

ICAN2024 Attendee Guide

Please note that currently only Focal Points and Heads of Delegations have access to the ICAN Event platform.

1. Accessing the ICAN Event Platform:

Access the ICAN Event Platform through:

<https://cvent.me/8aKngP>

THE ICAN EVENT PLATFORM IS AVAILABLE IN ENGLISH ONLY

► Technical Requirements

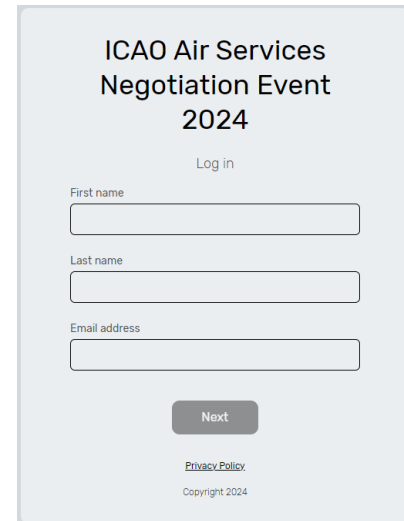
To ensure all emails related to the ICAN Event Platform arrive in your email inbox please whitelist/safelist the following two email addresses ican@notify.icao.int and ican@icao.int, and the following domains: cvent.com, cvent.me, cvent-planner.com, cventmail.com and cvtsv.com.

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

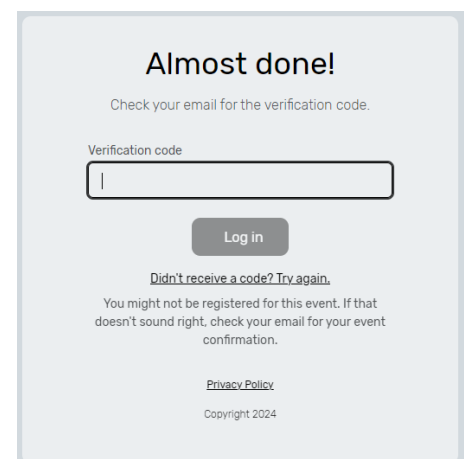
The ICAN Event Platform is compatible with the latest versions of Chrome, Firefox, Safari, and Microsoft Edge. We do not recommend using Internet Explorer, as functionality will be limited.

► Logging In

After clicking the link to access the ICAN Event 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**.



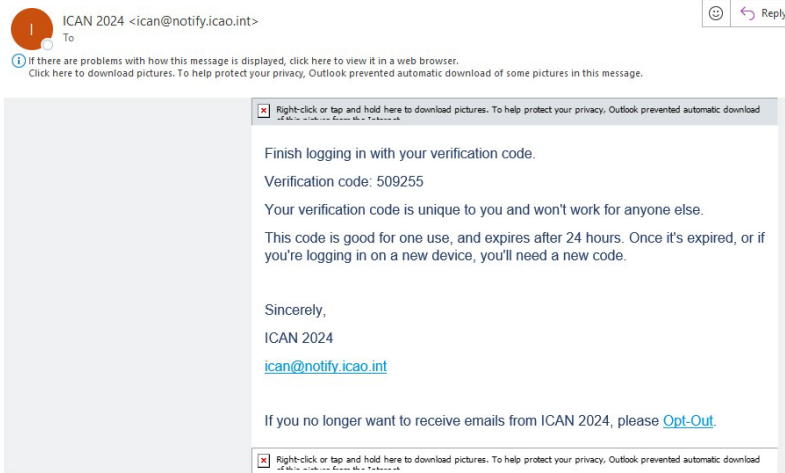
You will now receive an email from ICAN (ican@notify.icao.int) that will include your 6-digit verification code. Enter your verification code and click **Log in**.



