

Frequently Asked Questions (FAQ)

- **I never received the email invitation to access the ICAO Virtual Attendee Platform.**
 - Check your spam folder for an email from the ICAO registration desk Registration@icao.int.

- **How do I login?**
 - Click the link: <https://cvent.me/M89r9k>, login to the ICAO Virtual Attendee Platform by entering your name and the email which you originally registered with for the event. You will then be authenticated and receive a 6-digit passcode. (Step by step instructions are available in the Attendee Guide on the HLCC website: [High-level Conference on COVID-19 \(icao.int\)](#))

- **I did not receive a verification code when I tried to login?**
 - To ensure the information arrives in your email inbox please safelist the following two email addresses: hlcc@notify.icao.int and hlcc@icao.int
 - For individuals using their personal emails, please check the spam or junk folders. If the ICAO email is found, identify the email as not junk and safelist.
 - Organizations and individuals email systems may vary in the process needed to whitelist/safelist.
 - Most organizations or businesses have a technician or IT administrator who can assist you with this process.
 - If you still are not receiving the email and have completed all the necessary steps, please contact event organizers at hlcc@icao.int

- **I get an error when accessing the link to login to the platform?**
 - The ICAO Virtual Attendee Platform is compatible with the latest versions of Chrome, Firefox, Safari, and Microsoft Edge. We do not recommend using Internet Explorer, as functionality will be limited.
 - If not compatible, use or download a compatible browser. If there are restrictions in your country to accessing the website or the Zoom links, then you may need to view the sessions post-event on demand when they will be made available on ICAOTV.

- **I can't login.**
 - **Attendee:** This virtual event is by invite-only to approved event registrants. Check if you entered your correct name and email (same as those which you originally registered for the event with). If you are still unable to log in, please contact hlcc@icao.int to verify your registration.

- **My verification code isn't working/expired.**
 - Login to the ICAO Virtual Attendee Platform again through <https://cvent.me/M89r9k>.

➤ **Why am I experiencing audio/visual delays?**

- Check your bandwidth (Internet) speed to make sure you're not having issues with your connectivity. Your Internet speed should be at least 10 Mbps. Logging out and disconnecting from VPN has also been found to help in this instance. If all else fails, sign on to the session from a different device.

➤ **Why is my session video not working?**

- **Option 1:** Try refreshing the page
- **Option 2:** Log out and log back into the website.
 - Copy the URL for the virtual session page and set it aside for now.
 - In the top right of the virtual website, click the circle with your initials or profile picture, then Log out.
 - Close out all browser windows.
 - Open a new browser window, paste the link to the virtual session page copied in previous step into the address bar, and click Enter.
 - Follow the prompts to log in to the virtual website.
 - The session page opens by default. Find your session and click the join session button.
- **Option 3:** Try a different browser (We do not recommend using Internet Explorer, as functionality will be limited).
- **Option 4:** Try an incognito browser/ clearing cookies, cache and history.

➤ **What if my video is buffering or freezing?**

- **Option 1:** Check your Internet connection.
- **Option 2:** Move your mouse cursor onto the video player screen. This will open the video toolbar. Hover over the gear icon in the bottom right, and click Auto from the menu.

➤ **Why am I unable to ask or post questions? (if using Live Q&A)**

- Check to make sure you're not seeing any error messages on the page and reload the page.

➤ **Who do I contact for more information?**

- Please contact hlcc@icao.int for any other questions. Additionally, you can find information and instructions in the Attendee Guide on the HLCC website [High-level Conference on COVID-19 \(icao.int\)](#)