ICAN 2023 Attendee Guide
Information for All Participants

1. Accessing the ICAO Virtual Attendee Platform:

Access the virtual event on the Attendee Platform through: https://cvent.me/2k8xA5

THE ICAO VIRTUAL ATTENDEE PLATFORM IS AVAILABLE IN ENGLISH ONLY

► Technical Requirements

To ensure all emails related to the ICAN Scheduling Platform arrive in your email inbox please whitelist/safelist the following two email addresses ican@notify.icao.int and ican@icao.int.

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

The Scheduling 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 ICAN Scheduling Platform, you will be prompted to log in. **Ensure you are entering the same first name, last name and email that were used during REGISTRATION**. After entering the information, click **Next.**

You will now receive an email from ican@notify.icao.int that will include your 6-digit verification code. Enter your verification code and click **Log in**.
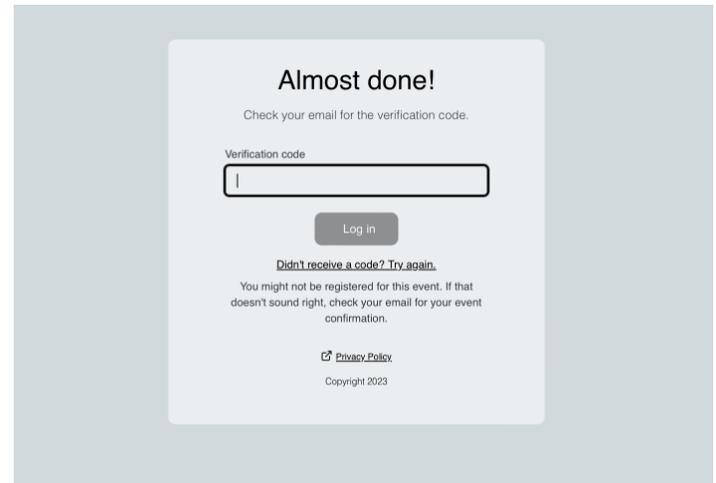
Verification codes can only be used once and expire 24 hours after you leave the Platform. If you are logging in on multiple devices, you will receive a new verification code for each.

Note: *if you stay logged 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 ican@icao.int.

2. Navigating the Virtual Attendee Platform:

▶ ICAN 2023 Home Page

This is the home page of the ICAN Scheduling Platform. You will be able to view live and upcoming sessions, consult the list of attendees and connect with them via the chat function, schedule meetings and view your calendar.


Note: When referring to "meetings" or "negotiations", the platform uses the term "appointments". All three terms refer to the ICAN negotiation meetings or, alternatively, B2B or informal meetings.

▶ Time zones

By default, the Platform is in the time zone of the event. If you plan to attend in-person, it is recommended to maintain this setting to ensure you are scheduling meetings at requested times.

If you plan to attend virtually, you can change the time zone of the Platform in the Profile tab in the upper-right corner:
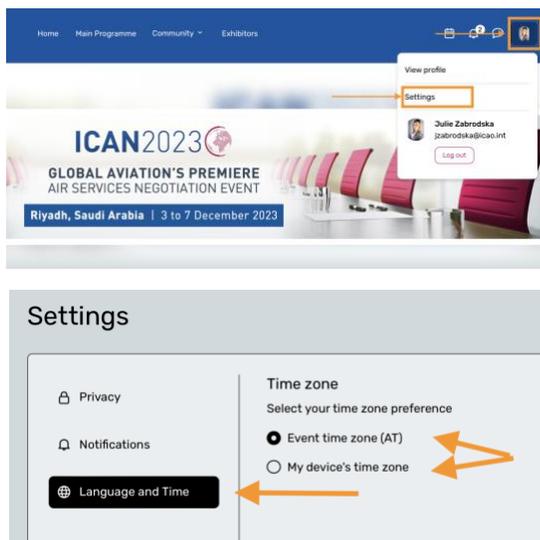
In either case, please keep in mind the time zone of the delegates you are scheduling with.

▶ Top panel:

In the top navigation panel (blue banner), you can access the (1) main programme; (2) Community; and (3) Exhibitors tabs as described below.

1. Main Programme Tab

This page lists the event's sessions. They are listed in chronological order. You can join a session from this page and leave a session at any time while it is live streaming.

