Verra Registry
Frequently Asked Questions

Version 1.0

27 July 2026

The Verra Registry, powered by S&P Global Energy

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1: Account Access and Login

1. Will the new Verra Registry website URL change?

No, the URL for the registry website will remain the same: https://registry.verra.org/.

2. Will existing accounts automatically be migrated to the new Verra Registry?

Yes, all existing accounts and their data will be migrated to the new registry.

3. Will usernames or login credentials change?

Yes, in the new registry your username will be the email address associated with your login. Users will receive a welcome email at 7:00 am ET on Monday, July 27, with instructions on how to log into the new Verra Registry and how to set up your password.

4. What are the instructions to log into the new Verra Registry?

To get started, please set up your password by following these steps:

- Navigate to the Login page.
- Click "Sign In."
- Enter the email address associated with your user account (i.e., the email address to which this email was sent).
- Click "Next" and then "Forgot Password?".
- Follow the on-screen instructions to reset your password.

5. Will existing users need to create a new account?

No, all existing accounts will be migrated to the new registry, including all existing, active users associated with a respective account.

6. How do I open a new Verra Registry account?

Please refer to Section 3 of the Verra Registry User Guide and/or the demo video that addresses this topic.

7. Will the Registry Terms of Use be updated, and will I be prompted to accept the new Terms of Use when I log in for the first time?

Yes, the Verra Registry Terms of Use have been updated. When logging in for the first time, all users will be required to review and accept the Terms of Use before they can access their account.

8. I currently have access to multiple registry accounts. How will this work in the new Verra Registry?

If you are an existing user with access to multiple registry accounts, you should have received a separate email with additional information, including a Multi-Account User Guide, about how to access and manage these accounts.

9. How will account permissions and roles be handled in the new Verra Registry?

The new Verra Registry supports three types of user roles, each with distinct permissions, including **Account Administrator**, **Account Contributor**, and **Account Reader**.

All users that were Account Managers in the previous registry will become Account Administrators in the new registry. All other users will become Account Contributors. We suggest that all Account Managers review the users on their account and determine if role changes are required in the new system. For more information, please review Section 7 of the Verra Registry User Guide.

- **Account Administrators** act as the Account Manager for a given registry account. This role has full administrative rights, including adding, removing, or editing users. Only one Account Administrator is permitted per account.
- **Account Contributors** may perform all operational actions on the account, such as project creation and unit management, but cannot add, remove, or edit users.
- **Account Readers** have read-only access to all information in the account and cannot perform any actions.

10. How will user permissions and access to sub-accounts be handled in the new Verra Registry?

Account Administrators will have the ability to restrict user access to sub-accounts, but not to individual projects at this time. If a user has full privileges for a holding or retirement sub-account in the old system, the user will continue to have access to this sub-account in the new Verra Registry. We suggest that all Account Managers review the users on their account and determine if sub-account access changes are required in the new system. For more information, please review Section 7 of the Verra Registry User Guide.

11. How do I create a new user?

Please refer to Section 7 of the Verra Registry User Guide.

12. Will my new account application that was under review or KYC check at the time of migration be migrated?

Yes, all account applications will be migrated to the new Verra Registry. The Verra Registry Team will contact you with further instructions.

13. Why do I see my account associated with a different account type?

The new Verra Registry has updated account types and for more information, please review Section 3 of the Verra Registry User Guide:

- If you were a General Account Holder before, your account type is now either Project Developer or Trader, depending on whether your account had at least one project record at the time of migration.
- All existing Project Proponent accounts are now Project Developer accounts.
- All other account types will be migrating as the equivalent of their current account type (i.e., End User accounts will be Corporate End Users, etc.).
- Contact registry@verra.org if your account type needs to be changed.

14. What is the "Classification" field on my account related to?

The "Classification" field is a new account characteristic. For all historical accounts this field will say *Other* in the new registry.

Contact registry@verra.org if you would like to identify your account with one of the following classifications instead: Academic Institution, Broker/Trader/Retailer, Corporate, Designated Operational Entity, Financial Institution, Government, Non-Governmental Organization, Non-Profit Organization, Private Company, Project Owner, Regulatory Authority, Small/Medium Enterprise.

