Event Guide for Remo Attendees

Getting to know the ins-and-outs of Remo
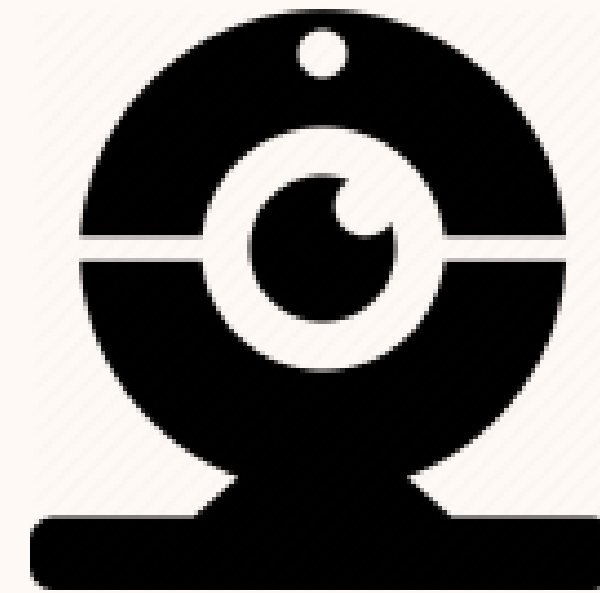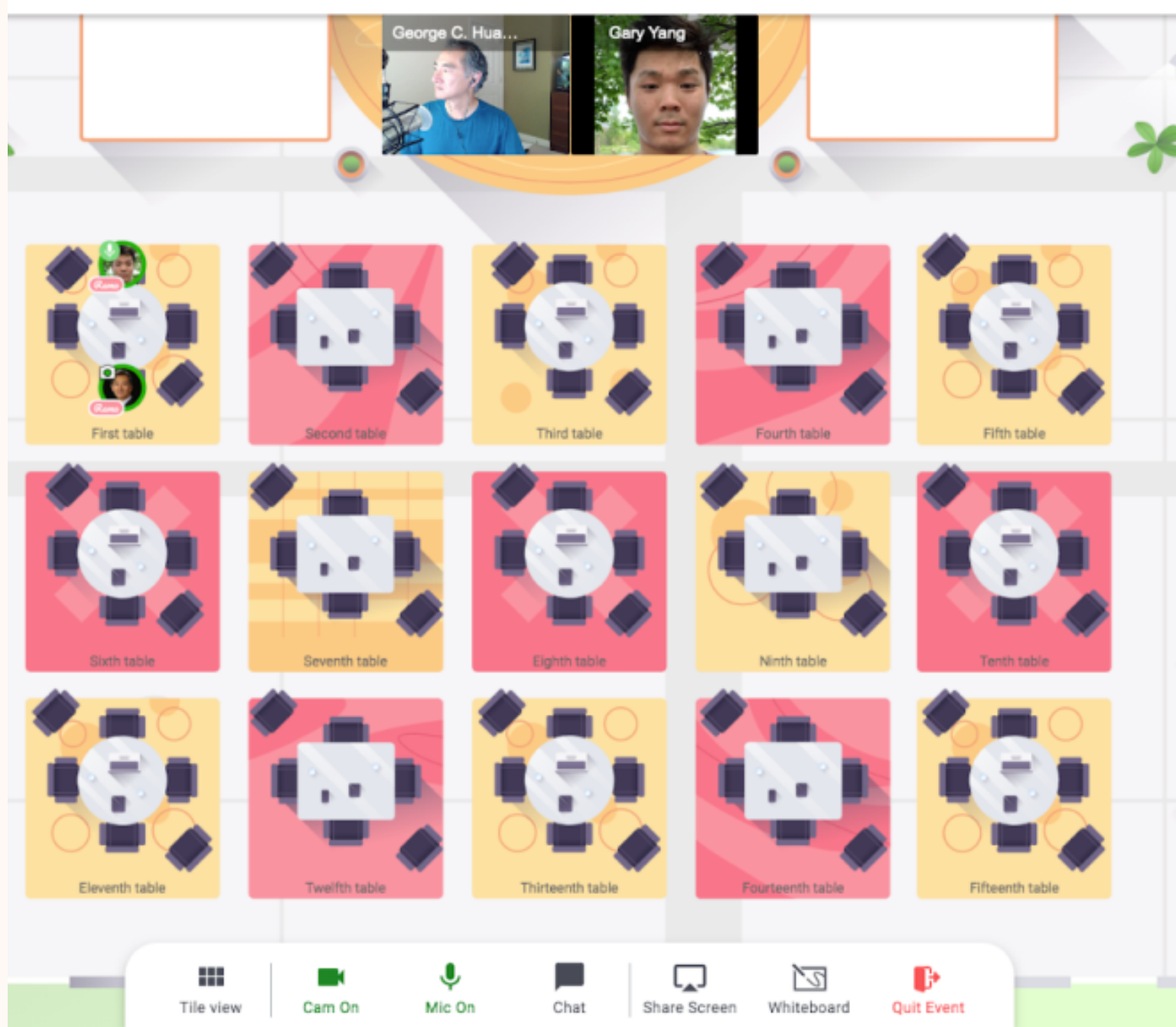
Remo