**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.

Verification code 509255



► 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 ICAN Event Platform:

► [ICAN Home Page](#)

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

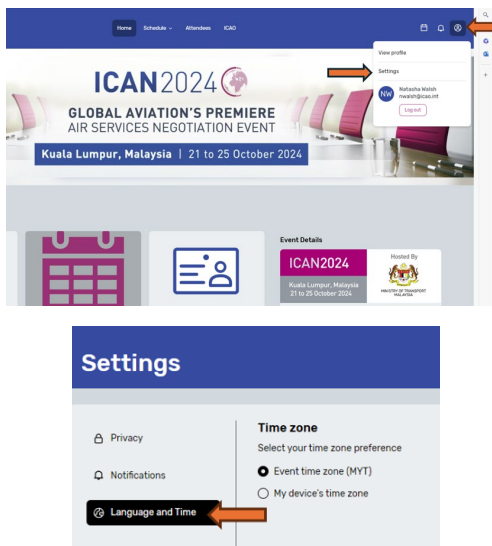


Note: When referring to “meetings” or “negotiations”, the platform also uses the term “appointments”. All three terms refer to the ICAN negotiation meetings or, alternatively, B2B or informal meetings.

► [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) Home; (2) Schedule; (3) Attendees; and (4) ICAO tabs as described below.



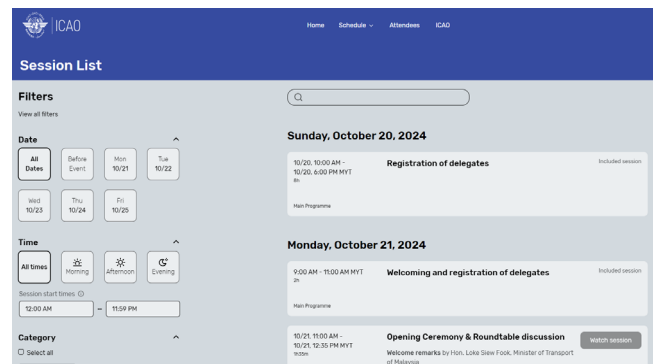
1. Home Tab

This tab takes you back to the main page.

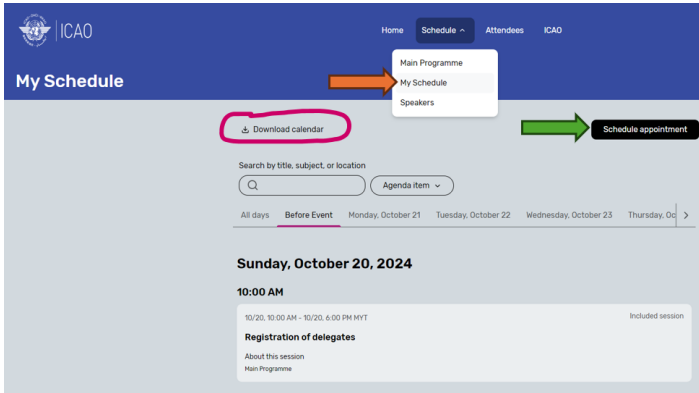
2. Schedule Tab

From this tab you can access the main programme. The main programme tab lists the event's sessions. They are listed in chronological order. You can join a session from this page at any time while it is live streaming.

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



You can also access your schedule from the Schedule tab. You can book an appointment from that tab and export your schedule by clicking on **Download calendar**.



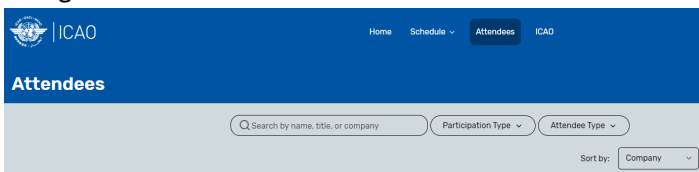
Under the Speakers tab you will find information on speakers that will participate in the roundtable discussion.

3. Attendees Tab

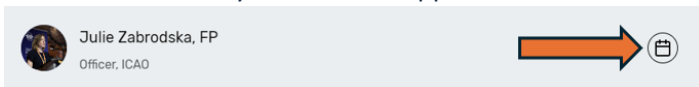
Under “Attendees” in the top panel, you can access the list of attendees.

All ICAN Focal Points and Head of Delegations 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 (participation type), or for Focal Points (Attendee type).

Focal Points have “FP” next to their name and Heads of Delegations have “HoD”.



