ICAO Meetings Virtual Platform & Mobile App Attendee Guide

1. Accessing the ICAO Virtual Attendee Platform:

Access the virtual event on the ICAO Virtual Attendee Platform either:

- Via web browser: Click the link: https://cvent.me/LNbXrB

Or

- Via mobile app: Download the ***ICAO Meetings*** app from Apple or Google Play Store

For the **mobile app download guide**, skip to that section in this guide.

THE ICAO VIRTUAL ATTENDEE PLATFORM IS AVAILABLE IN ENGLISH ONLY

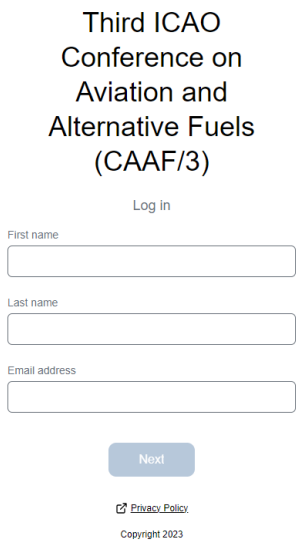
► Technical Requirements

To ensure the information arrives in your email inbox please whitelist/safelist the following email addresses cventadmin@notify.icao.int, cvent.com, cvent.me, cvent-planner.com, cventmail.com, and cvtsv.com

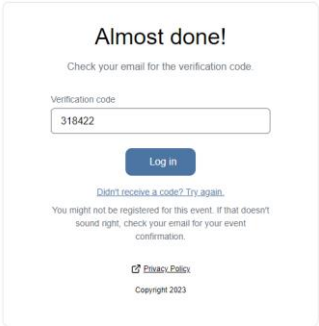
Organizations' and individuals' email systems may vary in the process needed to whitelist/safelist. The Attendee Platform is compatible with the latest versions of Chrome, Firefox, Safari, and Microsoft Edge. We do not recommend using Internet Explorer, as functionality will be limited.

► Logging In

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



You will now receive an email from cventadmin@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 Attendee 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.

2. Navigating the ICAO Virtual Attendee Platform:

▶ CAAF/3 Home Page

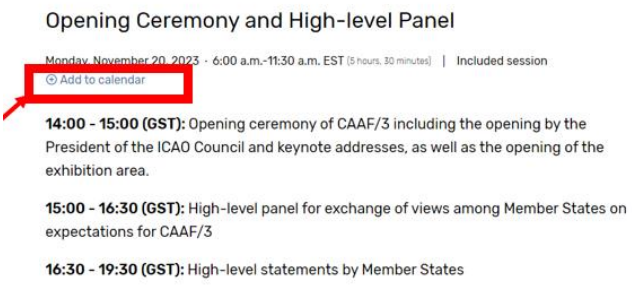
This is the home page of the ICAO Virtual Attendee Platform. You will be able to view live and upcoming sessions, featured sponsors, and basic Conference details.

You can click into each day's individual session or a sponsor directly from this page. Additionally, you can access the Third ICAO Conference on Aviation and Alternative Fuels public website at: [CAAF/3.]

▶ All Sessions Page

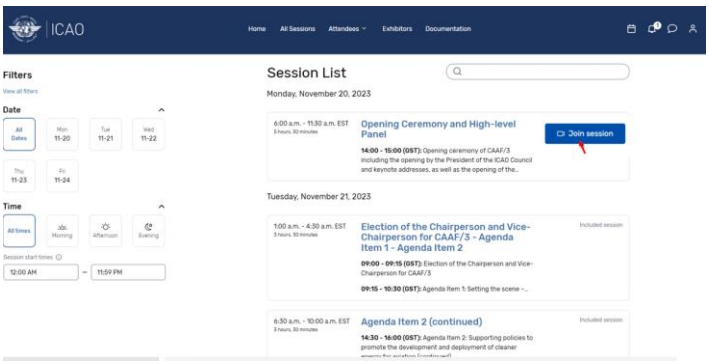
This page lists each day's session links. They are listed in chronological order. You can join or leave a session at any time while it is live streaming.