1. Getting your device ready before the event

One-click System Test

HTTPS://GEARTEST.REMO.CO

Test your microphone, camera, speakers, browser, hardware and internet connection on this page

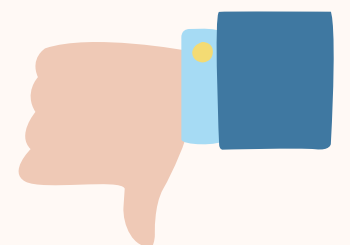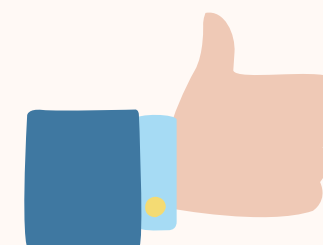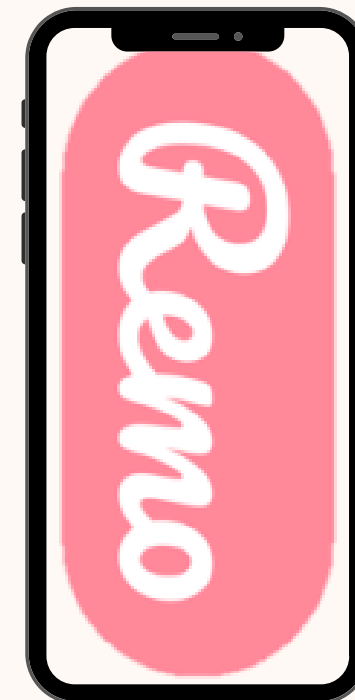This is essential to have an enjoyable event experience
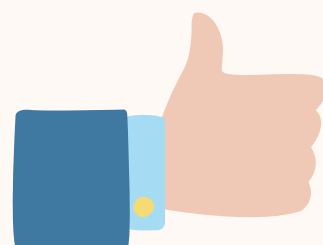
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Camera & Microphone Settings

To get the full experience of connecting with others, we recommend using a device with a camera and microphone.
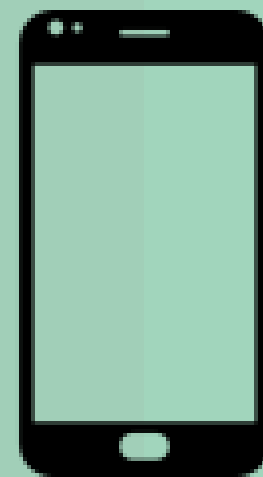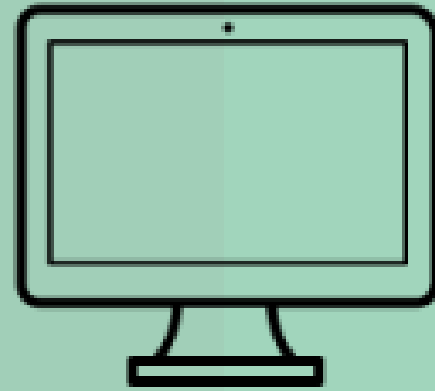
Device Compatibility

Remo works on **desktops, laptops** and **mobile phones.**
Tablets are not supported at this time.

Operating System Compatibility

Make sure your operating system is updated to the latest version.