15. What is a subsidiary sub-account?

This is a new type of sub-account that can be established for an entity that has a legal relationship with the holder of a primary account, including as an affiliate, subsidiary, parent, or other related entity, and that is linked to such primary account for administrative, operational, reporting, or other permitted purposes. A Subsidiary Sub-Account is distinct from the primary account and may be subject to different access rights, user permissions, obligations, and account activity, but remains associated with the primary account in accordance with the Verra Registry Terms of Use. Note that account-related opening and maintenance fees apply to subsidiary sub-accounts.

2: Data Migration

1. What information was migrated to the new Verra Registry (projects, documents, transaction history, etc.)?

All existing accounts, active sub-accounts, projects, documents, transfers, and units have been migrated to the new registry. Activity logs for accounts and projects have also been migrated.

If you believe there are any discrepancies in the data and documents that were migrated, please email registry@verra.org.

2. Will project statuses remain the same in the new Verra Registry?

For the most part, yes. There have been some minor wording changes made to synchronize terminology across programs. Otherwise, you can expect your project's status to be the same as it was previously. For any questions about specific project statuses, contact registry@verra.org.

3. Will projects in the *New* status be migrated?

Yes. You will see these projects under your account in the new Verra Registry with the status *Draft*.

4. My project had an open public comment period at the time of the transition. How does this migration impact the project?

Your project's public comment period will remain open, but any additional comments will be submitted via the new Verra Project Hub tool in line with the updated workflow. You can expect a summary of comments received in the old and new registry at the end of the 30-day period.

5. How did Verra migrate the project proponents?

All project proponents were migrated according to our latest records. Projects with "Multiple Project Proponents" were migrated as such.

In the new Verra Registry, you can associate distinct project proponents with your projects. If you would like to update your project proponents, please contact the Verra Registry team at registry@verra.org.

6. Why do I see "(Version NA)" next to my project's methodology?

Going forward, all projects and verifications will be associated with a specific methodology version. In the previous system, this information was only available in project documents. In cases where Verra could not extract the specific version number at the time of migration, the methodology was migrated as "Version NA."

In the coming months, Verra intends to update these references, so they are specific to the relevant version number. If you would like to update yours sooner, please send the methodology(ies) and version number(s) associated with your project and/or verification records to registry@verra.org.

7. What happens to project documents submitted in the current registry?

All project documents (*Submitted*, *Approved*, *Removed*, and *Rejected*) will migrate to the new registry.

As part of this process, Verra has streamlined and further standardized the document types or tags associated with each program. If you do not see a document where you expect it, review whether it is under the documents of a different program (e.g., CCBS) your project is associated with. Contact registry@verra.org if you would like to update the document tag.

8. How were my account-related documents migrated?

These will remain private documents under your account page and have been tagged as *Other*.

9. How was the verifier associated with my verification record migrated?

For migration purposes, Verra leveraged the last validator/verifier listed on the project's record in the old registry.

Going forward, when Verra creates your verification record following verification approval, the verifier from the associated approved monitoring report will be populated.

If you would like to edit the verifier associated with a migrated verification record, please email registry@verra.org with the details of the change.

10. How was the methodology associated with my verification migrated?

For migration purposes, Verra leveraged the methodology listed on the project record. If you would like to edit the methodology listed before making an issuance, please contact registry@verra.org with the details of the change.

11. Why don't I see my verification record?

Verra only migrated those verification records where at least one issuance was made in the old system. This ensured that only approved records, reviewed by the Verra Registry Team, were migrated.

If you would like to request issuance on a recently approved verification and do not see the necessary record, please reach out to registry@verra.org and we will create the record in the new system so that you can submit your issuance request.

12. Why can't I see all of my historical transfers?

As of July 27, only *accepted* transfers will be visible in the new registry's Transfers reports. All *rejected* and *removed* transfers have been migrated to the current system. However, they will not be visible until a few weeks after the July 27 launch. If you require these historical transfer records in the interim, you may reach out to registry@verra.org and we can provide an Excel export.

13. What does the "Subscription Start Date" and "Next Billing Date" on my account page represent?

Your "Subscription Start Date" represents either the date your account was created, or the last date you received the invoice for your annual account maintenance fee. The "Next Billing Date" will be the next date you should expect to receive an invoice.

14. Will my sub-accounts and the units associated be migrated?

Yes, all active sub-accounts will be migrated to the new registry along with all active or retired units associated.

