

# Attendee «How to» Guide

## 1. Accessing the ICAO Virtual Attendee Platform:

Access the virtual event on the ICAO Virtual Attendee Platform through: <https://cvent.me/M89r9k>

*THE ICAO VIRTUAL ATTENDEE PLATFORM IS AVAILABLE IN ENGLISH ONLY*

### ► Technical Requirements

To participate in the conference sessions, it is required to have a Zoom account. In order to have optimal functionality of all the features you must ensure that your Zoom account is updated to the most current version.

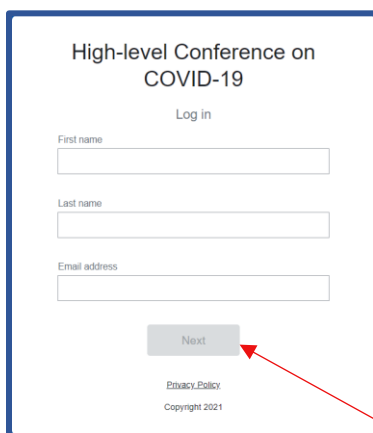
To ensure the information arrives in your email inbox please whitelist/safelist the following two email addresses [hlcc@notify.icao.int](mailto:hlcc@notify.icao.int) and [hlcc@icao.int](mailto:hlcc@icao.int).

Organizations and individuals email systems may vary in the process needed to whitelist/safelist.

The 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.

### ► Logging In

After clicking the link to access the ICAO Virtual Attendee Platform, you will be prompted to log in. **Ensure you are entering the same first name, last name and email that you registered with for the event.** After entering the information, click **Next**.



High-level Conference on COVID-19

Log in

First name

Last name

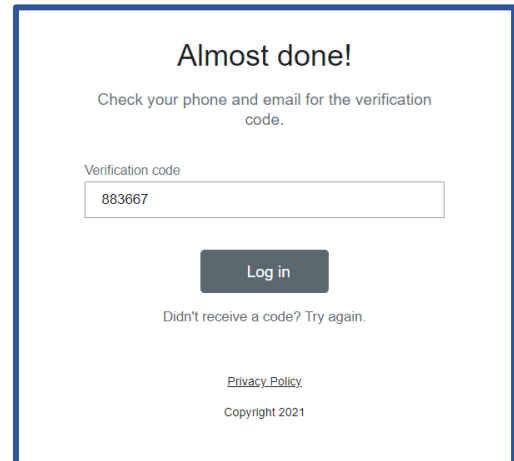
Email address

Next

[Privacy Policy](#)  
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Click here

You will now receive an email from [hlcc@notify.icao.int](mailto:hlcc@notify.icao.int) that will include your 6-digit verification code. Enter your verification code and click **Log in**.



Almost done!

Check your phone and email for the verification code.

Verification code

Log in

Didn't receive a code? Try again.

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*\*Verification codes can only be used once and expire 24 hours after you leave the Attendee Platform. If you are logging in on multiple devices, you will receive a new verification code for each.*

*Note: if you stay log into the platform you can still access without requiring a new verification code. If you do log out, you will have to repeat the log in process again as your verification code will have expired.*

### ► Troubleshooting Log In

Ensure you are entering the same first name, last name and email that you registered with for the event. The verification code email should be triggered in less than a minute.

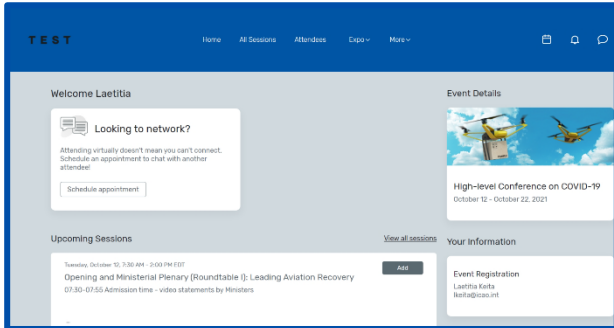
For individuals using their personal emails, please **check your spam and junk folders**. If the ICAO email is found, identify the email as not junk and whitelist/safelist.