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

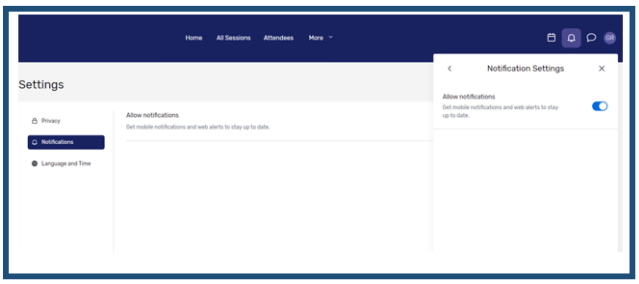
This page shows your personalized schedule based on the sessions you are registered for. You can join the sessions, if enabled for virtual participation, from this page by clicking the join session button or the session name. You can remove sessions from your schedule on this page if you no longer wish to attend. Please note that you can only join a session from the web browser



▶ Push notification

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

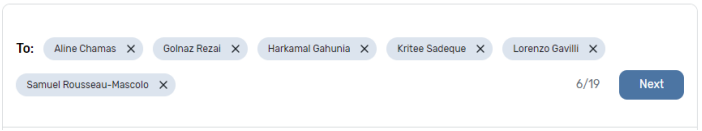
If you do not receive notifications, please check that your notification alert is activated.



▶ Messaging

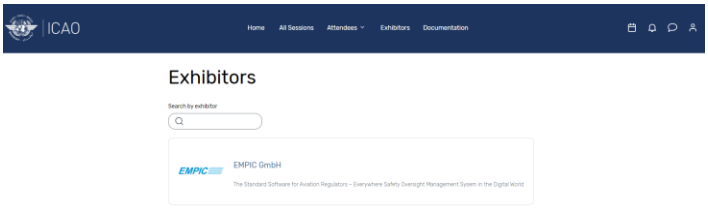
Communication between attendees is possible with the messaging system available on the platform. A red dot will appear when you receive a new message; click the message icon to view the notification.

Group Messaging allows you to send a message to up to 19 participants at a time by adding their names in the "To:" section of the message as seen below.



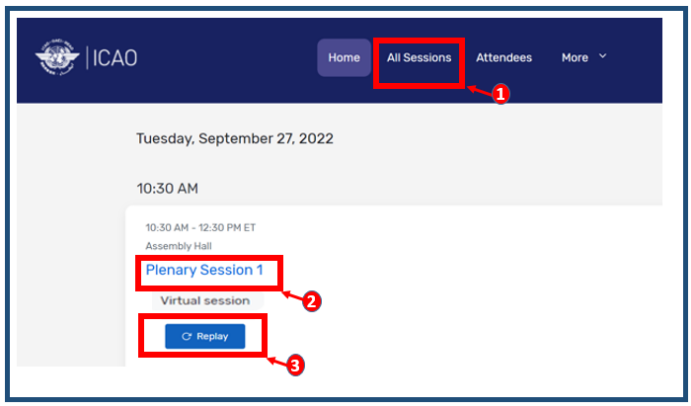
▶ Exhibitors Page

On this page, you can view all the exhibitors for the event. You can click the exhibitor's name to access information about them. All the exhibitors are listed in alphabetical order but you have the ability to search and filter based on the type of exhibitor 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.

4. Booking an Appointment

▶ Booking an appointment method #1

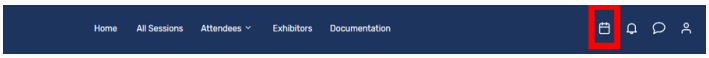
You can book an appointment with another attendee or exhibitor by clicking "schedule appointment" on the homepage.

Once you land on the appointment page, 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 (accessible 15 mins before the meeting) to open the virtual meeting.