On **desktops** and **laptops**, Remo is compatible with **macOS** and **Windows 10**

On **Smartphones**, Remo is compatible with **iOS** and **android**

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Browser Compatibility

Make sure your browser is updated to the latest version.
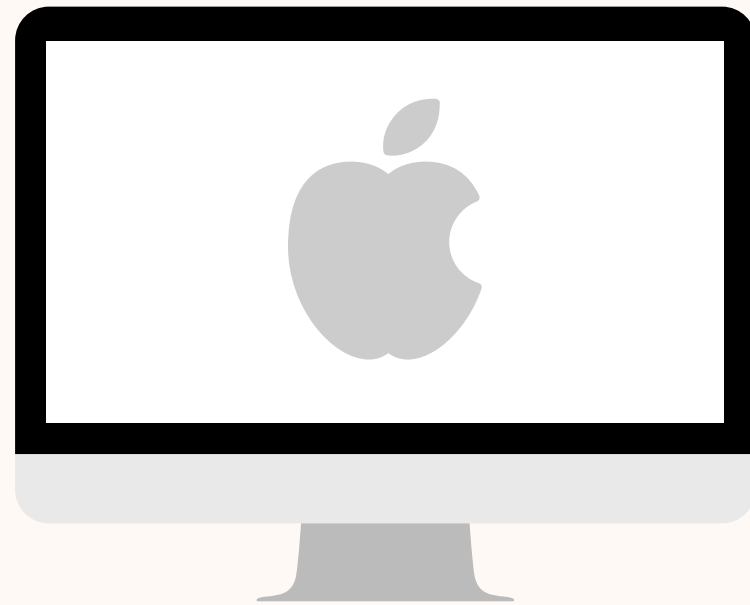
On **Mac desktops** and **laptops**, Remo is compatible with: **Chrome**, **Safari** & **Firefox**
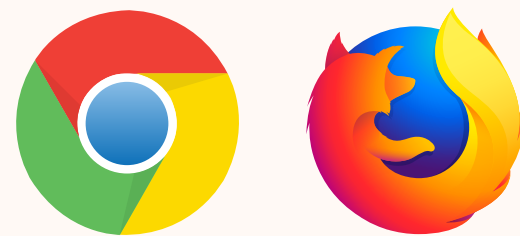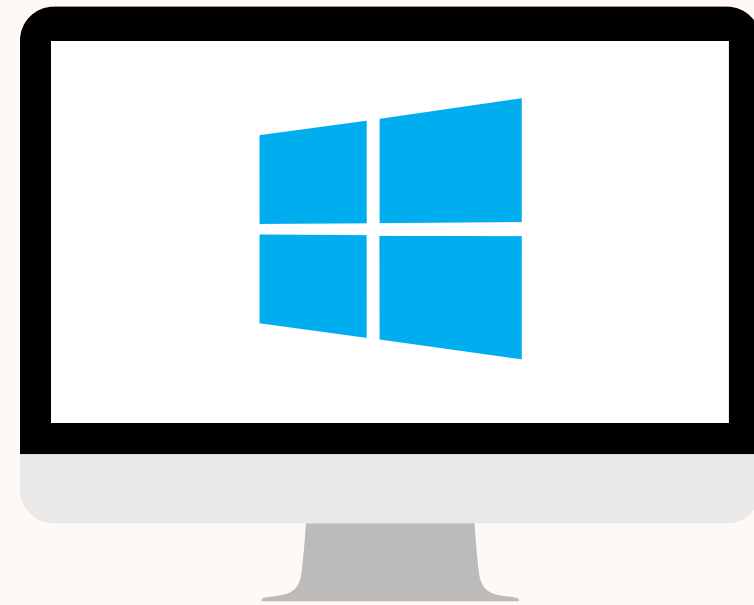
On **Windows 10 desktops** and **laptops**, Remo is compatible with: **Chrome** & **Firefox**

On **iPhone**, Remo is compatible with: **Safari**

On **Android** phones, Remo is compatible with: **Chrome**

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Detailed Compatibility Requirements

Operating System (OS)	OS Version	Browser	Browser Version
Mac	10.13+	Chrome	77+
		Firefox	76+
	10.14.4	Safari	12.1+ (no screen-sharing)
			13+ (full compatibility)
		Chrome	77+
		Firefox	76+
Windows	10	Chrome	77+
		Firefox	76+
iOS	12.4+	Safari	--
	13.0+		--
Android	7 - 10	Chrome	--

Troubleshooting Guides

If your camera and/or microphone do not work, try these troubleshooting guides:

WINDOWS 10: HTTP://WIN10.REMO.CO

MAC: HTTP://MAC.REMO.CO

IPHONE: HTTP://IPHONE.REMO.CO

ANDROID: HTTP://ANDROID.REMO.CO

and if it still doesn't work...

