

Indico Project Sessions

October 2025

Agenda

10:45 – 12:00* [[Indico timetable here](#)]

Housekeeping and Project Introduction

- Share inconsistencies and feedback received
- Present the actions taken to address these issues (Action Plan)

Introduction to the “Indico: Best Practices and Helpful Guide for UKAEA”

- Overview of how it works

Short Best Practices Session

- Based on the guide document
- **Restructured folder system**
- How to access to **new templates** to support future activities

Q&A Session

Short Demo

- How to create an event using a template
- How to moderate registrations

Where to go for help

- Introduction to Ivanti and the Chat Community

- Eduarda Fernandes,
Marketing and Events
Specialist

Housekeeping

Slides will be shared with everyone who attended an Indico session, once all sessions have been delivered.

Adam Parker, Data Manager

Eduarda Fernandes and Adam Parker

Public Europe/London E. Fernandes

UK Atomic Energy Authority

Home Create event Administration My profile

Main categories

Enter your search term

Create event Navigate

Welcome to the UKAEA Indico!

The Authority uses this platform to host registration pages for events, meetings, and training sessions. Please refer to the event's terms and conditions for full guidance.

If you're a UKAEA staff member and experience any issues, please submit an Ivanti ticket. If you're an external user, feel free to contact us at: events@ukaea.uk.

UKAEA Public Events and Trainings	32 events	→
UKAEA General Events and Meetings	459 events	→
UKAEA Courses and Trainings	18 events	→
Indico Management	27 events	→

News

Upgraded to Indico v3.3.7
Posted 15 Aug 2025

Indico Ongoing Maintenance
Posted 1 Aug 2025

Email Domain Errors
Posted 22 May 2025

Upcoming events

Adams Test Conference
ongoing until Today

Culham Campus - Official Visitor Centre Opening
starts Tomorrow

UKAEA Public Open Day - Celebrating 60 Years...
starts Saturday

UKAEA Public Open Day - Celebrating 60 Years...
starts Saturday

Intermediate Research Software Development
starts Monday

indico Powered by Indico v3.3.7

Help | Contact | Terms and conditions | Privacy

- Link: <https://indico.ukaea.uk/>
- **Official platform adopted by UKAEA** for managing events registrations
- It is an **open-source tool developed by CERN** (*European Council for Nuclear Research*)
- It's **widely used** in academia and research institutions
- One of its key advantages is that **all data is stored securely** on our internal servers
- Allows for the setup of paid events through GOV.UK Pay, which takes payments and processes them using a Payment Service Provider. We use Stripe. **Reduced fees.**

* UK debit cards: 0.38% + £0.05

* UK credit cards: 0.96% + £0.05

* European debit and credit cards: 1.02% + £0.15

* Non-European credit and debit cards: 2.80% + £0.15

~~* American Express: 2.90% + £0.15~~

Eventbrite was 10%.

Why we're here



REMOTE OPERATIONS IN CHALLENGING ENVIRONMENTS TRAINING COURSE

1-4 Dec 2025
UKAEA - RACE
Europe/London timezone

Enter your search term

Overview
Timetable
Registration
Participant List

Following a successful launch of the Remote Handling Training Course in September, REGISTRATIONS ARE NOW OPEN for the next one!

What does it take to maintain or decommission a plant using remotely operated robots and cameras?

This 4-day in-person Remote Handling Training Course aims to provide managers, designers and

CSF Showcase

19 June 2025
Central Support Facility, B28
Europe/London timezone

Enter your search term

Overview
Timetable
Registration

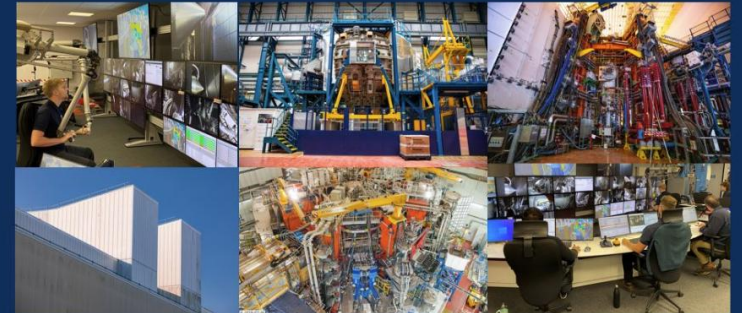
UKAEA events

events@ukaea.uk



UKAEA is delighted to launch the Central Support Facility, a centre of excellence for Manufacturing in the Fusion Industry.

This facility represents a significant step forward in innovation and collaboration, and you to join us for this exclusive showcase.



