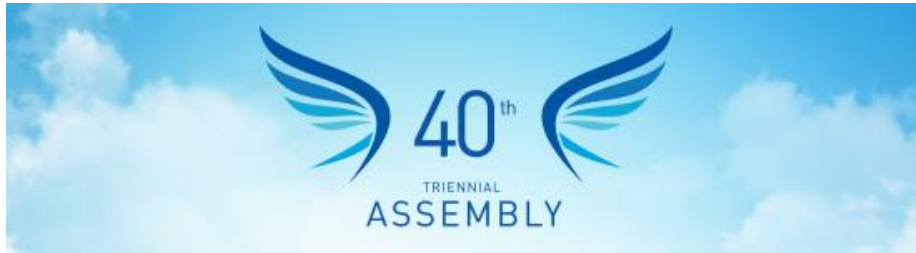


A40 Mobile App



FAQs

- **What is my Apple ID?**
 - You may need to reset your password.
- **How do I find my app/event?**
 - Download the ICAO A40 app from the iOS or Google Play Store
- **Why can't I download the App?**
 - Make sure your device and mobile operating system are compatible with the app.
Mobile OS: requires iOS 10 and higher or Android 7.0 and higher
Devices: iPad 1, iPhone 4s, iPod Touch 4th generation and older Apple devices are not supported. App can only be downloaded on Android devices that have access to the Google Play Store. Kindle Fire and other devices that use the Amazon App store are not supported
If not compatible, you can access the online version of the event app with this link:
<https://www.icao.int/A40app>
- **How do I login?**
 - Click the "Login for more features" button in the top left corner, enter your first and last name. Check your email for the verification code.
- **I can't login.**
 - This app event is by invite-only to event delegates and to ICAO HQ staff.
- **My verification code isn't working/expired.**
 - Ask one of the floor attendants for help. They will contact the event app administrator to resend the verification code.
- **I never got the email.**
 - Check your spam folder or ask one of the floor attendants for help. They will contact the event app administrator to resend the invite or add an alternate email address.
- **Why can't I see the schedule? Or the list of Registered Participants?**
 - Make sure you are logged in.