



Standards for a
Sustainable Future

Verra Project Tracker

User Manual

Contents

- 1 Introduction.....2
 - 1.1 Overview.....2
 - 1.2 Audience2
- 2 Getting Started.....2
 - 2.1 Signing In to the Verra Project Hub.....2
 - 2.1.1 Resetting a Password2
- 3 Project Tracker.....7
 - 3.1 Overview.....7
 - 3.2 Viewing Case Details 10

1 Introduction

1.1 Overview

The Verra Project Tracker is available for all registered users with permission to access the Verra Project Hub. The Project Tracker presents a comprehensive summary of cases that are directly linked to projects belonging to organizations holding accounts with Verra. It accurately displays the status of each case through a detailed bar diagram, providing an organized view of the progress. This application is linked with Verra's customer relationship management (CRM) platform, enabling automatic data synchronization, enhanced efficiency, and greater visibility and transparency. The Project Tracker tracks the cases in their progression across various statuses and features a case progress bar that shows the real-time status of each case.

1.2 Audience

Stakeholders such as project proponents, general account holders, and validation/verification bodies (VVBs) can access the Project Tracker in the Verra Project Hub.

2 Getting Started


Users can get started by using the login credentials they received in their onboarding email.

2.1 Signing In to the Verra Project Hub

- Go to <https://projecthub.verra.org/>.
- The user will see the sign-in screen as shown in (Figure 1).
- The user will enter their username and password to log in to the application.
- Once successfully logged in, the user will see the default Project Tracker screen.
- The user's data visibility and application access will be determined by the roles and permissions that the admin has assigned.

2.1.1 Resetting a Password

- In the case of a forgotten password, click on “[Forgot your password?](#)” on the sign-in screen (Figure 1) to initiate the password reset process.



Sign in

Sign in with your email address


[Forgot your password?](#)

Sign in

Sign in with your Verra email

Figure 1: Sign-in screen with password reset option.

- The user will be redirected to a user details screen (Figure 2) where they can enter their email address and click on “Send verification code.”



User Details

< Cancel

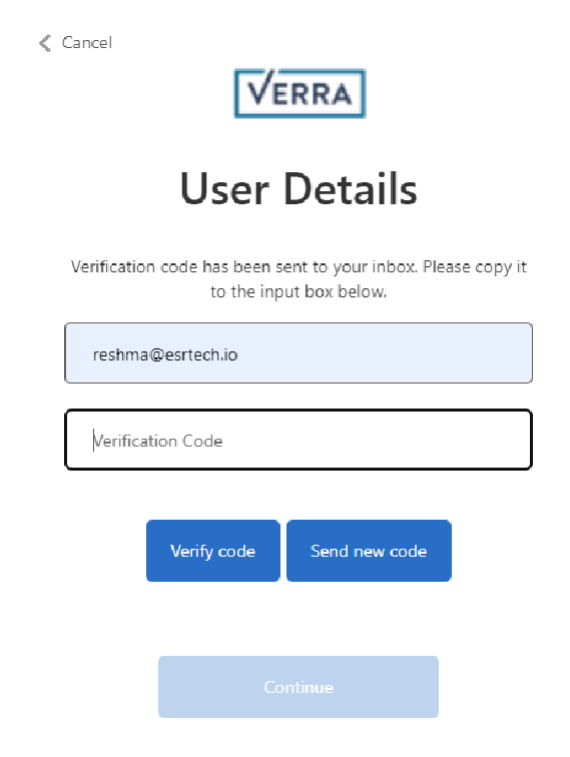
Send verification code

Continue

Figure 2: Password reset screen to request a verification code.

- A verification code will be sent to the user's registered email. The user will be redirected to a screen where they can enter the code to verify their email (Figure 3).

Please note that the verification code will not be sent to an unregistered email address.



The screenshot shows a mobile application interface for VERRA. At the top left, there is a back arrow and the text "Cancel". In the center, the VERRA logo is displayed. Below the logo, the title "User Details" is shown. A message states: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: the first contains the email address "reshma@esrtech.io" and the second is labeled "Verification Code". Below these fields are two blue buttons: "Verify code" and "Send new code". At the bottom, there is a light blue "Continue" button.

Figure 3: Screen to enter the verification code or request a new code.

- In case the user needs to request another verification code, they can click on “[Send new code](#)” (Figure 3). The new verification code will be sent to the email address and the user will need to repeat the verification process described above. Please note that only the latest verification code will be valid.
- The verification code will expire in 5 minutes. When the user attempts to verify a code after its expiration, the screen will display a “The code has expired” message (Figure 4).