If you do not receive the verification code email, and have completed all the necessary steps, contact event organizers at [hlcc@icao.int](mailto:hlcc@icao.int). Kindly provide a telephone number as a point of contact.

## 2. Navigating the ICAO Virtual Attendee Platform:

### ▶ HLCC 2021 Home Page

This is the home page of the ICAO Virtual Attendee Platform. You will be able to view live and upcoming sessions, featured sponsors, and basic Conference



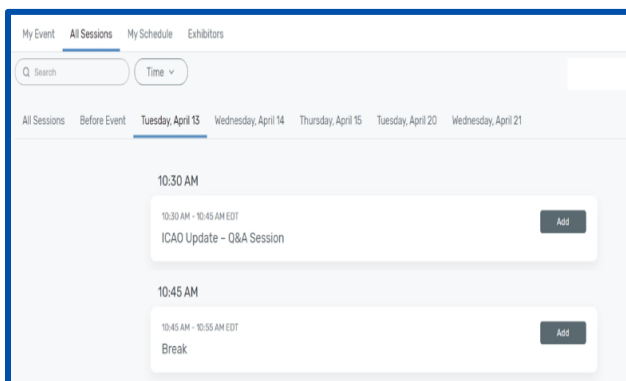
details.

You can click into each day's individual session or a sponsor directly from this page. Additionally, you can access the High-level Conference on COVID-19 (HLCC 2021) public website at: [High-level Conference on COVID-19 \(icao.int\)](https://www.icao.int/High-level-Conference-on-COVID-19)

### ▶ All Sessions Page

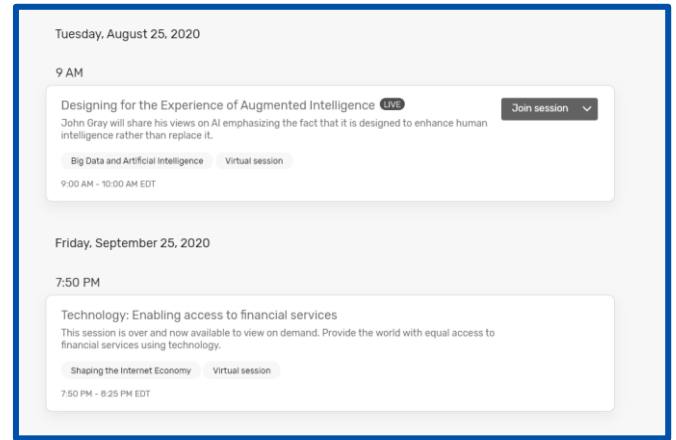
This page lists each day's session links. They are listed in chronological order. You can join or leave a session at any time while it is live streaming.

The page appears in the time zone of the event by default but you are able to adjust the times to the time zone you are viewing in for ease of use by saving them to your personal calendar. You can click on the session name to access the content of the session.



### ▶ My Schedule

This page shows your personalized schedule based on the sessions you are registered for. You can join the sessions from this page by clicking the join session button or the session name. You can remove sessions from your schedule on this page if you no longer wish to attend.

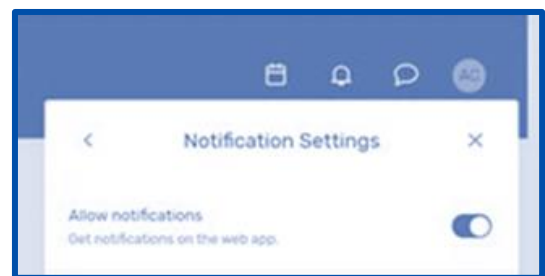


### ▶ Push notification

A red dot will appear when you receive a notification; click the Bell icon to view the notification.



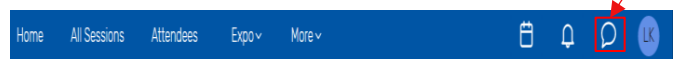
If you do not receive notifications, please check that your notification alert is activated.



### ▶ Messaging

Communication between attendee to attendee is possible with the messaging system available on the platform.