JET New Starter Tours

25 September 2025
Meet in J2 Fishbowl
Europe/London timezone

Enter your search term

Overview
FAQ's

Starts 25 Sept 2025, 12:05
Ends 25 Sept 2025, 12:50
Europe/London

Meet in J2 Fishbowl

There are no materials yet.

Registration

34 / 45 Register now



UKAEA's 13th Suppliers' Event: Commercial Overview

28 November 2024
Culham Campus
Europe/London timezone

Enter your search term

Overview
Not sure where you are going?
Registration
Privacy Information
Supply Chain
Supplychain@ukaea.uk

Registration is now open!

We are sold out! If you would like to be added to the waiting list please email supplychain@ukaea.uk.

We are pleased to invite our current and potential suppliers to the UKAEA's 13th Suppliers' Event, which will take place on the 28th November at our Culham Campus!

This event will provide suppliers with a Commercial Overview across our major programmes and projects. Additionally, there will be an opportunity to explore our exhibition booths, network with UKAEA representatives as well as professionals from large organisations and SMEs from various sectors.

Public Open Evening - May 2025

28 May 2025
Culham Campus
Europe/London timezone

Enter your search term

Overview
Timetable
Registration

UKAEA Outreach team
education@ukaea.uk

Harnessing the power of stars on Earth

We'd like to invite the public to UKAEA's Open Evening! You are welcome to attend with friends and family, but please note there is a maximum of 10 tickets per group. There is a minimum age limit of 12 years old. Anyone under the age of 18 must be accompanied by a responsible adult.

Our Open Evenings offer you a unique opportunity to see in-person some of the amazing work we are doing to develop sustainable fusion energy. You will receive an introductory talk covering the basics of fusion energy, followed by tours of the world's largest fusion experiment: the world record breaking Joint European Torus (JET) and the cutting edge Remote Applications in Challenging Environments (RACE) facility. These tours will be led by engineers, scientists and technicians, who are currently working on the experiments – so you are guaranteed a genuine insight into what it's like to work in fusion and have the opportunity to directly ask our passionate researchers anything about our work here at UKAEA.

Bring your questions and curiosity as you discover just how on Earth we are creating star-power and see two of the leading facilities responsible for this ground-breaking research, pushing us closer to delivering fusion energy for all!

Starts 28 May 2025, 18:00
Ends 28 May 2025, 21:00
Europe/London

Culham Campus
UK Atomic Energy Authority
Culham Campus
Abingdon
Oxfordshire
OX14 3DB
Go to map



60th Culham Plasma Physics Summer School

17-27 Jul 2023
Culham
Europe/London timezone

Enter your search term

Overview
Timetable
Contribution List

Starts 17 Jul 2023, 08:30
Ends 27 Jul 2023, 22:00
Europe/London
Michael Fitzgerald
Marie-Lise Mayoral
Andrew Wise

Culham
JALT
Go to map
There are no materials yet.

Project Introduction

- In some cases, **corporate colours** are used; in others, the software's default colours are applied.
- Sometimes the **logo*** is added, other times it's not.
- **Banner/ image** sizes vary. Some are very large, others quite small.
- Some pages contain a lot of **information**, while others have very little.
- Several pages don't include a **privacy notice**, even though personal data is being collected.
- There are also a number of **user experience considerations** that could make the platform more user-friendly and enjoyable, but which are often overlooked.

Challenges

Need

- **Improve consistency and compliance across all UKAEA Indico activities**

- **Indico: Best Practices and Helpful Guide for UKAEA**
- **Restructured folder system**
- Creation of **registration page templates**, that are simple, consistent and compliant
- Indico **project sessions with users**
- Strategic / continuous improvement

Action Plan

This project involves colleagues from Communications, Computing, Data Protection, Finance, and Business Resilience.

Indico: Best Practices and Helpful Guide for UKAEA

- The document is published on the Nucleus > Events page. Please scroll to the bottom of the page.
- An update to this document is expected before the end of the calendar year.

The screenshot shows the UKAEA Nucleus website. The top navigation bar includes links for 'What's happening', 'People & places', 'You & your career', 'Getting work done...', and 'About us'. The breadcrumb trail indicates the user is on the 'Events' page. The left sidebar contains a 'Communications' menu with sub-items like 'Stakeholder engagement', 'Internal communications', and 'External Communications'. The main content area features a section titled 'Events' with the sub-header 'UKAEA Events' and the tagline 'Plan Smart. Deliver Impact.' Below this are several photographs of events. A text block encourages users to 'speak to the Events Team first' if they are planning an event. At the bottom, the 'Attachments and Links' section is highlighted with a red box, containing a PDF link titled 'Indico-best-practices-helpful-guide-UKAEA.pdf' (922 KB).