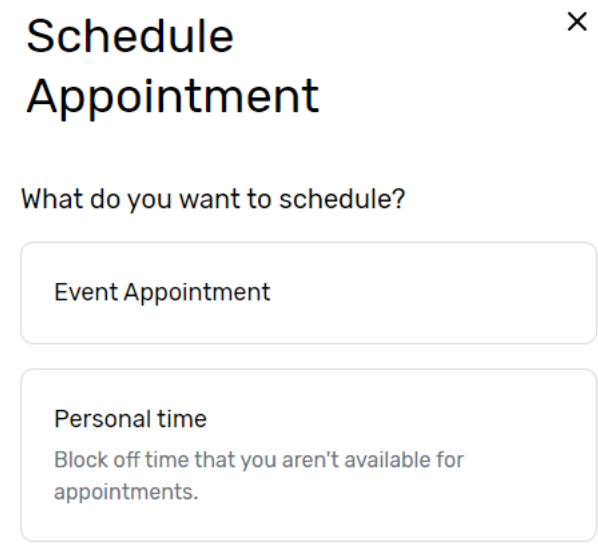
▶ Booking an appointment method #2

You can also book appointments via the calendar icon.

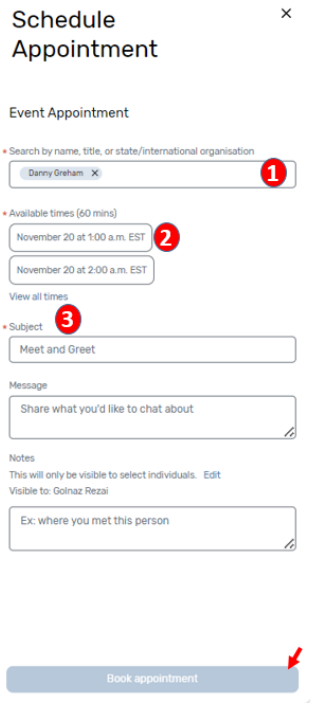


Select 1:1 Meetings to book an appointment or block off Time to block time in your calendar.

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



1. Use the search box at the top to filter the list by name, email, company, or title. Click on the name of the attendee you wish to add.
2. Select the available time slot, or click "View all times" to see all available meeting times.
3. Add a subject to the meeting, this is a required field in order to be able to schedule the appointment.
4. Finally click "Book Appointment" to schedule the appointment. An email will be sent to the attendee to accept or decline your invitation.



► 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.

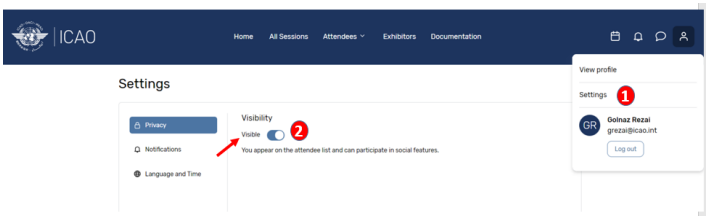
► Use Your Device Time option

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).

5. How to Edit and Hide your profile:

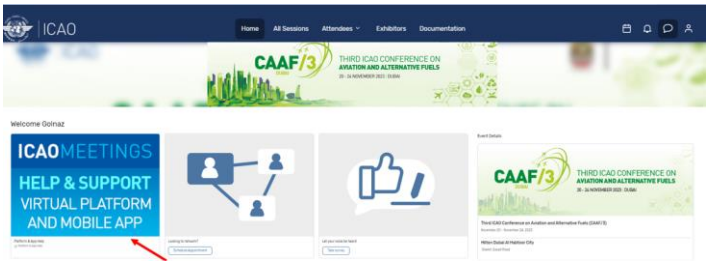
To edit your profile:

1. Click on your name, and then go to "settings" to choose your visibility preference.
2. Click to toggle the visible switch, and turn your profile visibility on or off.



6. Attendee Support:

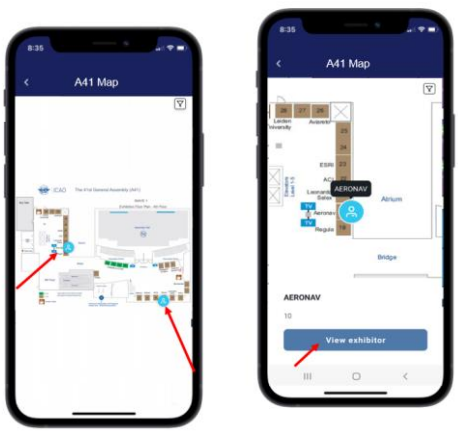
Should you need assistance, please visit the "ICAO Virtual Attendee Platform and Mobile App Help" by clicking on the **'Platform and App Help''** card on the ICAO Virtual Attendee Platform or Mobile App Home page. For support, please contact the ICAO registration desk Registration@icao.int.



