ICAN2024 Attendee Guide
# Frequently Asked Questions (FAQs)

➢ **I never received the email invitation to access the ICAN Event Platform.**
   o The email invitation to the ICAN Event Platform is sent from ican@notify.icao.int. You will also be receiving related communication from ican@icao.int . Pease make sure both addresses are safe listed. It is recommended to search for emails from these two addressed in your spam or quarantine folder. Alternatively, please consult the issue with your IT support.

➢ **How do I login?**
   o Click the link: https://cvent.me/8aKngP
   o Login to the ICAN Event Platform by entering your name and the email used during registration:

o You will then be authenticated and will receive a 6-digit passcode by email. Enter the verification code as prompted to access the platform:
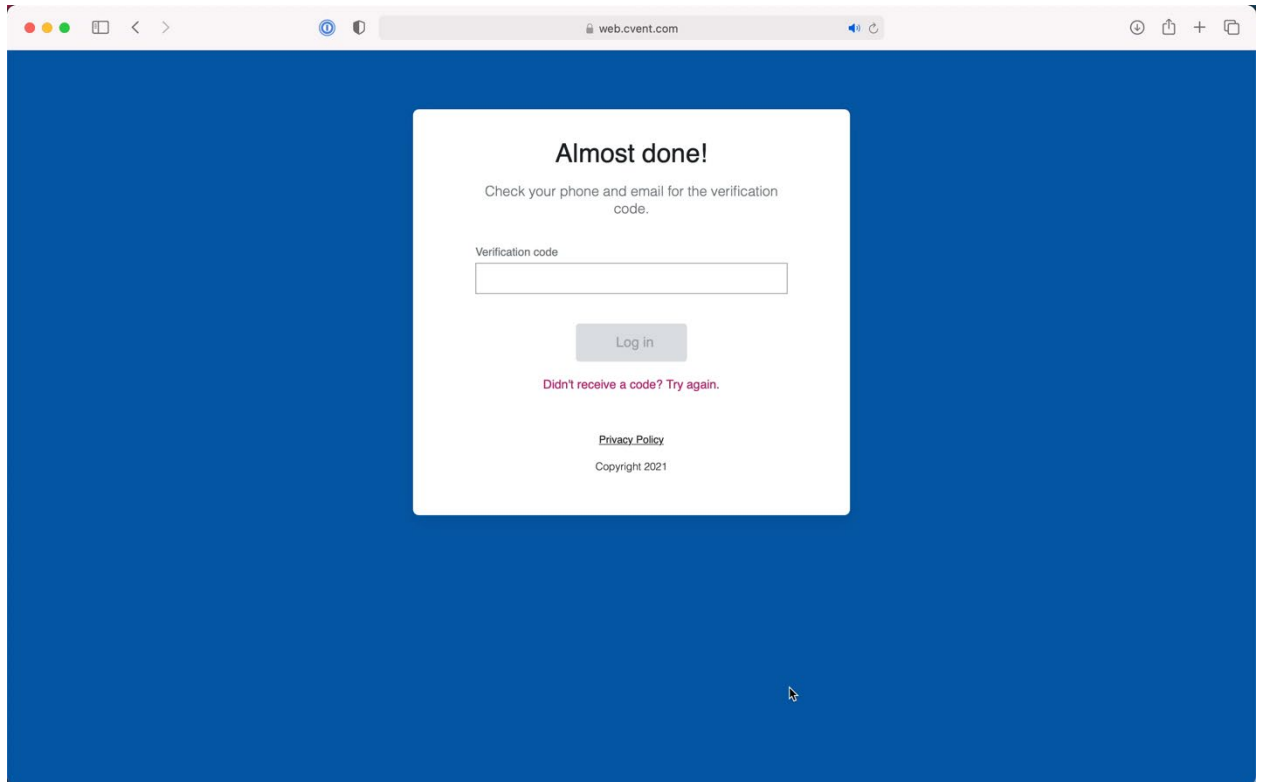
➢ **I did not receive a verification code when I tried to login?**
   o To ensure the information arrives in your email inbox please safelist the following two email addresses: ican@notify.icao.int and ican@icao.int.
   o For individuals using their personal emails, please check the spam or junk folders. If the ICAO email is found, identify the email as not junk and safelist.
   o Organizations and individuals email systems may vary in the process needed to whitelist/safelist.
   o Most organizations or businesses have a technician or IT administrator who can assist you with this process.
   o If you still are not receiving the email and have completed all the necessary steps, please contact event organizers at ican@icao.int

➢ **I get an error when accessing the link to login to the platform?**
   o 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.

➢ **I can't login.**
- o **Attendee**: The ICAN Event Platform is reserved to Focal Points designated by ICAO Member States and Head of Delegations. Firstly, please check if you entered your correct name and email (same as those which you originally registered for the event with). Secondly, please liaise with your State's Focal Point to ensure your registration details have been properly captured. If you are still unable to log in, please contact ican@icao.int, copying your Focal Point, to verify your registration.

➢ **My verification code isn't working/expired.**
- o The verification code is valid for 24 hours. For security reasons, you will be asked to enter a new verification code after that period.
- o Login to the Attendee Platform again through https://cvent.me/8aKngP.

➢ **Who do I contact for more information?**
- o Please contact ican@icao.int for any other questions. Additionally, you can find information and instructions in the Attendee Guide on the ICAN2024 website.

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