Indico: Best Practices and Helpful Guide for UKAEA (cont)



UK Atomic
Energy
Authority

Indico: best practices and helpful guide for UKAEA

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[Uploader.ashx](#)

Short Best Practices Session

Folder Structure and Event Organisation

Choosing the right folder for your Indico page

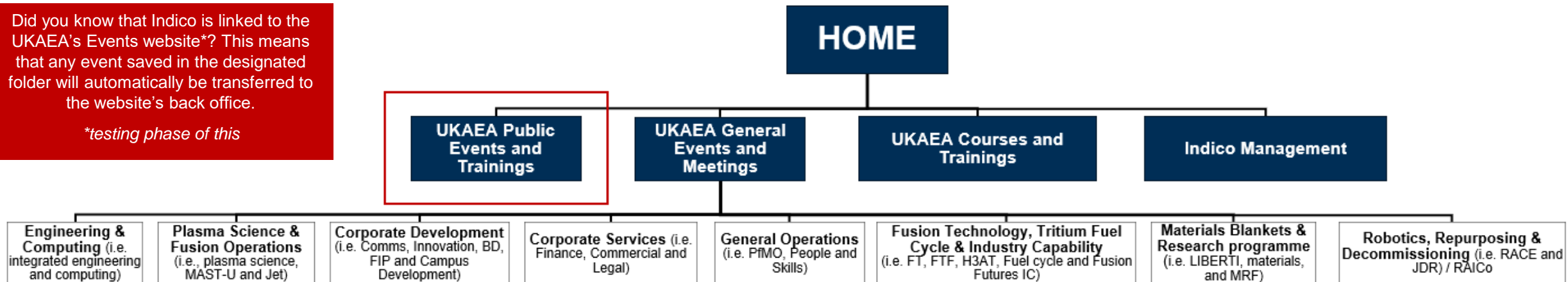
When setting up your Indico page, ask yourself: ***“What am I creating – an event, a meeting, or a training session?”***

Now think: ***Do I want this event/ training to be published on the UKAEA’s Events website as well?***

These questions will guide you to the correct folder where your event should be hosted.

Did you know that Indico is linked to the UKAEA’s Events website*? This means that any event saved in the designated folder will automatically be transferred to the website’s back office.

**testing phase of this*



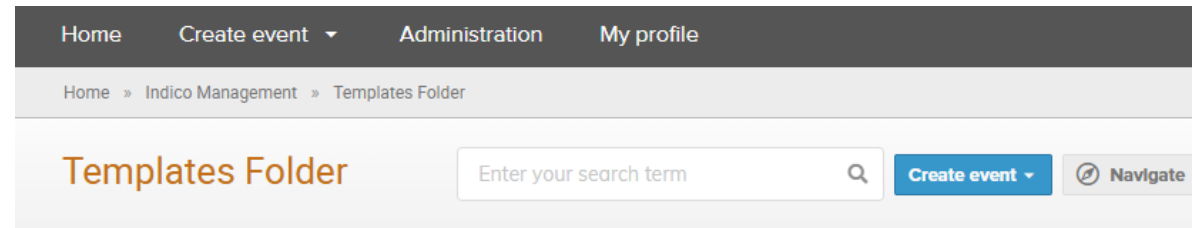
Each directory can structure its folder in the way that works best for their teams. I.e. one folder per team

Short Best Practices Session

Templates and Layouts

The guide will show you how to:

- Create a registration page from scratch.
- Use a **standard layout/ template to speed up the process**. The templates were designed to meet the most common user needs and follow the organisational standards.



Choosing the right template

- **Internal Event:** For events with only UKAEA staff. The form asks only questions we need to know from colleagues.
- **External & Internal Event:** Use when your event includes both external delegates and internal staff. If no internal attendees are expected, remove the UKAEA form after cloning.
- **Training (1 day):** Best for simple, one-day training sessions.
- **Training (multiple days):** Use for multi-day training with different agendas. Includes advanced features like timelines and contributions.

December 2027

-  01 Dec [TEMPLATE: Training \(1 day\)](#) 
-  01 Dec [TEMPLATE: Internal Event](#) 
-  01 Dec [TEMPLATE: External & Internal Event](#) 
-  01 Dec - 02 Dec [TEMPLATE: Training \(multiple days\)](#) 

Short Best Practices Session

Visibility, Protection and Permissions

The content displayed on our UKAEA's Indico page is visible to everyone - this includes both internal and external users.

Any event marked as public will appear on the homepage and can be accessed by anyone. Therefore, if you are organising a private or restricted event, you must take steps to limit visibility appropriately.