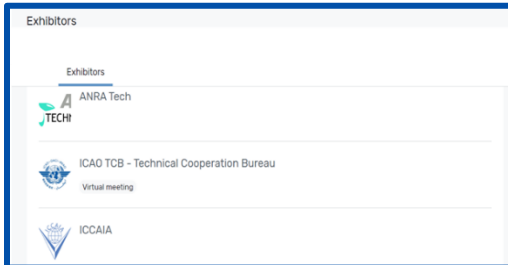
A red dot will appear when you receive a new message; click the message icon to view the notification.



## ► Sponsors Page

On this page, you can view all the sponsors for the event. You can click the sponsors name to access the information about the sponsor and their virtual booth.

All the sponsors are listed in alphabetical order but you have the ability to search and filter based on the type of sponsor you would like to view more information about.



## 3. Accessing a Session:

When it is time for you to join a session, click the name of the session or the join session button to get to the session page.

On the session page, you can view a general description of the session. Also available here is a link to the full programme containing information on the Agenda Items, who is speaking and full session details. If you are viewing the sessions before they begin, you have the ability to add that session to your personal calendar.

## ► Asking a question

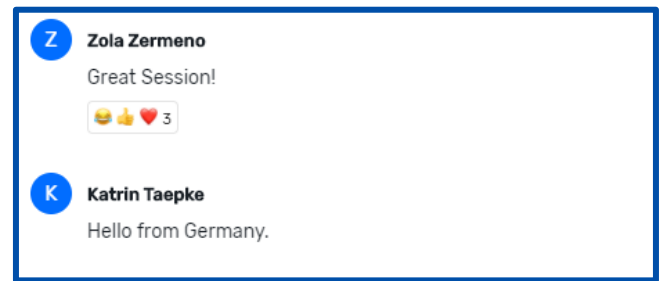
If you are in a session that is accepting Q&A, select the 'ask a question button' to open a text box. You can ask the question anonymously or include your name. Please note that the questions will not be displayed on the ICAO Virtual Attendee Platform and will be viewed by the session Chairperson only.

The session Chairperson will select which questions to address based on the Q&A time available.

## ► Using Session Chat

If you are in a session that has session chat, the icon to access the chat is located right above the Q&A icon, on the right hand side of the ICAO Virtual Attendee Platform. You will be prompted to join the chat.

Once in the chat, you are able to communicate with other attendees and react to their messages.



## ► Joining a session

Select the 'Join Now' button when you are ready to access the content.

If the session is collaborative, the 'Join Now' button will prompt a Zoom window to open.

You can select 'Open Zoom Meeting' or join via your browser window. This will open a Zoom meeting where the host of the meeting will determine if you can unmute or turn your camera on.

