

ICAN 2021 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/Om0QnG>

THE ICAO VIRTUAL ATTENDEE PLATFORM IS AVAILABLE IN ENGLISH ONLY

► Technical Requirements

To participate in the sessions and negotiation meetings, 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.

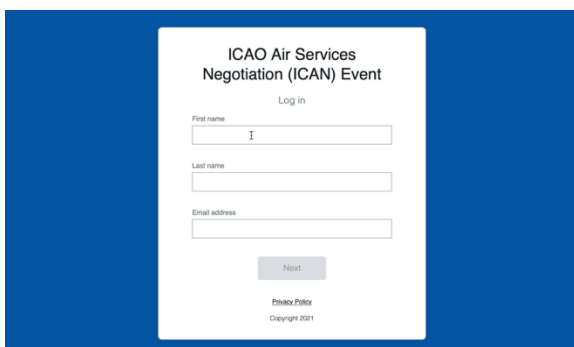
To ensure the information arrives in your email inbox please whitelist/safelist the following two email addresses ican@notify.icao.int and ican@icao.int.

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

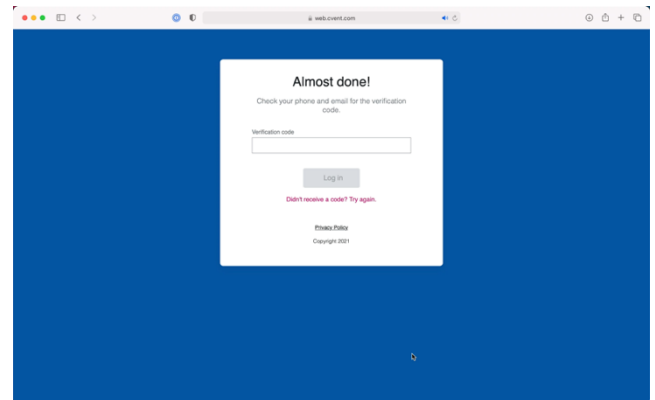
The Attendee Platform is compatible with the latest versions of Chrome, Firefox, Safari, and Microsoft Edge. We do not recommend using Internet Explorer, as functionality will be limited.

► 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 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 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.

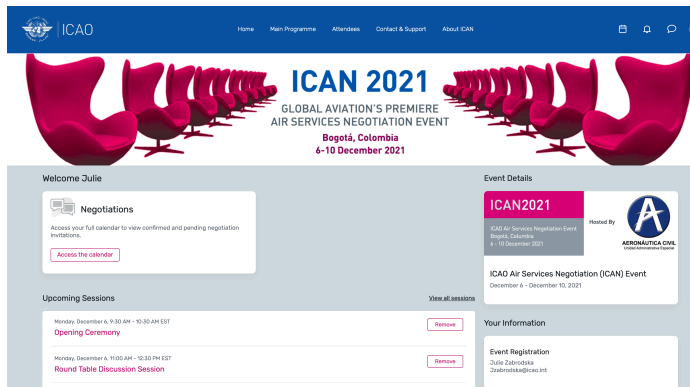
For individuals using their personal emails, please **check your spam and junk folders**. If the ICAO email is found, identify the email as not junk and whitelist/safelist.

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 2021 Home Page

This is the home page of the ICAO Virtual Attendee 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.

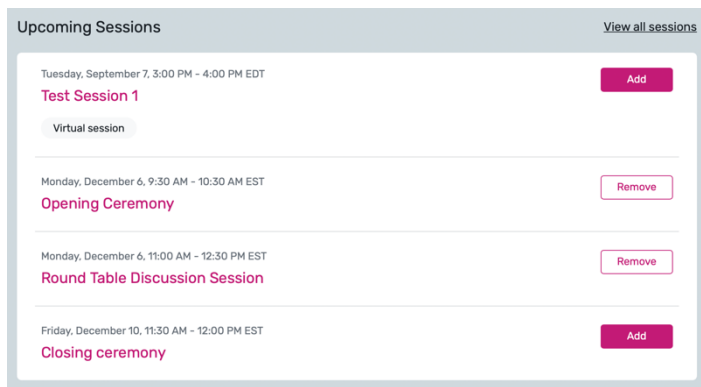


Note: When referring to “meetings” or “negotiations”, the platform uses the term “appointments”. All three terms refer to the ICAN negotiation meetings or, alternatively, B2B or informal meetings.

▶ Main Programme Tab

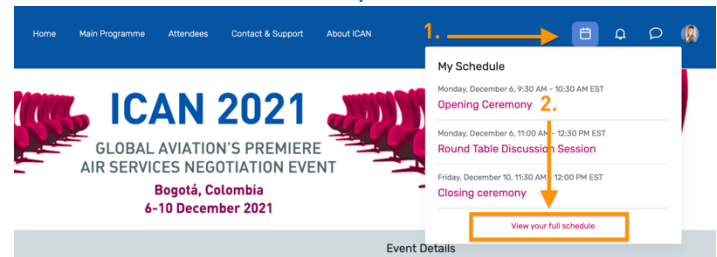
This page lists the event’s session links. They are listed in chronological order. You can join or leave a session at any time while it is live streaming.

By default, the page appears in the time zone of the event, 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.

