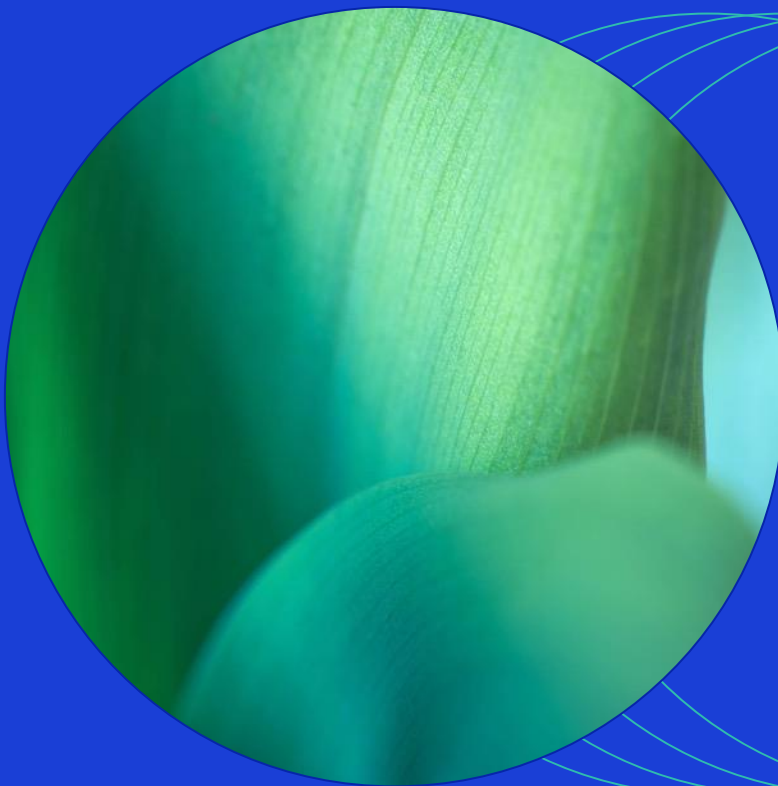




June 2025

# Getting started with the online issuer portal

MSCI ESG Research LLC  
Issuer Communications



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MSCI ONE is our dedicated online issuer portal for the equity and fixed income issuers in the MSCI ESG Research coverage universe. MSCI ONE is where issuers can gain insights into their Sustainability and Climate profile and provide feedback on their data.

MSCI ONE allows you to view your Sustainability and Climate performance over time across ESG Ratings and Controversies, download reports, update contacts to ensure the right people receive our operational emails, understand which index your company is part of, and more.

In this user guide, we share how to gain access to our online issuer portal through MSCI ONE, tips for sharing data feedback, and troubleshooting resources for a few common technology-related issues. We welcome feedback from issuers at any time during the year and value your contributions.

*Disclaimer: all screenshots provided in this document have been provided for illustrative purposes.*

## 1 How do I create a new account?

**There are two account types on MSCI ONE:**

- a. Guest User access, which allows you to explore some of the free tools available to all users of the platform
- b. Companies tab access, which is required for making updates and corrections to your company's data. The steps in this document are for full data provisioning access in MSCI ONE

If a colleague adds you to your company via the My Contacts tab, you are automatically granted full access to MSCI ONE. (If this is the case, proceed to section 1.4 of this User Guide in order to create an MSCI ONE account.)

If any of the following scenarios apply, please contact Issuer Communications at [esgissuercomm@msci.com](mailto:esgissuercomm@msci.com) to set up your MSCI ONE user account:

- You are a first-time user on behalf of your company (whether your company is new to our coverage universe or you are new to your company)
- You have no account with MSCI ESG Research (Guest User or otherwise)
- You have never engaged with MSCI ESG Research
- You otherwise need support in gaining access

1.1 Open MSCI ONE in Chrome/ Firefox – <https://one.msci.com>

**Note:** We recommend accessing MSCI ONE in a Chrome or Firefox browser. Please note, the platform may be used on Internet Explorer 10 or 11 but will not function properly on older versions of Internet Explorer, including IE 8 or 9.

1.2 If you have an existing username and password for other MSCI platforms, please use those credentials to access MSCI ONE. If not, please proceed to Step 1.3.