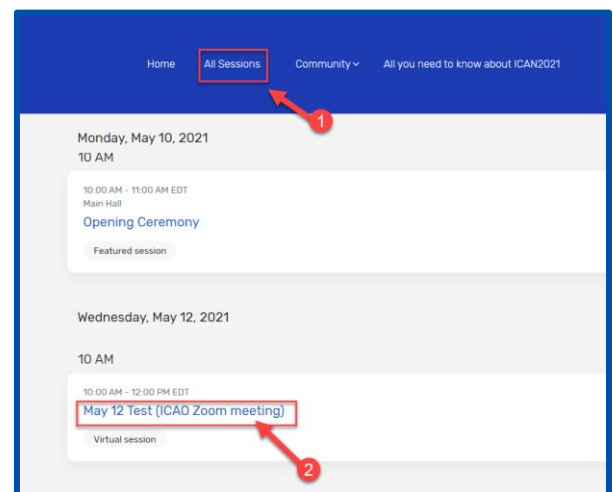
## ► Interpretation

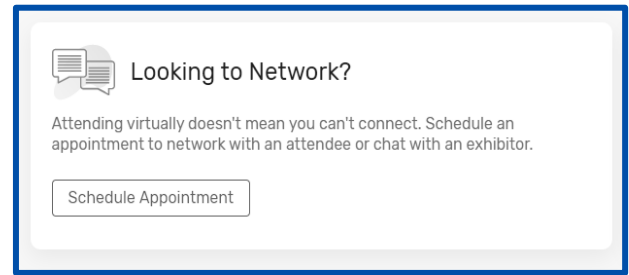
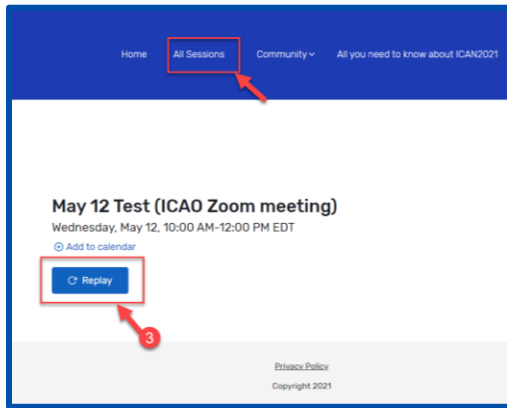
Interpretation will be provided in the six official languages. Select the language you wish to listen from the Zoom screen.

## ► Replay of Sessions

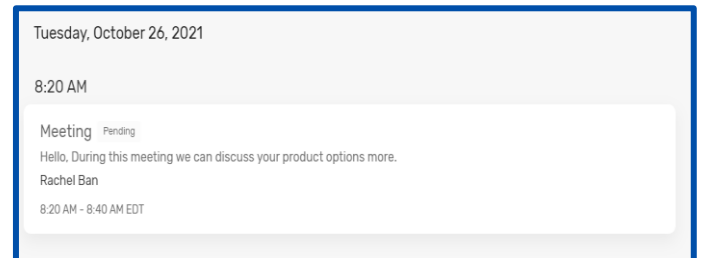
Recordings of the sessions may be posted on the platform, within a reasonable timeframe, for on-demand viewing.

Click on All Sessions and locate the session you wish to view. Click on your session, if the video is available for replay you will see the replay button.





You can choose which type of appointment you would like to make and who you would like to make it with, the time, and add a note. Once you send the invitation, the meeting will appear on your agenda as 'pending' until accepted.



When it is time for you to join your meeting, you will click on the meeting and then click the join button to open the virtual meeting.

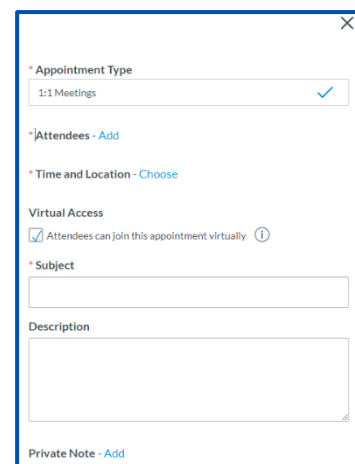
### ► Booking an appointment method #2

You can also book appointments via the calendar icon.



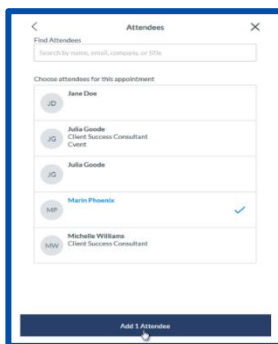
Select 1:1 Meetings to book an appointment or Block Off Time to block time in your calendar.

Then click Add next to Attendees. A list of available attendees will appear.



## 4. Accessing a Sponsor Booth:

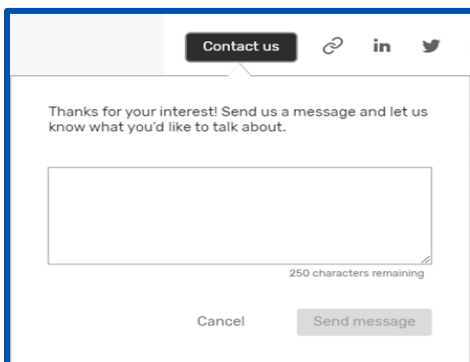
By clicking a sponsor's name on the Sponsors Page, you will



have access to their page. This page has information about the Sponsors, ways to connect with them via social media, and ability to join their virtual booth if they have one. You can also see any files or links the Sponsor has included.

If a Sponsor has a virtual booth, you can click 'Join Virtual Meeting' and a Zoom meeting will open.