You can also directly schedule an appointment:



4. ICAO Tab

The “ICAO” tab includes relevant ICAO Supporting materials and online assistance to facilitate the use of the ICAN Event

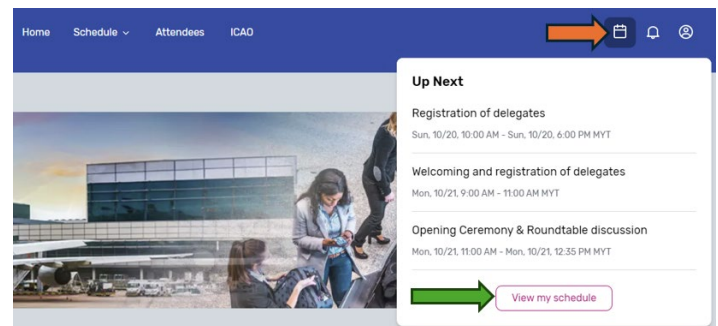
Platform. It includes information on ICAO Trainings and air transport self-paced courses. Furthermore, it includes useful information regarding the ICAO Website of Aeronautical Agreements and Arrangements (WAGMAR) and guides on how to register air services agreements with ICAO as per Art. 83 of the Chicago Convention.

► Top-right icons

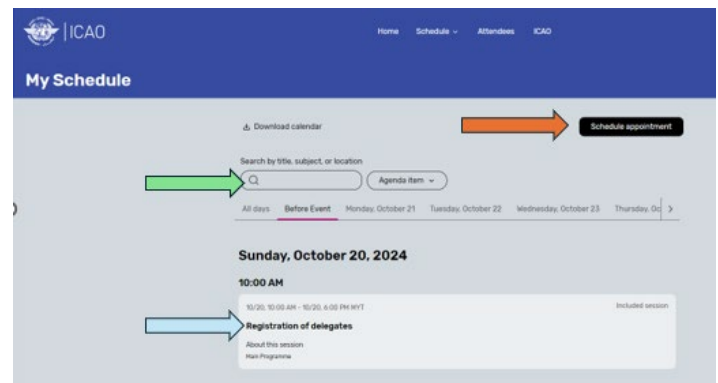
In the top blue banner, you can also find the (5) Up Next; (6) Notifications; and (7) View Profile icons.

5. Up Next

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 my schedule”.

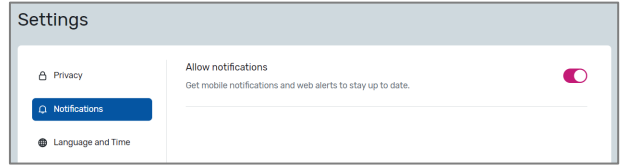
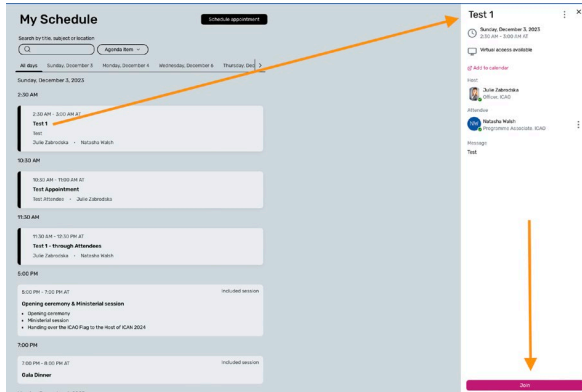


This Schedule view (also accessible from the Home page Tab), allows you to view your schedule - including sessions from the Main Programme and meetings (appointments) scheduled by you.



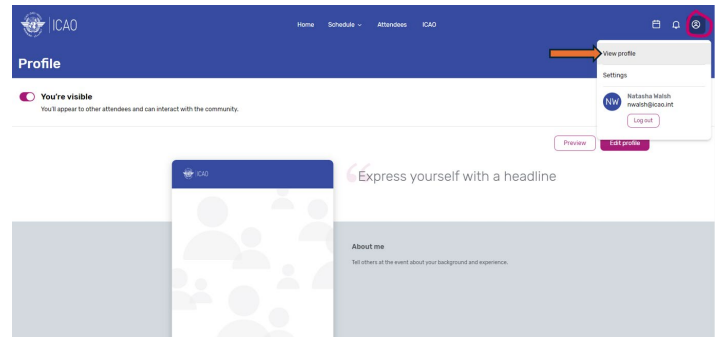
Here you can search for your meeting, schedule a new meeting (appointment) or view existing ones.