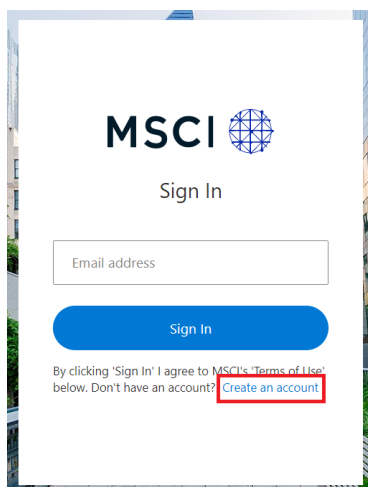
1.3 When you reach out to Issuer Communications to gain MSCI ONE access, the following actions will occur

Issuer Communications will confirm your first name, last name, email and country. If you choose to create a Guest User account in the meantime, please use the same email address.

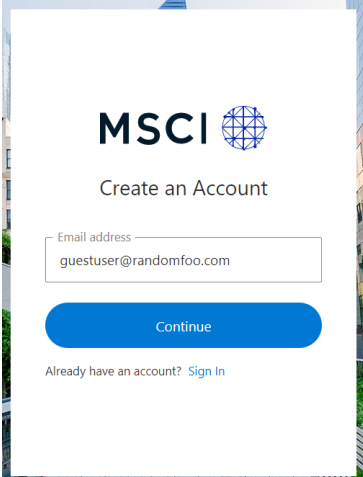
Issuer Communications will send you an email confirming your access. You may also receive an automated email prompting you to create or finalize your account credentials – the final step in gaining MSCI ONE access.


If you are curious about the MSCI ONE platform and wish to explore prior to your account being confirmed, you can follow the steps outlined below to create a Guest User account. (Remember to use the same credentials.) Guest User access provides a way to explore the MSCI ONE platform before gaining additional permissions.

1.4 Open the MSCI ONE link in Chrome/ Firefox - <https://one.msci.com> and click on “Create an Account”



- a. Provide your email address (the same as you shared with Issuer Communications in 1.3) and click the “Continue” button.



MSCI 

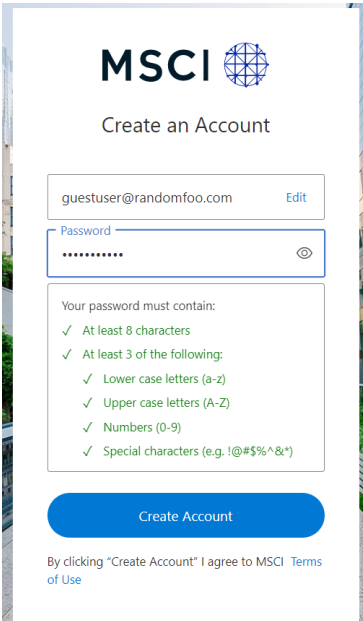
Create an Account


Email address  
guestuser@randomfoo.com

Continue

Already have an account? [Sign In](#)


b. Enter a password and click on "Create Account"



MSCI 

Create an Account

guestuser@randomfoo.com [Edit](#)

Password  
•••••••• 

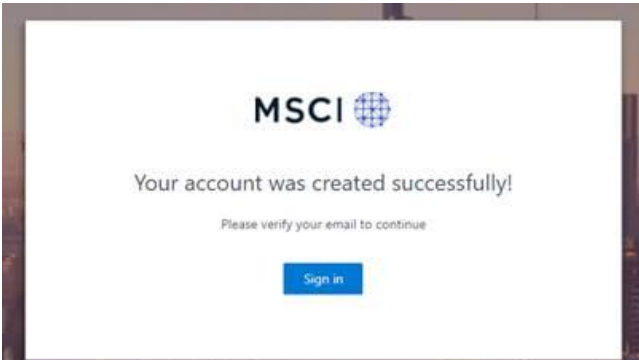
Your password must contain:


- ✓ At least 8 characters
- ✓ At least 3 of the following:
  - ✓ Lower case letters (a-z)
  - ✓ Upper case letters (A-Z)
  - ✓ Numbers (0-9)
  - ✓ Special characters (e.g. !@#\$%^&\*)

Create Account

By clicking "Create Account" I agree to MSCI [Terms of Use](#)

c. You will be directed to a page confirming your account was successfully created



MSCI 

Your account was created successfully!