The screenshot displays the Indico event management interface. On the left, a sidebar menu includes 'Settings', 'Timetable', 'Protection' (highlighted with a red box), and 'Privacy'. Below these are sections for 'Organisation' (Materials, Contributions, Participant Roles, Programme, Registration, Reminders, Roles Setup, Sessions, Surveys), 'Workflows', and 'Reports'. The main content area shows the event 'Fusion PHD Open Day 2025' dated '26 Nov', created by Eduarda Fernandes. The 'Event protection' section is active, showing a 'Permissions' table and 'Protection mode' settings. The 'Protection mode' section is highlighted with a red box, showing 'Public' selected, with a message: 'This object is publicly accessible since it is set as public.' Below this is an 'Access key' field.

Add	User	Group	Event Role	Registrants
	Category Managers		MANAGE	ACCESS
	Andrew Wise andrew.wise@ukaea.uk		ACCESS	REGISTRATION
	Eduarda Fernand... eduarda.fernandes@...		MANAGE	ACCESS
	Anonymous		ACCESS	

Protection mode: **Public** Inheriting Protected

Public
This object is publicly accessible since it is set as public.

Access key: []

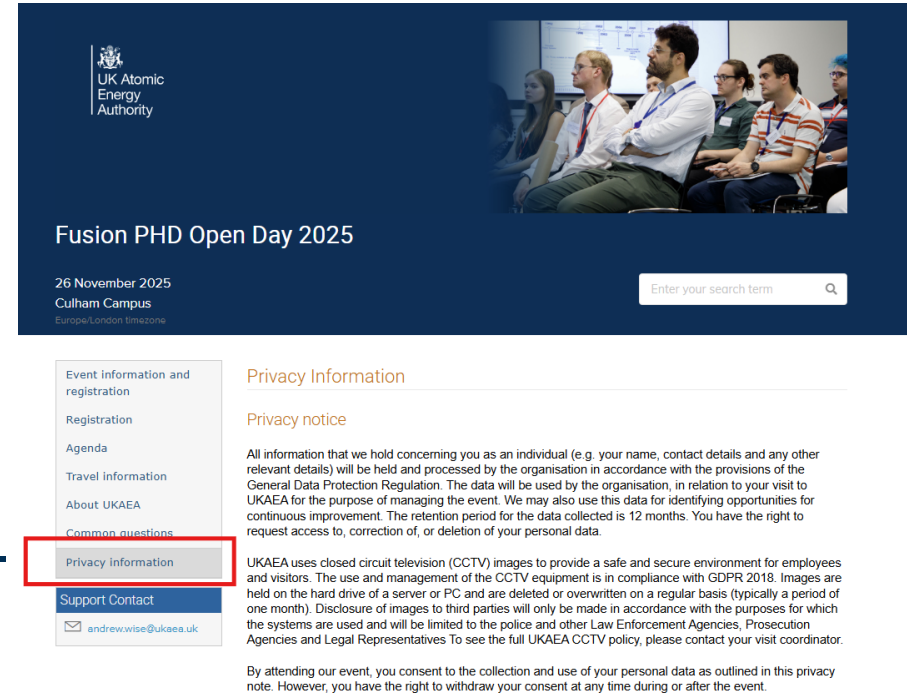
Short Best Practices Session

GDPR and Data Protection

When collecting personal data through Indico, it is essential to comply with GDPR and internal data protection policies. All users must have completed the mandatory UKAEA training.

Each registration page must include **a clear privacy notice** that explains:

- What data is being collected.
- Why it is being collected.
- How long it will be retained (52 weeks*).
- Who to contact for data access, correction, or deletion requests.



UK Atomic Energy Authority

Fusion PHD Open Day 2025

26 November 2025
Culham Campus
Europe/London timezone

Enter your search term

- Event information and registration
- Registration
- Agenda
- Travel information
- About UKAEA
- Common questions
- Privacy Information**
- Support Contact
andrew.wise@ukaea.uk

Privacy Information

Privacy notice

All information that we hold concerning you as an individual (e.g. your name, contact details and any other relevant details) will be held and processed by the organisation in accordance with the provisions of the General Data Protection Regulation. The data will be used by the organisation, in relation to your visit to UKAEA for the purpose of managing the event. We may also use this data for identifying opportunities for continuous improvement. The retention period for the data collected is 12 months. You have the right to request access to, correction of, or deletion of your personal data.