15. Where can I find units associated with cancel/export sub-accounts in the new Verra Registry?

These units will appear in a holding sub-account in your account, and the associated units will have a status of "Cancelled."

3: Projects and Verifications

1. How do I create a new project?

Please refer to Section 9 in the Verra Registry User Guide and the demo video that addresses this topic.

2. How do I upload documents?

Please refer to Section 9 in the Verra Registry User Guide and the demo video that addresses this topic.

3. How do I progress an active project or submit a project review request?

Please refer to Section 9 in the Verra Registry User Guide and the demo video that addresses this topic.

4. Are there any changes to the process of requesting verification approval?

Yes, projects will not need to create their verification record while submitting their verification approval request. Upon successful verification approval, Verra will create the verification record on the project's behalf to request issuance from.

5. How have VCS verification records changed?

Your VCS verification record now includes a "Verifier" and "Methodology" field. This will allow Verra to associate any new verification and issuances with a specific verifier and methodology. See the "Data Migration" section for more information about how these fields were migrated for existing verification records.

6. Why can't I edit my verification record?

In the new Verra Registry, verification records will be exclusively managed by Verra to further improve data quality and integrity. If you require edits to your project's vintage or verification records, contact registry@verra.org.

7. Are there changes to document submission requirements or document types?

No, document submission requirements have not changed. Documents will continue to be uploaded via the project record in the new Verra Registry or in the Verra Project Hub, as applicable. For instructions on how to upload documents in the new registry, please refer to Section 9 of the Verra Registry User Guide.

During migration, some document types have been renamed. Also, these new document types are referred to as document tags in the new registry. See the "Data Migration" section for more information.

8. Are there any new fields in the VCS project record pages?

Yes. You now have the option to list an Authorized Representative Organization, and VCS projects can also note here the Sustainable Development Contributions associated with their project.

9. Which project statuses are publicly visible?

Your project will not be publicly visible while it is in *Draft* status. Additionally, if your project moves into *Cancelled* status, it will be removed from public view. All other statuses will be publicly visible.

10. What happens to project review requests that were in progress during the transition?

Project review requests that were submitted prior to migration will not be impacted by the migration and work on them will continue without interruption.

4: Issuances and Transactions

1. How do I request issuance?

Please refer to Section 11 in the Verra Registry User Guide and the demo video that addresses this topic.

2. How do I transfer and accept units?

Please refer to Section 12.2 in the Verra Registry User Guide and the demo video that addresses this topic.

3. How do I retire units?

Please refer to Section 12.3 in the Verra Registry User Guide and the demo video that addresses this topic.

4. How do I request unit cancellation?

To request cancellation of your units, users must contact the Verra Registry Team at registry@verra.org with all required information.

5. How do I request retroactive labeling of my units?

To request retroactive labels for your units, users must contact the Verra Registry Team at registry@verra.org with all required information and supporting documentation, as applicable to the type(s) of label(s).

Note that the new Verra Registry will only allow retroactive labeling of units in an active status. Units in all other statuses, including units that are already retired, cannot be labeled retroactively.

6. How do I download my retirement certificate?

Please refer to Section 12.4 in the Verra Registry User Guide.

7. When will I receive an email with my retirement certificate?

Retirements beneficiaries will receive a daily email around 8 pm ET with the retirement certificates retired on their behalf that day. If you need to access the retirements certificate before this email is sent, please refer to Section 12.4 of the Verra Registry User Guide.

5: Billing and Invoice Payments

1. Will billing processes change in the new Verra Registry?

Largely no, the billing process will remain familiar. To help you navigate the new registry, please refer Section 14 of the Verra Registry User Guide, which provides guidance on accessing the billing features and functions you currently use.

2. How will invoices be generated?

Invoices will be generated when you request a project review, issuance, or label as you are used to receiving. In addition, monthly invoices may be issued for transfer fees, retirement fees, and cancellation fees. Plus, you can expect your annual account maintenance fee invoice, billed on the “Next Billing Date” viewable in the Subscription Details on your account page. You will receive an email notification each time an invoice is generated. All invoices will be available under the Billing section in the new Verra Registry.

3. Where can users view outstanding invoices or billing history?

Users can view their billing history, including historical invoices, in the Billing section of the new Verra Registry. Newly created outstanding invoices will also be viewable there.

4. How will payments be made?

As with the old registry, payment instructions and bank details will be provided on each invoice. The new registry also introduces the option to pay by credit card.