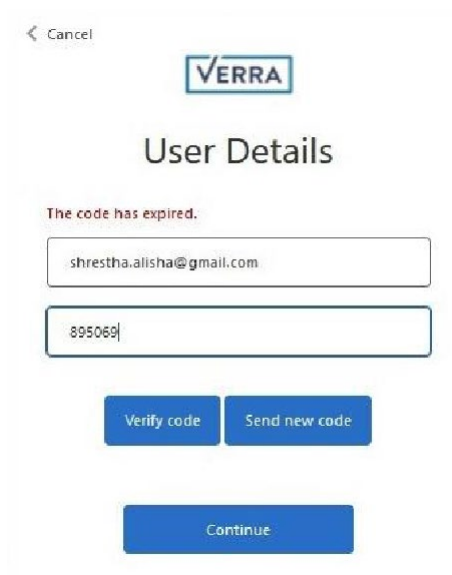


Figure 4: Verification code expiration message.

- For verification, the user needs to enter the verification code and click on “Verify code” (Figure 5).



Figure 5: Verification code entry screen.

- Once the code is verified, the user will see the screen shown in (Figure 6).

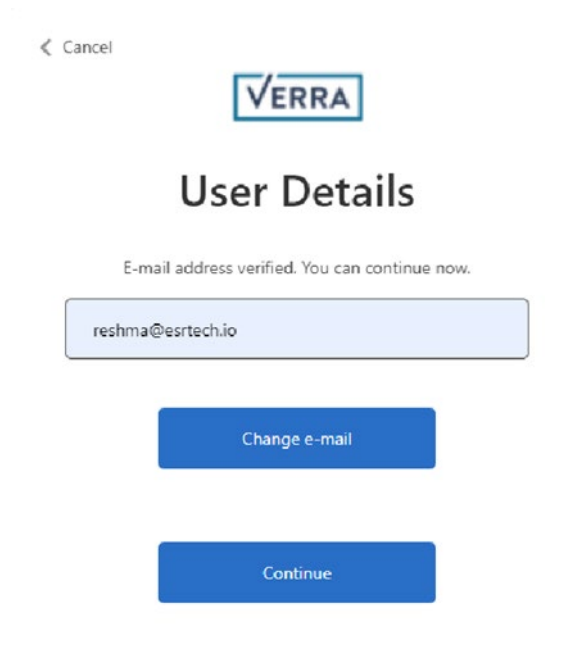


Figure 6: Screen to enter a different email address or continue with the reset process.

- In case the user wants to change their email address, they can click on “Change email” (Figure 6). With a click of a button, the email address input box will be editable. The user can then enter their new email address and the verification code- sending process will be repeated as above.
- To proceed with resetting the password, the user needs to click on “Continue” (Figure 6).
- The user will be redirected to a screen to confirm their new password (Figure 7).

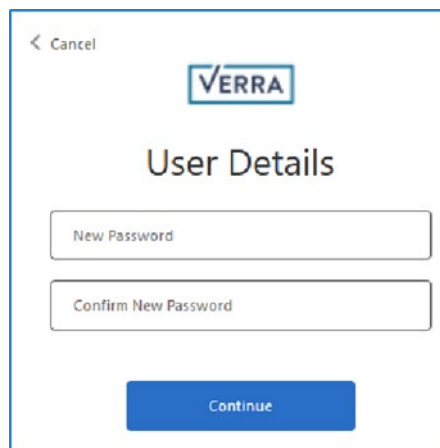


Figure 7: Add and confirm the new password.

- The user can enter the new password, confirm it, and click on the “Continue” button.
- The user then will be redirected to the Project Tracker home screen.

3 Project Tracker

3.1 Overview

- User will see the Project Tracker home screen upon logging in to the Project Hub.
- If the user has access to the Project Tracker application and is assigned to an organization, then they will see a dashboard associated with their organization (Figure 8).

