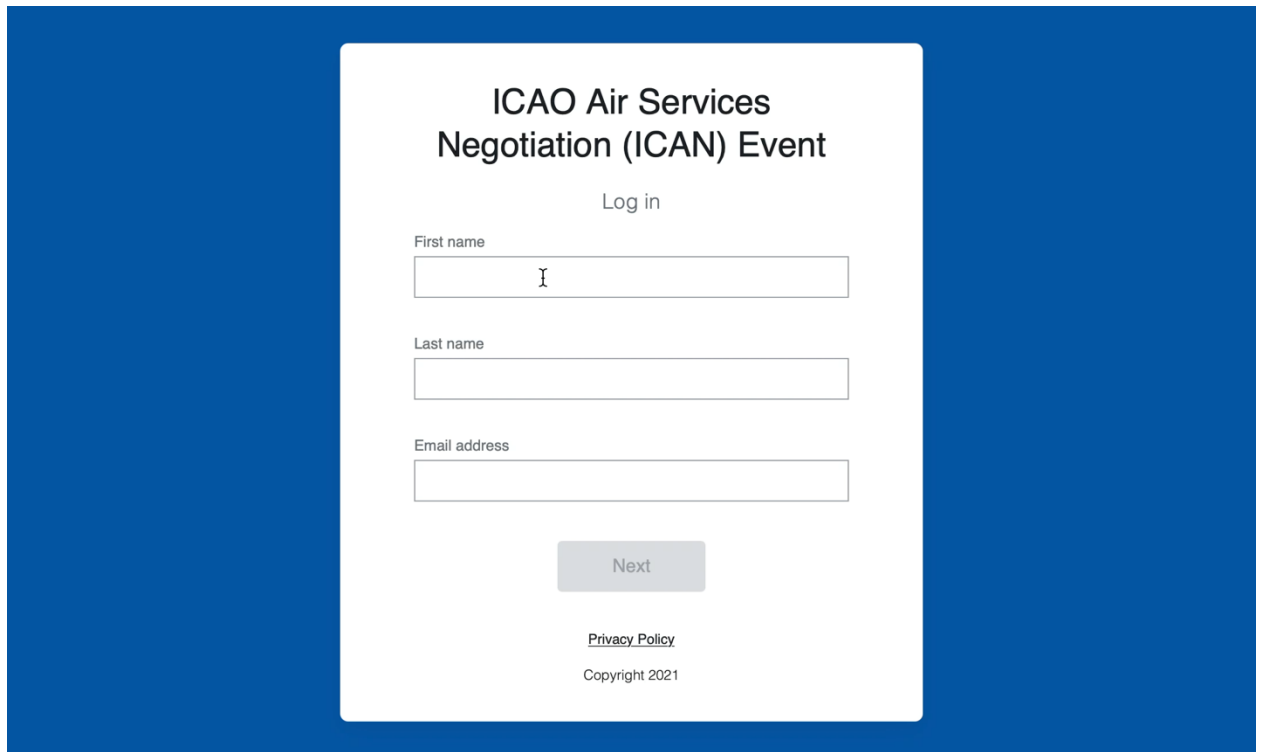


## ICAN 2021 Attendee Guide

### Frequently Asked Questions (FAQs)

- **I never received the email invitation to access the Attendee Platform.**
  - The email invitation to the ICAO Virtual Attendee Platform is sent from [ican@notify.icao.int](mailto:ican@notify.icao.int). You will also be receiving related communication from [ican@icao.int](mailto:ican@icao.int). Please make sure both addresses are safe listed.
  
- **How do I login?**
  - Click the link: <https://cvent.me/Om0QnG>
  - Login to the Attendee Platform by entering your name and the email used during registration:



The image shows a login form for the ICAO Air Services Negotiation (ICAN) Event. The form is centered on a white background with a blue border. It features three input fields for 'First name', 'Last name', and 'Email address'. A 'Log in' button is positioned above the 'First name' field. Below the input fields is a 'Next' button. At the bottom of the form, there are links for 'Privacy Policy' and 'Copyright 2021'.