5. Were my billing contacts migrated to the new system?

Yes. Existing billing contacts were migrated. Going forward, you can designate both a primary billing contact and an additional billing contact for your account. If you need to update your billing contacts, please contact registry@verra.org.

6. Where can I find the equivalent of the Credit Balance report?

Under the Billing tab, select the Reports sub-tab and open the Reserved Balance report. This report displays your project's existing credit prepayment balances (payments made during the project verification process), as well as the associated credit invoices (which increase the reserved balance) and debit invoices (which reduce the reserved balance as credits are used).

Please note that only the outstanding balances were migrated to the registry. If you require background on the historical credits and debits behind this balance, please email billing@verra.org.

7. Where can I find my available balance?

Your available balance is displayed in the Account Overview section within the Billing section on the new Verra Registry. All available balances will be migrated.

8. What email address will new invoices be sent from?

Invoice notifications and related billing communications will continue to be sent from billing@verra.org.

9. Will I receive email notifications about my invoices?

Yes. You will receive email notifications when an invoice is generated, when a payment is applied, and as part of your monthly billing statement.

6: Public Data and Transparency

1. Will public registry data still be accessible in the new Verra Registry?

Yes, Verra will continue to provide a public database with information about all projects and units in the new Verra Registry. This information can be accessed without creating a log in or registering a new account.

2. How can project and issuance/unit information be accessed?

Public project and issuance/unit information can be accessed using the same Verra Registry link as previously. Stakeholders can navigate between programs using the “Programs” dropdown on the top right-hand side of the page.

3. How do I navigate the new public view?

To navigate the new public database, please review the Public View demo video. Section 8.2 of the Verra Registry User Guide includes specific instructions for navigating the public report tables when logged into the registry.

4. How do I access detailed public information about a specific project?

In the “Projects” table on a given program page, double-click a project record to open the corresponding project page that includes all publicly available information and approved documents about this project.

5. How can I customize the public table view?

There are different ways to customize the table view:

- Click and drag a column into the desired position. You can also narrow or expand the width of each column by hovering over and clicking the separator between two columns.
- Click the “Columns” sidebar on the right-hand side of the grid to reorder and/or hide columns as preferred.

Section 8.2 of the Verra Registry User Guide includes more detailed instructions.

6. How do I filter or search within a table on the public view page?

There are multiple options to filter or search for specific information in the table view:

- To **search**, enter text into the boxes that separate the column headers from the data below.
- **To filter,** click the three horizontal lines next to a column header to view the available filter options (e.g., between, less than or equal to). Alternatively, you can click the “Filters” sidebar on the right-hand side of the table to filter by field.

Section 8.2 of the Verra Registry User Guide includes more detailed instructions.

7. How do I sort the columns seen in each table on the public view?

To sort the columns in the table view, you can double-click on the column header or click on the vertical ellipsis (three vertical dots) to show the items in each field in ascending or descending order.

Section 8.2 of the Verra Registry User Guide includes more detailed instructions.

8. How do I export the data visible in the public table view?

To export the data, navigate to the relevant grid and click “Export (ALL)” in the top right corner. You will be given the option to download the file in Excel or CSV format.

To select a specific subset of data, click the checkbox to the left of the rows you would like to export.

Note: Do not click the checkbox in the top left corner of the table, which will export all 50 records visible on the screen.

9. Is there a limitation on the number of retirements I can download?

Currently, the system limits downloads of retirement data to 20,000 records at a time. Please adjust your selection criteria for each download, so the exported data falls within this limit.

We are working on removing this download capacity limit and appreciate your patience in the meantime.

10. How can I see which projects are open for public comment at a given time?

In the new Verra Registry public view, filter the relevant program's projects table for projects with a status of public comment period open. Each applicable project page will include a link to the relevant section for the Verra Project Hub, where you can submit your comments for the project.

11. How do I submit a public comment on a project?

In the projects table, double-click on any project. This will open the project's page which includes a field called "Public Comment Period URL". When clicked, the link will take you to our new public comment tool in the Verra Project Hub. Please read the disclaimers in the comment form and provide all information requested.

12. How is the Issuances table organized?

This table contains all data (e.g., quantity, serial number, additional certifications/labels) relevant to issued units at the time of their issuance. The current status of these units is reflected in tables that show all units with the same status in the Holdings, Retirements, and Cancellations tables, respectively.