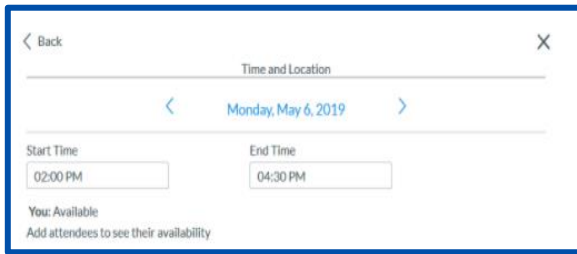
If you would like more information about the Sponsor, you can select 'Contact us' to send them a message.



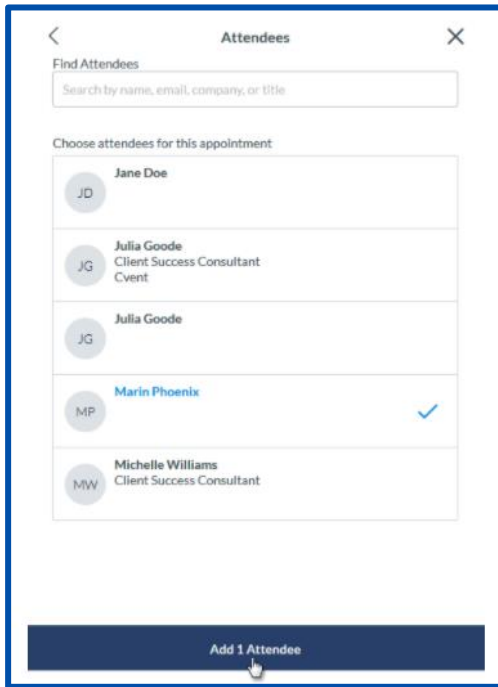
## 5. Booking an Appointment

### ► Booking an appointment method #1

You can book an appointment with another attendee or exhibitor by clicking "schedule appointment" on the homepage.

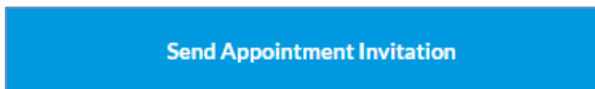


Use the search box at the top to filter the list by name, email, company, or title. Click on an attendee, then click Add 1 Attendee.



Click 'Choose' next to Time and Location.

Click Send Appointment Invitation, and an email will be sent to the attendee for them to accept or decline your invitation.



Some events may have appointment types that allow you to book any time within a specified timeframe. Add a start time and end time, then click 'Confirm'.

► **Accept or decline appointment invitations.**

When an appointment host sends you an appointment invitation, the appointment will appear under the 'My Schedule tab'.

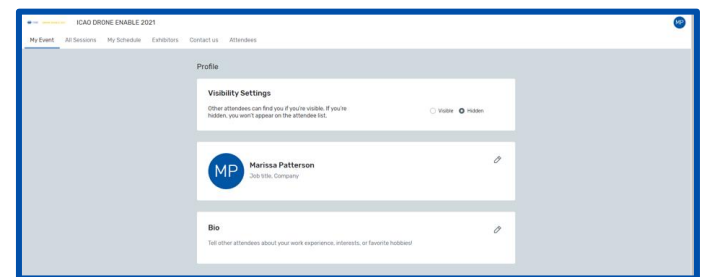
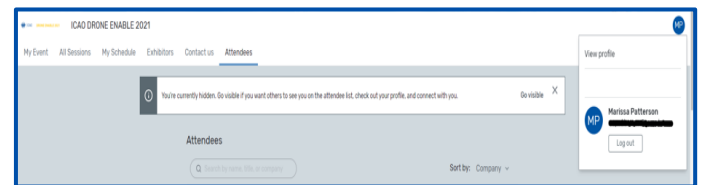
Click on the appointment to open it. From here, you can accept or decline the appointment, propose a new time, and add the appointment to your personal calendar.

► **Use Your Device Time option**

Change the event time zone to your device time – this will change the session start/end times as well as appointment times in your device time (e.g. change from Central European Time to South African Standard Time).

## 6. How to Edit and Hide your profile:

To edit your profile you have to click on your name, and then go to “visibility setting” to choose your preference.



## 7. Attendee Support:

Should you need assistance, please visit the “ICAO Virtual Attendee Platform Help Booth” by clicking on the “**Contact us**” tab on the ICAO Virtual Attendee Platform Home page.