ICAO Air Services  
Negotiation (ICAN) Event

Log in

First name

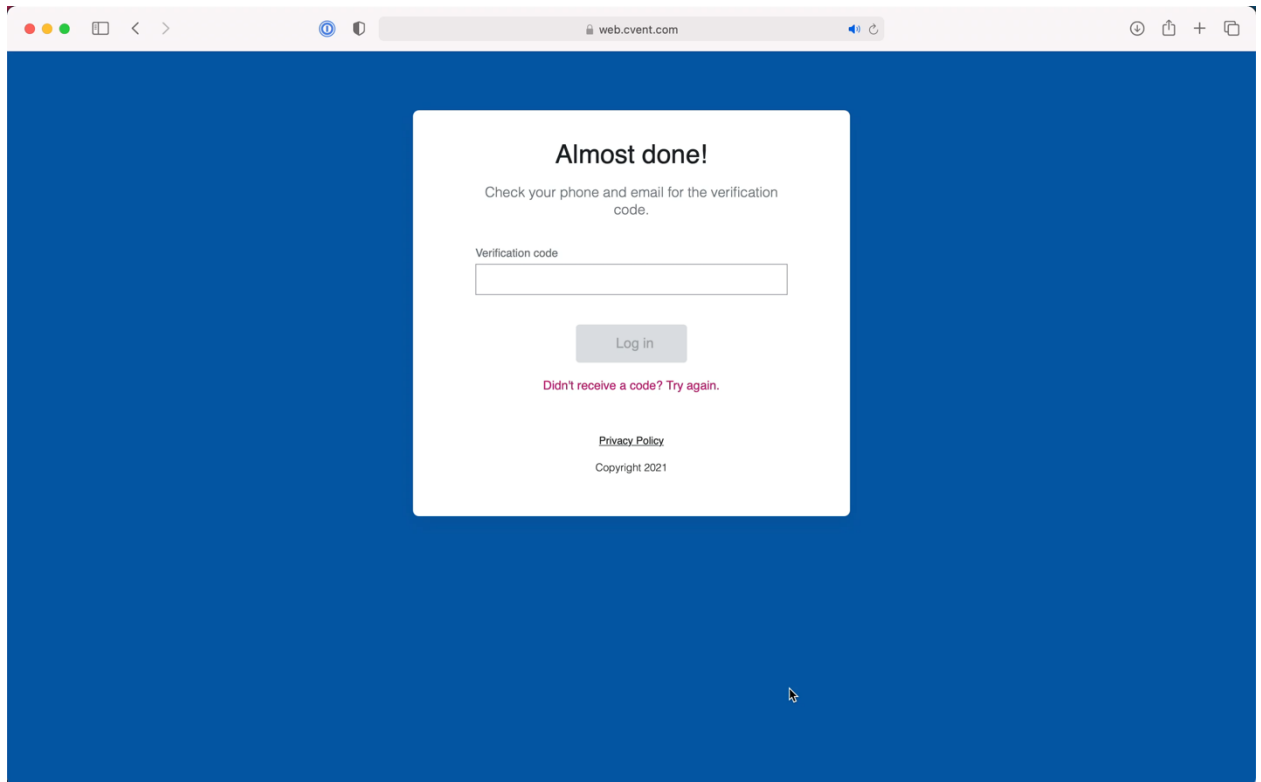
Last name

Email address

Next

[Privacy Policy](#)  
Copyright 2021

- You will then be authenticated and will receive a 6-digit passcode by email. Enter the verification code as prompted to access the platform:



- **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: [ican@notify.icao.int](mailto:ican@notify.icao.int) and [ican@icao.int](mailto:ican@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 [ican@icao.int](mailto:ican@icao.int)
- **I get an error when accessing the link to login to the platform?**
  - 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.

- 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 hybrid event is reserved to Focal Points designated by ICAO Member States and the members of delegations they register. Firstly, please check if you entered your correct name and email (same as those which you originally registered for the event with). Secondly, please liaise with your State's Focal Point to ensure your registration details have been properly captured. If you are still unable to log in, please contact [ican@icao.int](mailto:ican@icao.int), copying your Focal Point, to verify your registration.

➤ **My verification code isn't working/expired.**

- The verification code is valid for 24 hours. For security reasons, you will be asked to enter a new verification code after that period.
- Login to the Attendee Platform again through <https://cvent.me/Om0QnG>

➤ **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 [ican@icao.int](mailto:ican@icao.int) for any other questions. Additionally, you can find information and instructions in the Attendee Guide on the ICAN 2021 website (url when available)