You can click on the session name to access the content of the session.
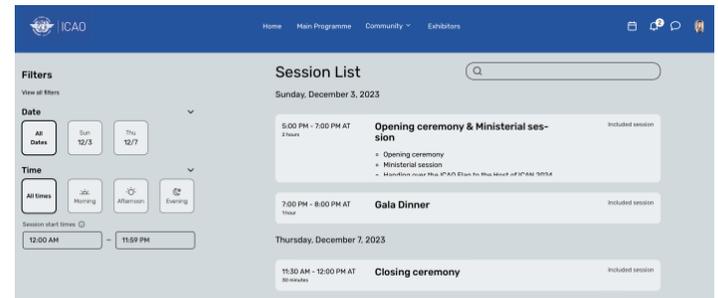

2. Community Tab

Under "Community" in the top panel, you can access (a) the list of attendees; and (b) discussions.

a) Attendees

All participants in the event are listed in this Attendees page. You can search for a specific participant by their first or last name as well as by their State/organization. You can also set a filter for in-person or virtual participants.
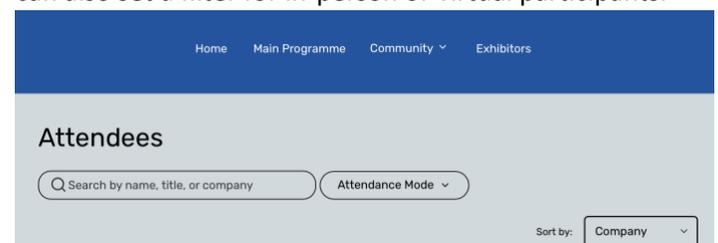
You can also send participants a message or directly schedule an appointment:
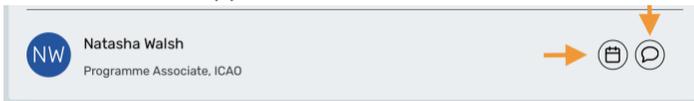
b) Discussions

This is a social feed for participants to interact in an informal manner by posting messages or images.
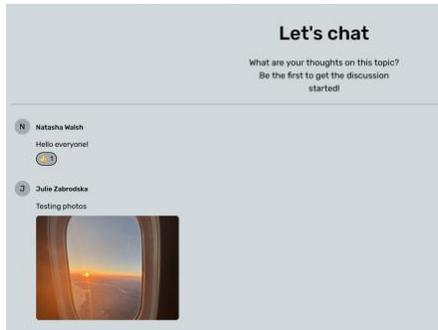
3. Exhibitors

The "Exhibitors" tab includes relevant ICAO Supporting materials and online assistance to facilitate the use of the ICAN Scheduling Platform. Furthermore, it includes useful information regarding the ICAO Website of Aeronautical Agreements and Arrangements (WAGMAR) and guides on how to register air services agreements with ICAO as per Art.83 of the Chicago Convention.

Exhibitors presenting at the ICAN event will also provide their information in this tab.

► **Top-right icons**

In the top blue banner, you can also find the (4) Schedule; (5) Notifications; (6) Messages and (7) Profile icons.

4. My schedule

To view your personalized schedule – including sessions from the Main Programme and meetings (appointments) scheduled by you – navigate to the calendar icon on the top right corner and select "View your full schedule".
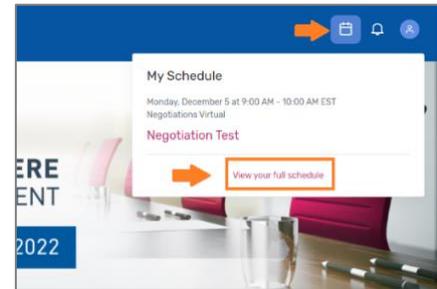

This Schedule view (also accessible from the Home page Card, see below), allows you to view your schedule - including sessions from the Main Programme and meetings (appointments) scheduled by you.
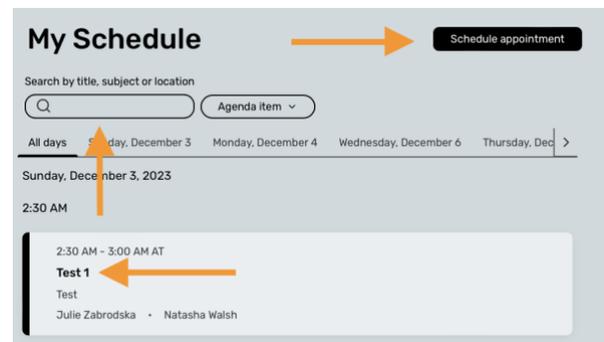

Here you can search for your meeting, schedule a new meeting (appointment) or view existing ones.