UKAEA uses closed circuit television (CCTV) images to provide a safe and secure environment for employees and visitors. The use and management of the CCTV equipment is in compliance with GDPR 2018. Images are held on the hard drive of a server or PC and are deleted or overwritten on a regular basis (typically a period of one month). Disclosure of images to third parties will only be made in accordance with the purposes for which the systems are used and will be limited to the police and other Law Enforcement Agencies, Prosecution Agencies and Legal Representatives. To see the full UKAEA CCTV policy, please contact your visit coordinator.

By attending our event, you consent to the collection and use of your personal data as outlined in this privacy note. However, you have the right to withdraw your consent at any time during or after the event.

Short Best Practices Session

Writing and Branding Guidelines

When creating event pages or uploading content to Indico, it's important to ensure consistency with GOV.UK writing standards and follow UKAEA's branding guidelines. Start by reviewing the **Authority's Online Content Style Guide**, available on Nucleus. Additionally, please ensure all Indico pages align with **our brand guidelines***.

Short Best Practices Session

Paid Events and Payment Collection

Indico allows for the setup of paid events. To ensure proper handling of payments, **GOV.UK Pay** is used as the designated platform for collecting fees. **This is the approved method for secure and compliant payment processing within the organisation.**

Who's using GOV.UK Pay?

GOV.UK Pay is used by a range of services from applying for a passport to getting a Blue Badge in Kent.

See all the [services using GOV.UK Pay](#).

1,500+

live services

70,000+

payments processed every day



Process for requesting a payment link:

1. **Complete the GOV.UK Pay Payment Link Request Form on Nucleus** (note: the form will be available from September/October 2025) and **email treasury@ukaea.uk**.
2. **The Treasury Team** within Financial Accounts **will then check the details** on the form **and request the Indico invoice template from the Data Manager in Computing**.
3. The form and Indico invoice template will be **referred to the Senior Financial Accountant, Financial Accountant or Senior Finance Manager** (Financial Accounts) for approval to set up the payment link.
4. Once approved a member of the Treasury Team will **create the new payment link and email this to the Events organiser for set up in Indico**.

Short Best Practices Session

Site rules

Regularly review the **Site Rules on Nucleus** to ensure you are up to date with the latest guidance and requirements.

Include the following note on all registration pages:



IMPORTANT: Please make sure you have a confirmed ticket before attending the event. Access to the Culham site is subject to UKAEA security protocols, and we reserve the right to deny entry where necessary. All visitors must present a valid photo ID upon arrival in order to receive a visitor pass. Without photo ID, access to the Culham site will not be granted. Thank you for your understanding and cooperation.

Your registration form should, at least, request the information needed by Reception to process a visitor pass.

Please note that nationals of certain countries will be subject to security verification prior to the event. As part of this, the registration list must be reviewed by BRG before being sent to Reception (email BusinessResilienceGroup@ukaea.uk copying in Nigel Furlong).

Any questions?

How do I create registration pages in Indico?

Step-by-Step Guide to Creating an Event in Indico at UKAEA – Can be found on Nucleus. Please note, this document is not intended as a training manual – it's a guidance resource tailored to the current standard practices identified through how Indico is being used across the organisation.

Use a standard template to speed up the process – These templates will be updated whenever there are changes to the system or relevant policies. For this reason, we strongly recommend using the official templates rather than copying pages from past events or training sessions, as older versions may no longer be aligned with current standards.

Short Demo

How to create an event using a template
How to moderate registrations

Moderate registrations - Summary:

- Open your event page
- Click on the pencil [top left bar]
- See the menu on the left, go to Organisation > Registration
- On the Event ticket, go to “manage”
- On the “List of registrations”, go to “manage”
- See the ones whose "Stage" says pending and act on them (click on the person's name > scroll down and see registration details > click on Approve/ Reject).

Where to go for help

Ivanti ticket under the Business Systems Incident (select External Business System and then Indico) for support.

UKAEA Indico Community Chat (on Teams) and post your question there, someone in the community may be able to help.

- **How it works:** this community isn't meant to be a chat where Adam and I answer all your questions directly. Instead, it's designed to be **a space for mutual support and collaboration**. Before posting a question, **please make sure the answer isn't already covered in the Best Practice document**, which is available on the Events page in Nucleus. If you the document doesn't provide an answer to your issue, we'll do our best to respond via the community as soon as we can. Common problems will be flagged, and we'll use that feedback to liaise with the software developers.



Thank you for listening!

The Indico Action Plan was taken to help us use the platform more effectively and consistently across the organisation. It's not just about rules, it's about making things easier for everyone.

By aligning how we create and manage Indico pages, we ensure that all users are aware of the key policies, procedures and expectations. This shared understanding helps reinforce our corporate identity, reduce errors, saves time, and improves the overall experience for organisers and attendees alike.



Eduarda Fernandes & Adam Parker