Please verify your email to continue

Sign in

d. You will receive a verification email requesting that you confirm your account

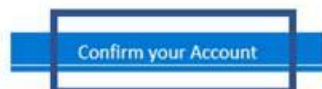


[Products](#) [Solutions](#)

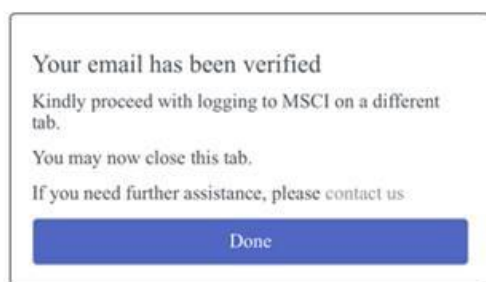
## Welcome to MSCI!

Thank you for signing up.

Please verify your email address by clicking the following link:



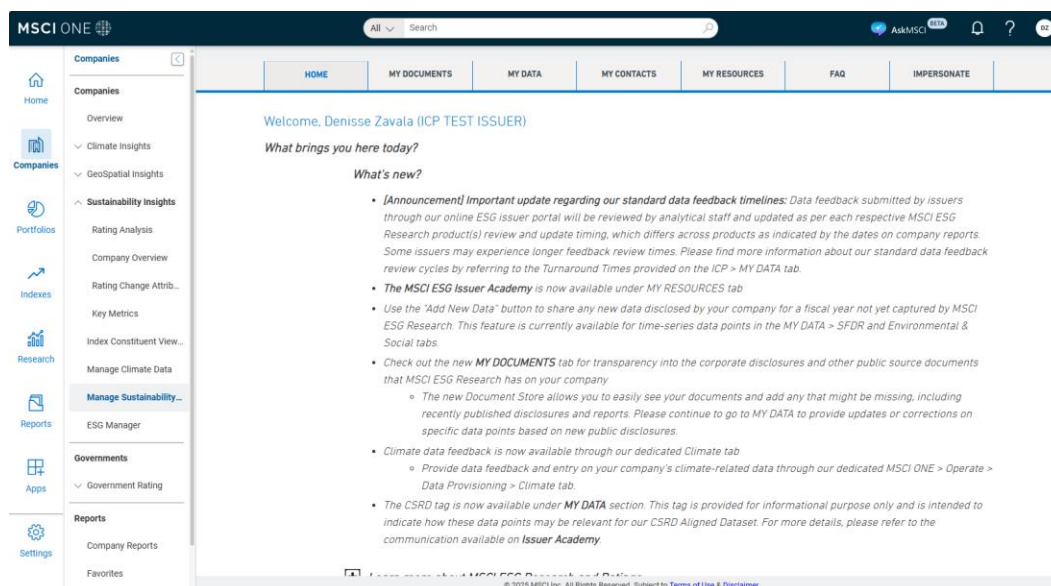
- e. A message on the portal will confirm that your email has been verified



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- f. Once you have successfully created your account and verified your email, you may open MSCI ONE in a new browser and log in with your credentials.

Once you have been granted access to MSCI ONE, you will see your company's information by navigating to [Companies > Manage Sustainability Data > My Data](#) and [Companies > Manage Climate Data](#).



1.5 Once the Issuer Communications team confirms your access via email, go back to the MSCI ONE homepage to finish activating your account. For additional guidance navigating MSCI ONE, explore our [navigation guide](#).

## 2 How can I reset my password?

Follow the steps below.

2.1 Open MSCI ONE in Chrome/ Firefox – <https://one.msci.com>

2.2 Click on Forgot Your Password and follow the prompts



2.3 If you did not receive a password test link or the link expired, please contact Issuer Communications with a screenshot capturing the entire window. You will be sent a new password reset link.

### 3 Where can I find my company's MSCI Sustainability & Climate reports?

Select Reports on the left-hand navigation. Here, you can download the latest copies of the MSCI Sustainability & Climate reports available for your organization.

#### Insights



##### Climate Insights

Drive climate analysis and company-level benchmarking through MSCI ESG Research's database of climate metrics and targets across 10,000+ companies. Our app provides investors with crucial insights including Implied Temperature Rise (ITR), physical risk assessments, Climate Values at Risk (CVAR) analysis, and emission analysis.



##### View and Download Reports

Access MSCI ESG Research reports, including company-level ESG Ratings reports, Industry research, and more.

