Name

2 STEPS TO RESET PASSWORD

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

2.1 Open the Issuer Communication Portal link - <https://esgicp.msci.com>

2.2 Click on Forgot your password



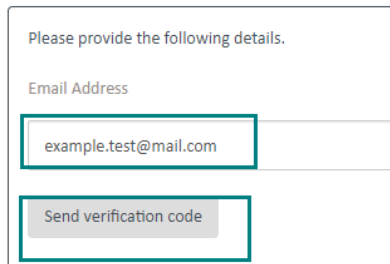
Sign in with your existing account

Email Address

Password

[Forgot your password?](#)

2.3 Provide your email address and click on Send verification code



Please provide the following details.

Email Address

[Send verification code](#)

2.3 You will receive a verification code on your email.



2.4 Add Verification Code and click on Verify Code


Please provide the following details.

Email Address

Verification code

2.5 Click on Continue

2.6 Provide a New Password and click on Continue

MSCI 

Please provide the following details.

New Password

Confirm New Password



2.7 You will be redirected to the login page. Log in using the new password.

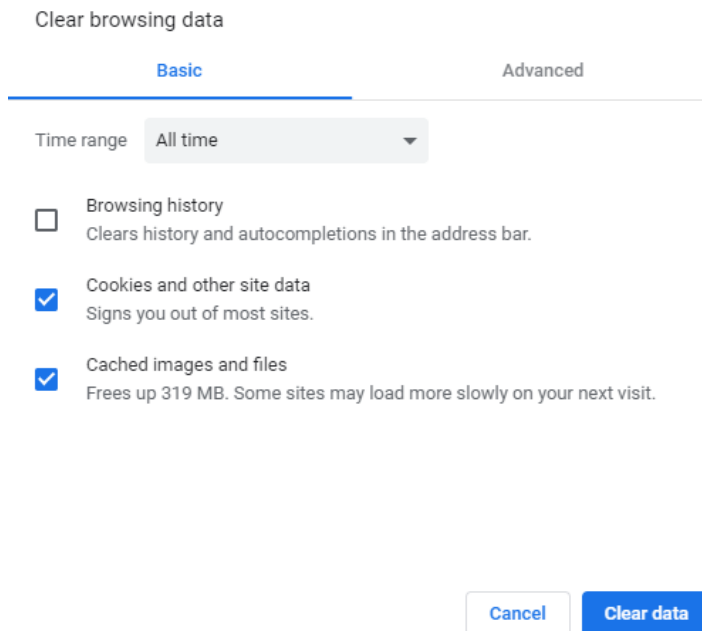
3 BASIC TROUBLESHOOTING GUIDE

If you face any issues in accessing the portal, kindly follow the basic troubleshooting steps below:

3.1 Please clear your cache and cookies based on the browser you are using, and then try logging in again.

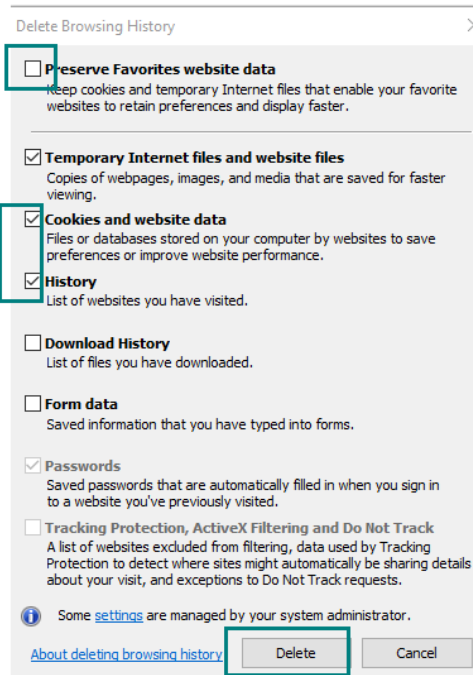
3.1.1 For Chrome Users:

- On your computer, open the Chrome browser
- On the top right, click More  / the Home icon 
- Click on More tools/Settings and then Clear browsing data
- At the top, choose a time range. To delete everything, select All time.
- Check the boxes next to "Cookies and other site data" and "Cached images and files,"
- Click Clear data




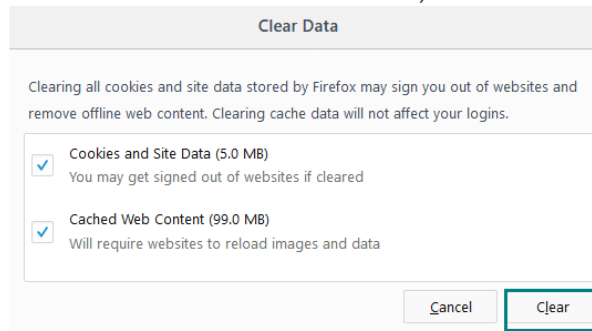
3.1.2 Internet Explorer Users:

- Select Tools (via the Gear Icon) > Safety > Delete browsing history.
- Make sure to **uncheck** Preserve Favorites website data and **check** both Temporary Internet Files and Cookies then click Delete



3.1.3 Firefox Users:

- Click on the menu button  and choose Options.
- Select the Privacy & Security panel.
- In the **Cookies and Site Data** section, click on Clear Data → Clear



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