You can also join your scheduled meetings by clicking on the title and "Join" on the pop-up window on the right.
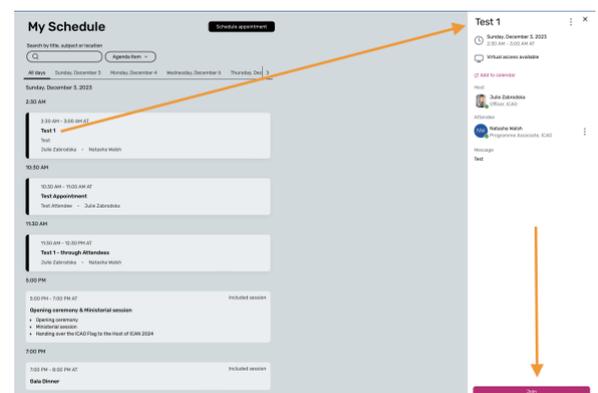

5. Push notifications

A numbered bubble 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.
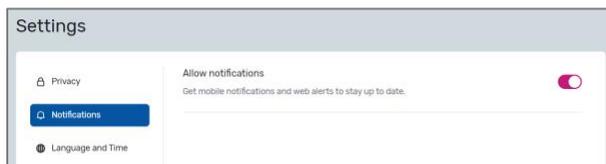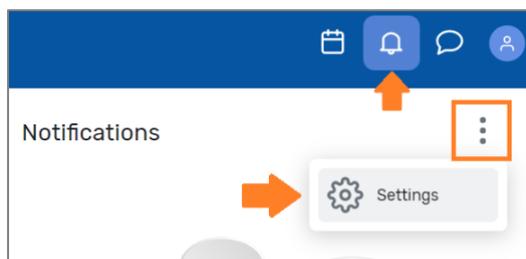
6. Messaging

Direct attendee-to-attendee communication 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.

▶ **Cards on Home Page**

To facilitate your access to the most commonly used resources on the Scheduling Platform as well as to highlight useful news and updates, we provide and regularly update these Cards.

For example, you can click on the following cards:

My Schedule

As in above-mentioned Point 4, you can access your personalized schedule via this card.

Focal Points: Calendars

Focal Points can schedule meetings in two manners:

(1) via the "My Schedule" page – either by finding the respective Focal Point and then clicking on "Schedule appointment" or by clicking on the black button "Schedule appointment" first and then selecting the other Focal Point; or

(2) via the Calendar View – this view may be more practical to schedule meetings throughout the week to view your daily availabilities. This view is integrated with "My Schedule", i.e. any meeting scheduled there will also appear in "My Schedule".

3. Scheduling a B2B or an informal meeting

▶ Method #1 – Find your schedule

You can schedule a B2B meeting or an Informal meeting with another attendee by clicking "My Schedule" on the homepage or on the top-right corner and then on the black button "Schedule Appointment".
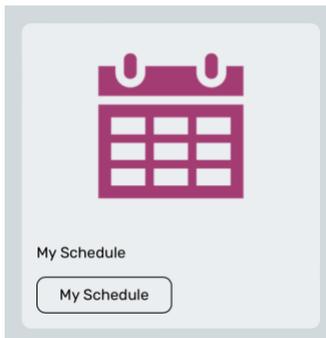
You can choose which type of meeting you would like to schedule, with whom, at what date/time and add a note. Once you send the invitation, the meeting will appear on your agenda as 'pending' – with stripes on the side - until accepted or declined.
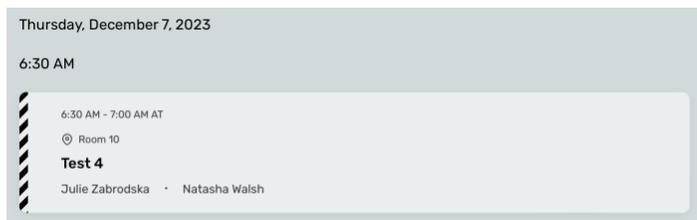
If holding a virtual meeting, you will be able to access the integrated video-conferencing tool 15 minutes before the scheduled start of the meeting by clicking on the meeting and then "Join".

▶ Method #2 – Find participant

You can also schedule meetings via the list of participants. In the top panel, click on "Community" -> "Attendees" and search for the respective participant. You can then either message the person or schedule a meeting with them.

▶ Scheduling the meeting

When you click on "Schedule appointment" either via method #1 or #2, you can now choose either a B2B or Informal meeting. (Focal Points will also see "Negotiations").

Search for the participant you wish to meet with (if not already done with Method #2). Select Time and Date of the meeting

Enter a Subject and Message for the meeting and click on "Book appointment". An email will be sent to the attendee for them to accept or decline your invitation.

▶ Accept or decline meeting invitations.

When a meeting host sends you an invitation, the meeting will appear under the My Schedule tab.

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

4. Attendee Support:

Should you need assistance, please visit the "ICAO Help & Support" booth by clicking on the **"Exhibitors"** tab on the Platform's Home page.