#### Reports

Company Reports

Favorites

Downloads


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

If you are an active user of the online issuer portal, you can add, modify or delete colleagues' accounts. Please note that this is the easiest way to give your colleagues access to MSCI ONE. Please note that once an email address is a part of the contact list, that email address will receive all future email communications. Please navigate to Companies > Manage Sustainability Data > My Contacts and follow these steps:


|      |              |         |             |              |     |
|------|--------------|---------|-------------|--------------|-----|
| HOME | MY DOCUMENTS | MY DATA | MY CONTACTS | MY RESOURCES | FAQ |
|------|--------------|---------|-------------|--------------|-----|

Add a new contact: Please click on the "Add Contact" button.



 Add Contact

Modify an existing contact: Please click on the pencil icon under the Edit column.

|           |       |                        |                 |   |
|-----------|-------|------------------------|-----------------|---|
| MSCI Test | Komal | komal.solanki@msci.com | Primary Contact |   |
|-----------|-------|------------------------|-----------------|---|

Delete a contact: Please click on the garbage icon under the Delete column.

|           |       |                        |                 |   |
|-----------|-------|------------------------|-----------------|---|
| MSCI Test | Komal | komal.solanki@msci.com | Primary Contact |   |
|-----------|-------|------------------------|-----------------|---|

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

5.1 On the left-hand side navigation, select Manage Climate Data to provide Climate-related data feedback, or Manage Sustainability Data to provide feedback on all other data categories.

### Companies

#### Overview

✓ Climate Insights

✓ GeoSpatial Insights

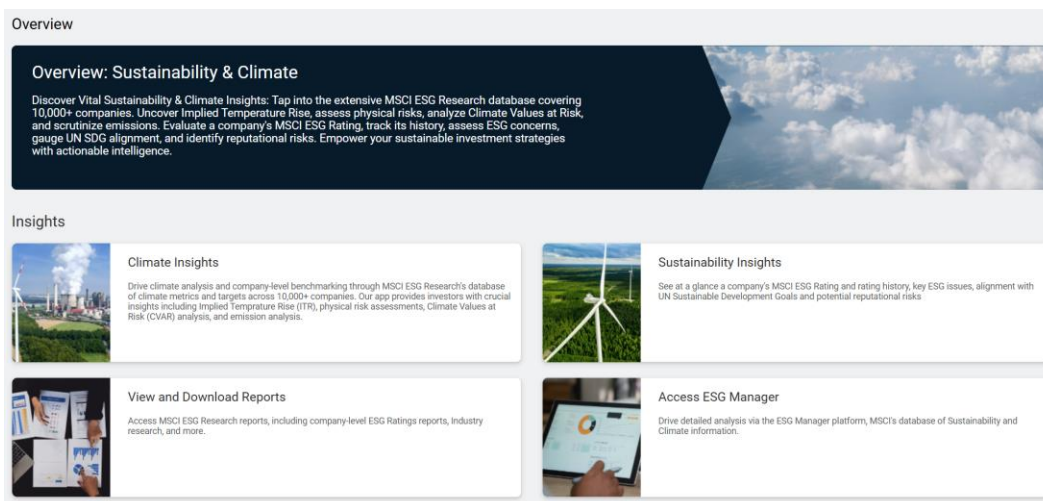
✓ Sustainability Insights

Index Constituent Viewer

Manage Climate Data

Manage Sustainability D...

ESG Manager



For additional resources, you can explore our Issuer Academy, Frequently Asked Questions, and Resources for Issuers webpage.

5.2 The definitions for data feedback are as follows:

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 Fiscal Year: Please use this box to enter the year for which you are providing data.

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

Source Date: This date represents “as of” when your source was published.

Updates and corrections are governed by our [Data Corrections Policy](#). To determine your data feedback, please see the clarifying questions below:

- Is it an update? An updated value is available based on new filings or disclosures not yet reviewed by MSCI analysts. The update will be processed according to our methodology.
- Is it a correction? A data update may qualify as a correction if the value as reported in the Fiscal Year reviewed and assessed by MSCI ESG Research is incorrect or incomplete. If the date of disclosure is more recent than the Fiscal Year shown for the respective data point, the feedback will be processed as a standard update, not as a correction.

For a data correction, the MSCI Fiscal Year and the Issuer Fiscal Year must be the same in order to successfully submit your feedback.

Issuer-verifiable: Generally, issuer-verifiable data points include data points where issuer disclosures are considered the primary source of information. This does not include third-party sources of data, estimates, composite indicators, or assessments made by MSCI ESG Research.