This display format is different from the previous registry.

13. Why has the total issuances number increased?

As part of the transition to the new Verra Registry, Verra has enhanced the completeness of publicly available information. Certain historical issuance and associated cancellation records that were previously recorded but not displayed in public reports are now available through public reporting. This change affects reporting visibility only and does not alter overall issuance or cancellation totals.

14. Where can I find a listing of active credits that have not been retired?

The Holdings table lists all units that have been issued to date and have not been retired. Please note, the Holdings table only lists units that Verra has approved and issued to a project. There could be additional credits that Verra has approved but not issued. Contact the project proponent listed in the latest project documents for more information.

15. Where can I find public information on retirements?

The Retirements table view includes a listing of all retirements. Where the account holder has elected to make detailed information publicly available, you can view the following details: Beneficial Owner, Retirement Reason, and Retirement Reason Details.

16. Will the current public URLs for retired units remain functional in the new Verra Registry?

As Verra's Registry is migrating to a new platform, the current public retirement URLs will no longer be available. However, all public Retirement data can be easily searched in and downloaded from the new public retirement tables.

17. Where can I find public information on cancellations?

The Cancellation table includes a listing of all cancellations. Like retirements, the new Verra Registry will provide detailed information on publicly available fields for Cancellation Reason and Cancellation Reason Details, where applicable for new cancellations.

18. What does the "Projects" count include?

The "Projects" count is a complete listing of all publicly visible projects. It does not include any projects in *Draft* or *Cancelled* statuses, as these are not publicly visible.

19. Where do I find the documents related to a given project?

- Navigate to a project's details page by double-clicking the relevant project in the table view.
- At the bottom of the page is the Documents section, where you can view all *approved* documents.
- Please note that this page will only include documents associated with the respective program. For example, if you would like to review a project's documents related to the Climate, Community & Biodiversity Standards (CCBS) Program, navigate to the CCBS Program and then open the project's detail page under that program. The VCS project detail page will only include documents associated with the VCS Program.
- You may download all documents using the "Download All" button in the top right corner of the Documents section.

20. Do you plan to enhance the organization and usability of the public Documents section?

Yes. We plan to improve the ways documents are organized and presented in the coming months.

21. How can I sort an exported table by date?

By default, the date in exported tables will be displayed as text. To convert the text into a sortable date format, we recommend using the “Text to Columns” feature in Excel. We plan to enhance the usability of these exports in the coming months.

7: Training Resources and General Questions

1. Where can I find demos or how-to videos?

Recordings of the two pre-launch webinars are available on our Registry Transition page. Short demo videos covering key functions are also available on the page.

2. Where are the listings for projects associated with the Forest Carbon Partnership Facility (FCPF) and Initiative for Sustainable Forest Landscapes (ISFL) Programs?

This section of the registry is still under development and is expected to be released by the end of 2026. For any specific questions about the timeline, please contact registry@verra.org.

3. Where is the Public Data for the California Offset Project Registry (OPR)?

Verra is not currently an active California Offset Project Registry. If Verra becomes active in the future, a section for this purpose will be added to our registry.

8: Project Hub Digitalization and APIs

1. How will the new registry impact Verra’s ongoing digitalization initiative?

The new registry will have full interconnectivity to the Verra Project Hub, creating a seamless end-to-end digital journey for project proponents. Our goal is to make the project hub the single platform for advancing projects through the project cycle, while the registry will continue to transparently track every unit issued and transacted.

2. Will I still be able to use the Verra Project Hub to submit my project?

Yes. Your experience using the Verra Project Hub will not change because of the transition to the new registry.

3. Will the new Verra Registry provide transaction and data API services?

A transactional API service is under development and is expected to be available by the end of Q3 2026. A data API is expected to be available in early 2027.

9: Compliance and Security

1. Will users need to complete any new compliance requirements (e.g., KYC updates)?

- No, existing accounts will not undergo additional Know Your Customer (KYC) checks. However, regular compliance screenings will be carried out for all entities and individuals authorized to access the registry.
- New account holders will be subject to a full KYC screening.
- The new registry facilitates the submission of KYC documents and answers to the KYC questionnaire via an integrated interface. New account applicants will no longer need to submit this information by email. For more information, please review Section 3 of the Verra Registry User Guide.