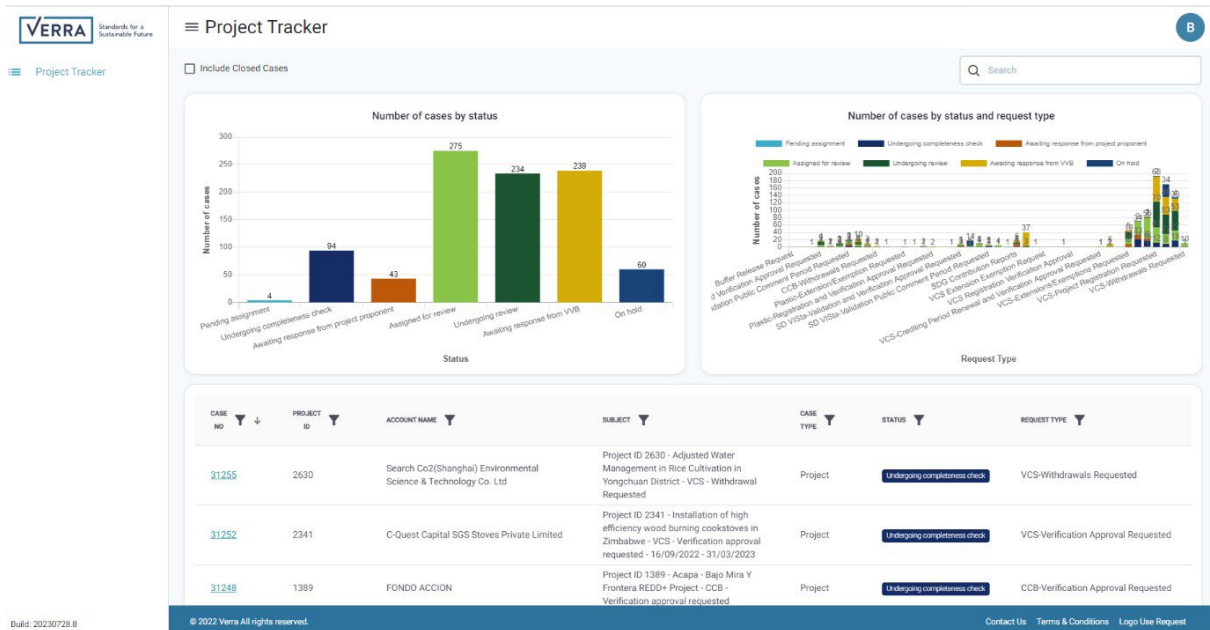


Figure 8: Project Tracker dashboard showing data for a user's organization.

- Users with an assigned organization will see the Project Tracker page with a search input box in the top right-hand corner, detailed bar diagrams below, and a case listing table on the bottom.
- By default, the tool exclusively shows open cases. The user has the option to view closed cases as well by clicking the "Include Closed Cases" button.
- The bar diagrams show the following information, with data from Verra's CRM:
 - Number of cases (y-axis) by status (x-axis)
 - Number of cases (y-axis) by status and request type (x-axis)
- On a large screen, both the first and second graphs will be visible side by side. On a medium screen (Figure 9), these two graphs will stack on top of each other. However, for a small screen (Figure 10), the second graph will be hidden completely. To maximize the screen space, users can collapse the sidebar by clicking on the three lines icon (≡) to the left of "Project Tracker" at the top of the page.

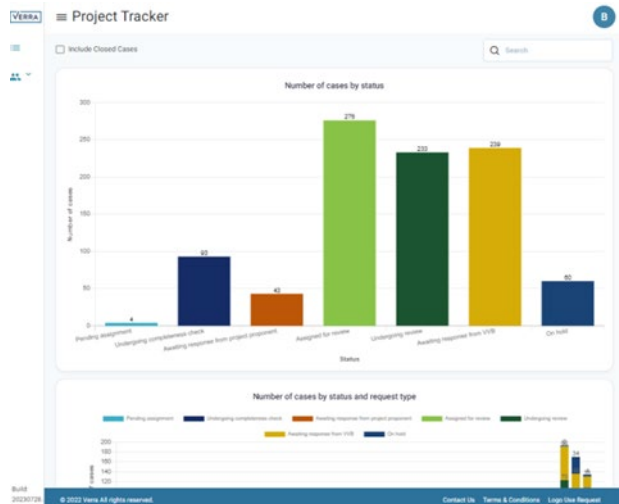


Figure 9: Graph display on medium screen.



Figure 10: Graph display on small screen.

- Both bar diagrams display the status of the cases using various colors, which correlate to status type as follows:
 - Pending assignment -
 - Undergoing completeness check -
 - Awaiting response from project proponent -
 - Assigned for review -
 - Undergoing review -
 - Awaiting response from VVB -

- On hold – [Redacted]
- Withdrawn – [Redacted]
- Denied – [Redacted]
- Closed – [Redacted]
- Public comment period open – [Redacted]

The case listing table below the bar diagrams (Figure 11) contains the following columns:

- Case No
- Account Name
- Subject
- Case Type
- Status
- Request Type

The screenshot shows the Verra Project Tracker interface. The table contains the following data:

CASE NO	PROJECT ID	ACCOUNT NAME	SUBJECT	CASE TYPE	STATUS	REQUEST TYPE
100	989899	Inactive Verra	Test Fondo Acción	Project	Waiting, inactive from table	
237		EnKing International	1236 - Verified Carbon Standard - 25 MW Solar PV Project in Gujarat - Verification approval requested	Project	Closed	VCS Verification Requests
281	2605	BIOTREND Çevre ve Enerji Yatırımları Anonim Şirketi	2605 - VCS - Registration Requested - T2ZMR LANDFILL GAS (LFG) CAPTURE AND UTILIZATION PROJECT	Project	Closed	VCS Project Registration Requests
287		BIOTREND Çevre ve Enerji Yatırımları Anonim Şirketi	2645 - Registration Requested - VCS - BALKESİR LANDFILL GAS (LFG) CAPTURE AND UTILIZATION PROJECT	Project	Closed	VCS Project Registration Requests
288	2892	Profit Carbon Environmental Energy Technology (Shanghai) Co., Ltd.	2692 - Verified Carbon Standard - Aosheng ANMS GHG Mitigation Project in Fujian Province - Registration and verification approval requested	Project	Closed	VCS Registration Verification Approval
302		C-Quest Capital SGS Stoves Private Limited	BE: Request for exemption from Section 3.5.6 of SD VISTA Program Guide	Project	Closed	SDVISTA Extensions Exemptions Request
380		SDG 13 Ventures Pte. Ltd.	Project ID 2999, Cleaner cooking access in lower Himalayan region - Pipeline Listing Requested Under Validation (VCS only)	Project	Closed	VCS Pipeline Listing Under Validation
355		Anahtar Enerji Sanayi ve Ticaret Anonim Şirketi	FW: 3046 - Verified Carbon Standard - BATMAN LANDFILL GAS (LFG) CAPTURE AND UTILIZATION PROJECT - Pipeline listing requested (under validation)	Project	Closed	VCS Pipeline Listing Under Validation
354	3021	Carbon Projects LLC	FW: Project ID 3021, Reducing Gas Leakage within North West and other subareas of the Tazak Gas Distribution Network in Bangladesh - VCS - Pipeline listing requested (under validation)	Project	Closed	VCS Pipeline Listing Under Validation
305		MOOV TECHNOLOGY (S) PTE. LTD.	FW: Project ID 3029, MOTOR VEHICLE REPLACEMENT WITH UTILITY E-BIKE - VCS - Pipeline listing requested (under development)	Project	Closed	VCS Pipeline Listing Under Development

Items per page: 12 | 1 - 12 of 3442

Figure 11: Case listing table in the Project Tracker.

A glossary at the bottom of the table includes definitions for each status type, case type, and request type (Figure 12).

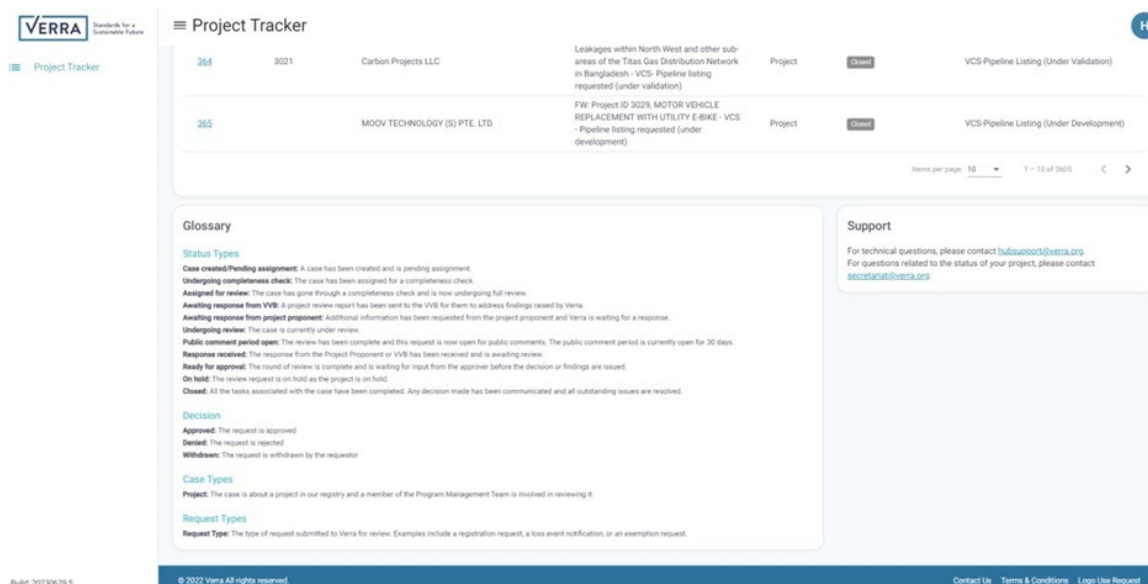


Figure 12: Project Tracker Glossary.