*Note: MSCI ESG Research reserves the right to reclassify a correction submission as a standard update should it not qualify as a correction according to our definitions.*

5.3 When reviewing Climate data, you'll see all saved updates under the relevant accordion.

If you wish to have colleagues review your edits prior to submission, you can invite them to do so at this time. When you're ready to submit all your saved drafts, click "Bulk Submit" in the top right corner.

In order to submit your data feedback, you must acknowledge that you understand our definitions of updates and corrections, as described above.

When reviewing data, 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.

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

For data updates and data corrections submitted by issuers through our online issuer portal, these will be reviewed by the appropriate analyst team(s) and updated as per each respective MSCI ESG Research product(s) review and update timing, which differs across products as indicated by the dates on company reports. Update notifications are sent upon completion of the feedback review. More information about our process can also be found on our Issuer Academy and through our publicly available [MSCI Sustainability & Climate Methodologies](#).

## 7 Data review categories

The following MSCI Action Category Definitions can be found by navigating to Review Climate Data on the left-hand side navigation and expanding Definitions in the top right corner.

### **Accepted - Data Update - Revision**

Based on review of company feedback, we have made an update to our assessment of the relevant indicator.

### **Accepted - Data Update - Partial Revision**

Based on review of company feedback, we have made an update to our assessment of the relevant indicator. However, the update may not reflect the entirety of the data provided by the company.

### **Accepted - Data Update - New Data**

We have updated the relevant indicator to reflect this new information.

### **Accepted - Technical Issue**

We have identified a technical issue impacting this indicator and are investigating its resolution. Once we have resolved this issue, the update will be incorporated into the

analysis, and you will receive another notification inviting you to review any updates to your company's data and assessment.

#### **Not Accepted – Does Not Meet Methodology Criteria**

Pursuant to our methodology, the comments and information provided are not sufficient to warrant an update to the relevant indicator at this time. This could be because the provided disclosure is not related to a relevant indicator used by MSCI ESG Research or it does not cover the scope of the policy/program/committee/efforts pertaining to this indicator, e.g., the company conducts employee satisfaction surveys but there is no information specifying the frequency; or, the company has programs to reduce water usage in its supply chain but there is no indication of whether the program covers all or selected suppliers.

#### **Already Considered - Information Already Considered in Assessment**

This information has already been reviewed, considered, and incorporated where applicable, into our evaluation of the company. No further changes are warranted to this indicator, pursuant to our methodology.

#### **Not Accepted - Information Outside Scope**

Pursuant to our current methodology, the comments and information provided are outside the scope or not relevant to our assessment of this indicator.

#### **Not Accepted - No Public Disclosure Identified**

We are unable to accept the comment for this indicator due to lack of supporting documentation in the public domain. Please note that we only rely on publicly available information.

#### **MSCI Classifications (See 5.2 and 5.3)**

**Correction:** We define a data correction as a value sourced from the same disclosure of the same fiscal year that MSCI ESG Research already reviewed for that data point.

**Update:** We define a data update as pertaining to an update of a value which is available based on new disclosures now ready for MSCI ESG Research analyst review.

## 8 Troubleshooting tips

### a. Authorized Access Only:



#### **Authorized Access Only**

Additional access is required to view this content. Please contact an administrator in your organization or request for assistance from MSCI.

[Return To Home](#)
[Contact Us](#)

If you receive this message, you are visiting the site with Guest User access. Please follow the steps above in Section 1 to create a new account.

b. Blocked by frontdoor:

**Blocked by frontdoor**

This message appears if you have used an existing link multiple times to log into the portal. Please open MSCI ONE in a new browser to try logging in again.

If the issue persists, clear your browser cache and cookies.

c. Blank page:

If you encounter a blank page after logging in, please verify that you are using the Chrome or Firefox browser instead of Internet Explorer.

d. 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.

e. Any other technical issuers:

If you are unable to view a specific tab or encounter any other technical difficulties in accessing the platform, please email [esgissuercomm@msci.com](mailto:esgissuercomm@msci.com).

## 9 Additional resources and support

Please note the following resources available for your experience:

- [Resources for Issuers](#)
- [Issuer Academy](#)
- [General FAQs for Corporate Issuers](#)
- [Sustainability & Climate Methodologies](#)

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