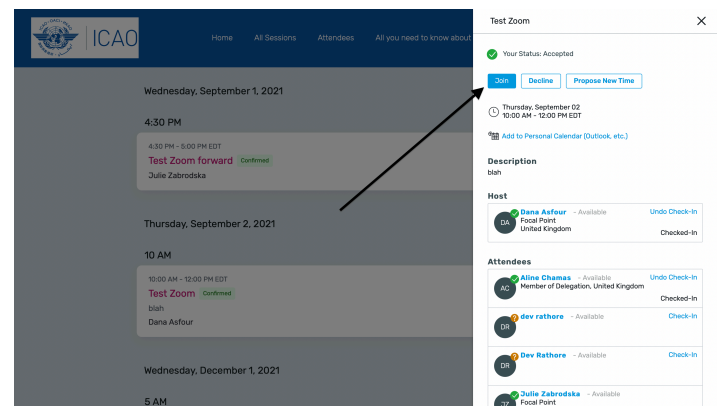


▶ My Schedule

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



You can view the Main Programme from this page. You can also join your negotiation meeting by clicking on the title and “Join” on the pop-up window on the right.

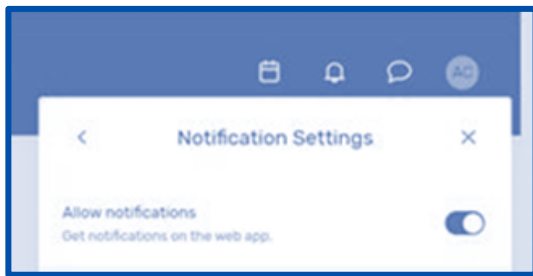


▶ Push notification

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.



► View attendees

On the tab “Attendees”, you are able to view all participants who have registered to ICAN 2021. You can view their profile, send them a message or directly schedule an appointment.



► Messaging

Direct attendee-to-attendee communication is possible with the messaging system available on the platform.

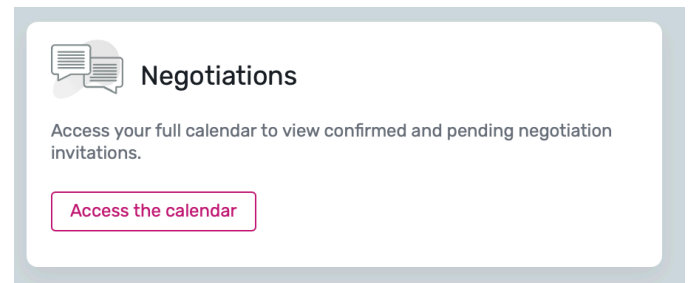
A red dot will appear when you receive a new message; click the message icon to view the notification.



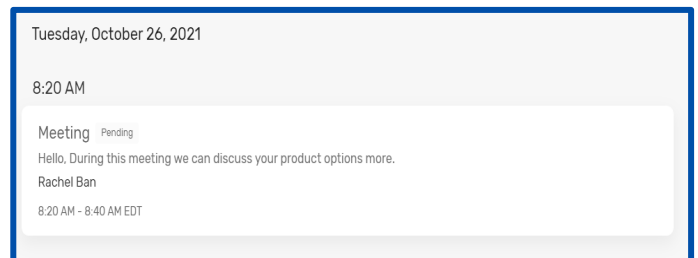
3. Scheduling a B2B or an informal meeting

► Method #1

You can schedule a B2B meeting or an informal meeting with another attendee by clicking “Access the calendar” on the homepage.



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’ until accepted.



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

► Method #2

You can also schedule meetings via the calendar icon.



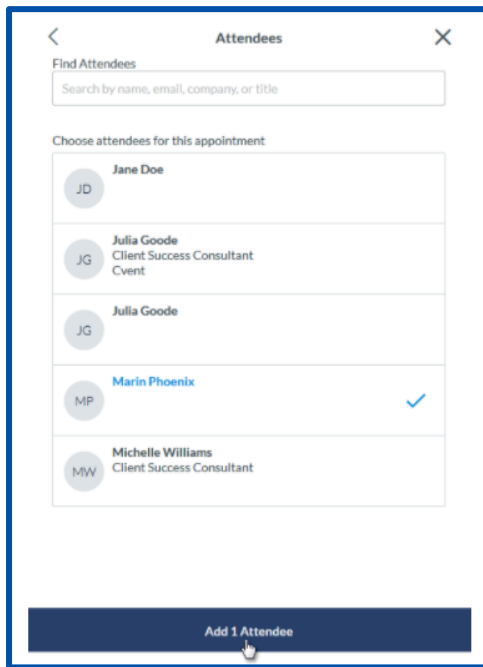
Select “B2B Meetings” or “Informal meetings” to invite participants or “Block Off Time” to block time in your calendar.

• Appointment Type

Block Off Time
B2B Meetings
Informal Meetings

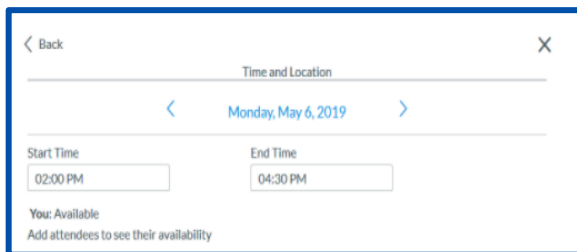
Then click Add next to Attendees. A list of available attendees will appear.

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.

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



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

[Send Appointment 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.

► 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 meeting times in your device time. E.g. change from Central European Time to South African Standard Time.

4. 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.