Users can search for specific cases with the search input box. The value entered into the search box will be searched across all the columns displayed in the case table. Along with this, each column has a filter so users can more easily sort cases.

3.2 Viewing Case Details

- Sorting in the case listing table (Figure 11) defaults to the ascending order by case number. Users can hover over each column header and click on the arrow that appears, which will sort the table in ascending or descending numerical or alphabetical order.
- The user can view the details of an individual case by clicking on the case number.
- When a user clicks on the case number, they will be redirected to the case details page (Figure 13), which displays the following components:
 - Link to Verra Registry
 - Case Progress Bar (with status and date updated)
 - Case Number
 - Status
 - Case Type
 - Request Type
 - Project ID
 - Date Submitted
 - Glossary

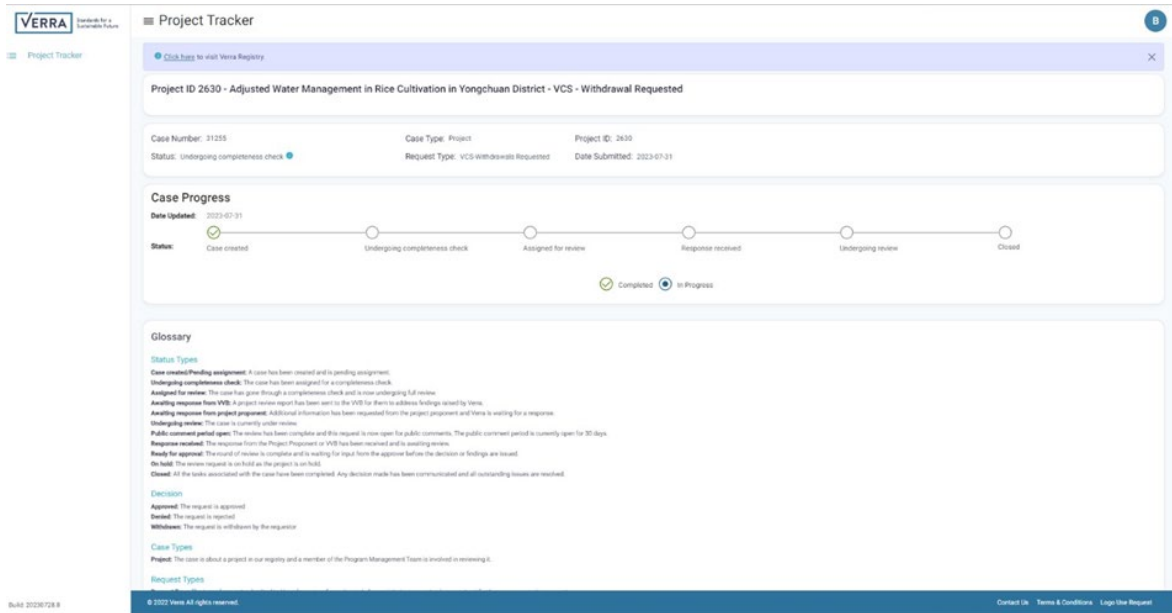


Figure 13: Case details page.

- There are 11 case status categories, details of which are provided in the glossary section as follows:
 1. **Case created/Pending assignment:** A case has been created and is pending assignment.
 2. **Undergoing completeness check:** The case has been assigned for a completeness check.
 3. **Assigned for review:** The case has gone through a completeness check and is now undergoing full review.
 4. **Awaiting response from VVB:** A project review report has been sent to the VVB for them to address findings raised by Verra.
 5. **Awaiting response from project proponent:** Additional information has been requested from the project proponent and Verra is waiting for a response.
 6. **Undergoing review:** The case is currently under review.
 7. **Public comment period open:** The review has been completed and this request is now open for public comments. The public comment period is currently open for 30 days.
 8. **Response received:** The response from the Project Proponent or VVB has been received and is awaiting review.
 9. **Ready for approval:** The round of review is complete and is waiting for input from the approver before the decision or findings are issued.
 10. **On hold:** The review request is on hold as the project is on hold.
 11. **Closed:** All the tasks associated with the case have been completed. Any decision made has been communicated and all outstanding issues are resolved.