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



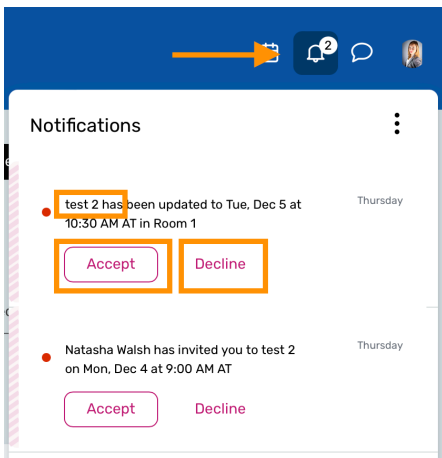
7. Profile

You may access your profile from this icon.



6. Notifications

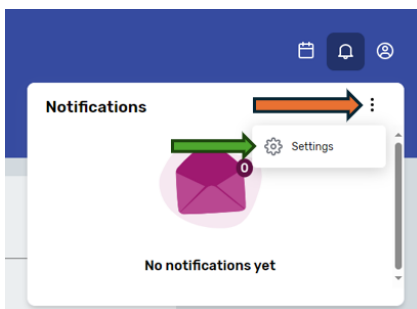
A numbered bubble will appear when you receive a notification; click the bell icon to view the notification.



► Cards on Home Page

To facilitate your access to the most commonly used resources on the ICAN Event Platform as well as to highlight useful news and updates, we provide and regularly update the “Home Cards”, such as the Focal Points calendar, Floor plan, etc.

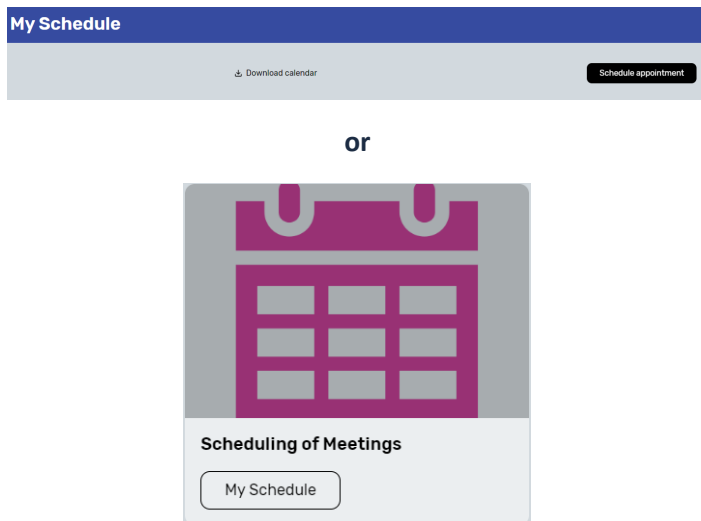
If you do not receive notifications, please check that your notification alert is activated.



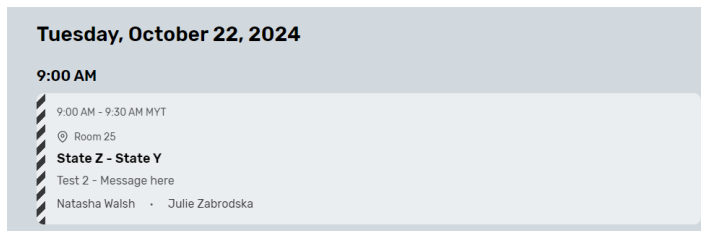
3. Scheduling a B2B or an informal meeting

► 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 message and a private note. Once you send the invitation, the meeting will appear on your agenda as ‘pending’ – with stripes on the side - until accepted or declined.



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

► Method #2 – Find participant

You can also schedule meetings via the list of participants. In the top panel, click on “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).

Schedule Appointment

What do you want to schedule?

B2B Meetings

Informal Meetings

Search for the participant you wish to meet with (if not already done with Method #2). Select Date and Time of the meeting and pick a location. Available rooms will show up here.

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 contact us at ican@icao.int.

— END —