7. Interactive Floor Plan *(Available only on the mobile app)*

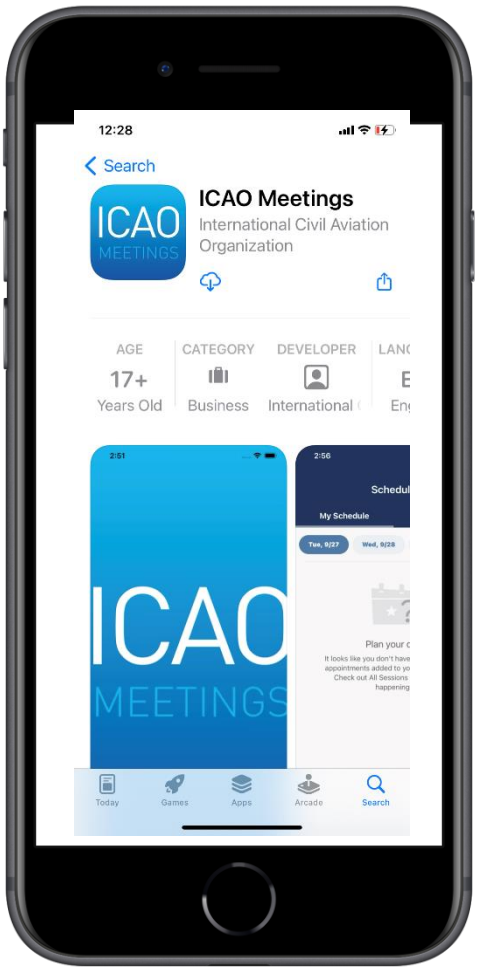
The interactive floor map gives you the ability to tap pin locations to learn more about the sessions, exhibitors, or other activities happening during the event.

To access the interactive map, select the option from the app menu or homepage.



ICAO Meetings Mobile App Download Guide

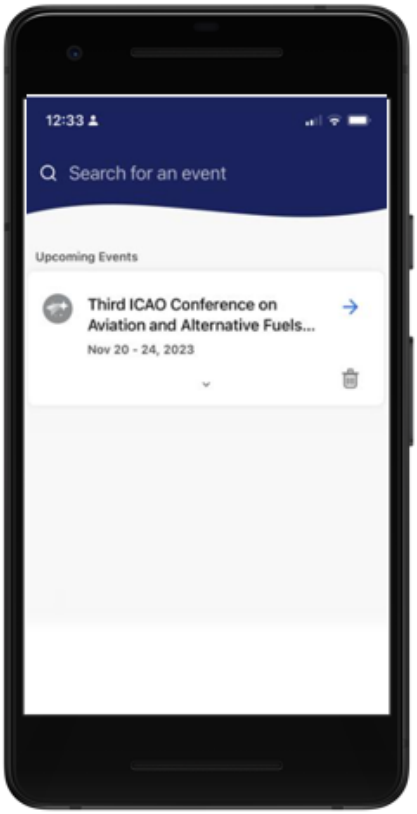
Downloading the App



1 Go to the right store. Access the **App Store on iOS** devices and the **Play Store on Android**.

If your mobile device is not compatible, skip these steps. You'll need to use the web version of the app found here: https://cvent.me/LNbXrB

2 Install the app. Search for **ICAO meetings**. Once you find it, tap either **Get**, **Install** or ☁.



3 Open your event Search for the **Third ICAO Conference on Aviation and Alternative Fuels (CAAF/3)** event, then tap **Download** or ⬇ to open it.

4 Login to your event The **ICAO Meetings** app gives you the full event experience from your phone or tablet similar to the web experience. **To login and use the features, follow the same steps detailed in the Attendee Guide.**