Contact us on Chat Support

Visit live.remo.co and click on the "Need Help" button on the bottom-left corner

Log in to Remo Conference

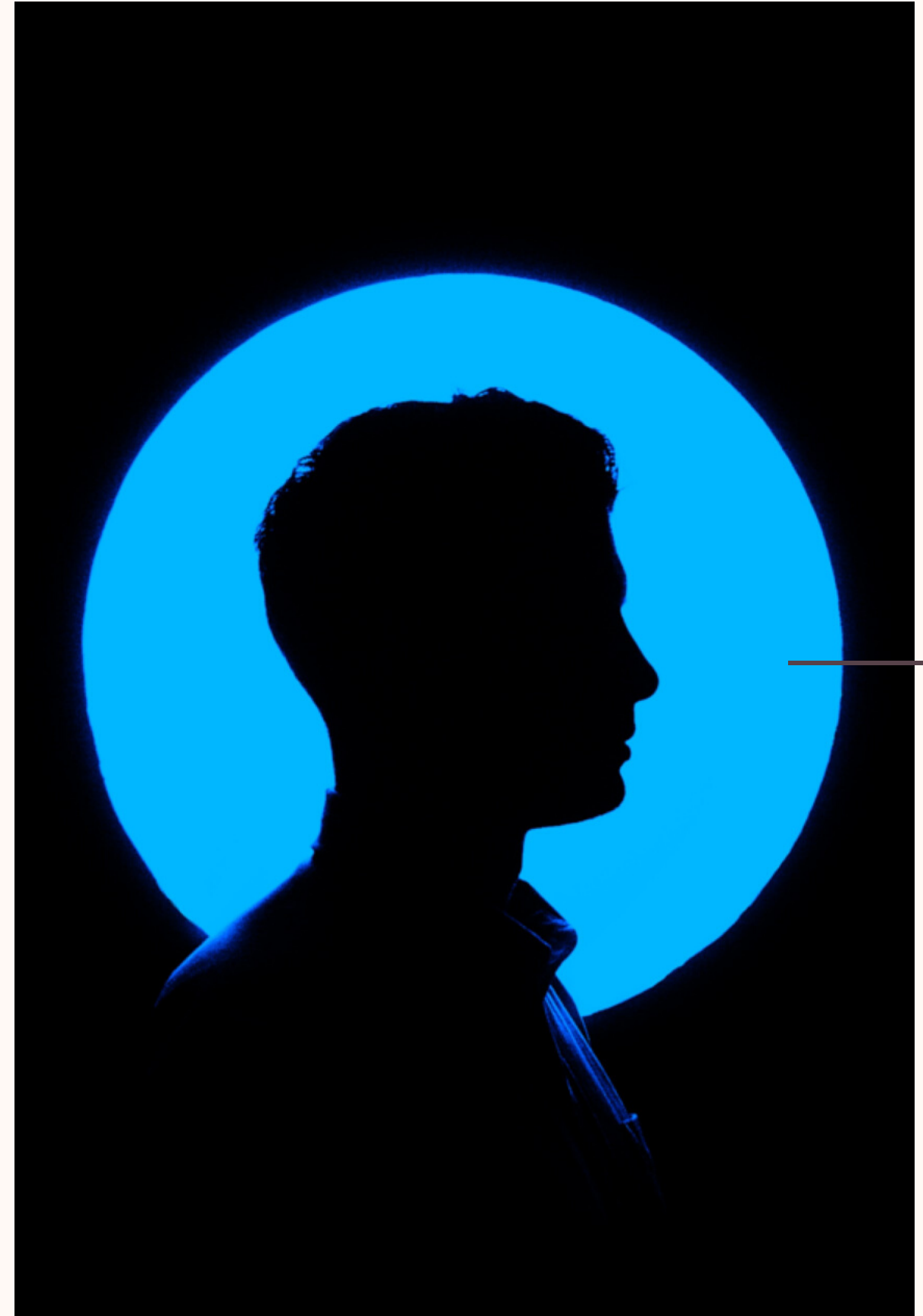G Log in with Google

Email address

Password   Forgot password?

Log In

Don't have an account? Sign up now

Remo

2. Set up your Remo User Account

Video Time!

Watch <u>this video</u> on how to set up your very own Remo profile

If the link does not work: <u>https://hi.remo.co/yourprofile</u>
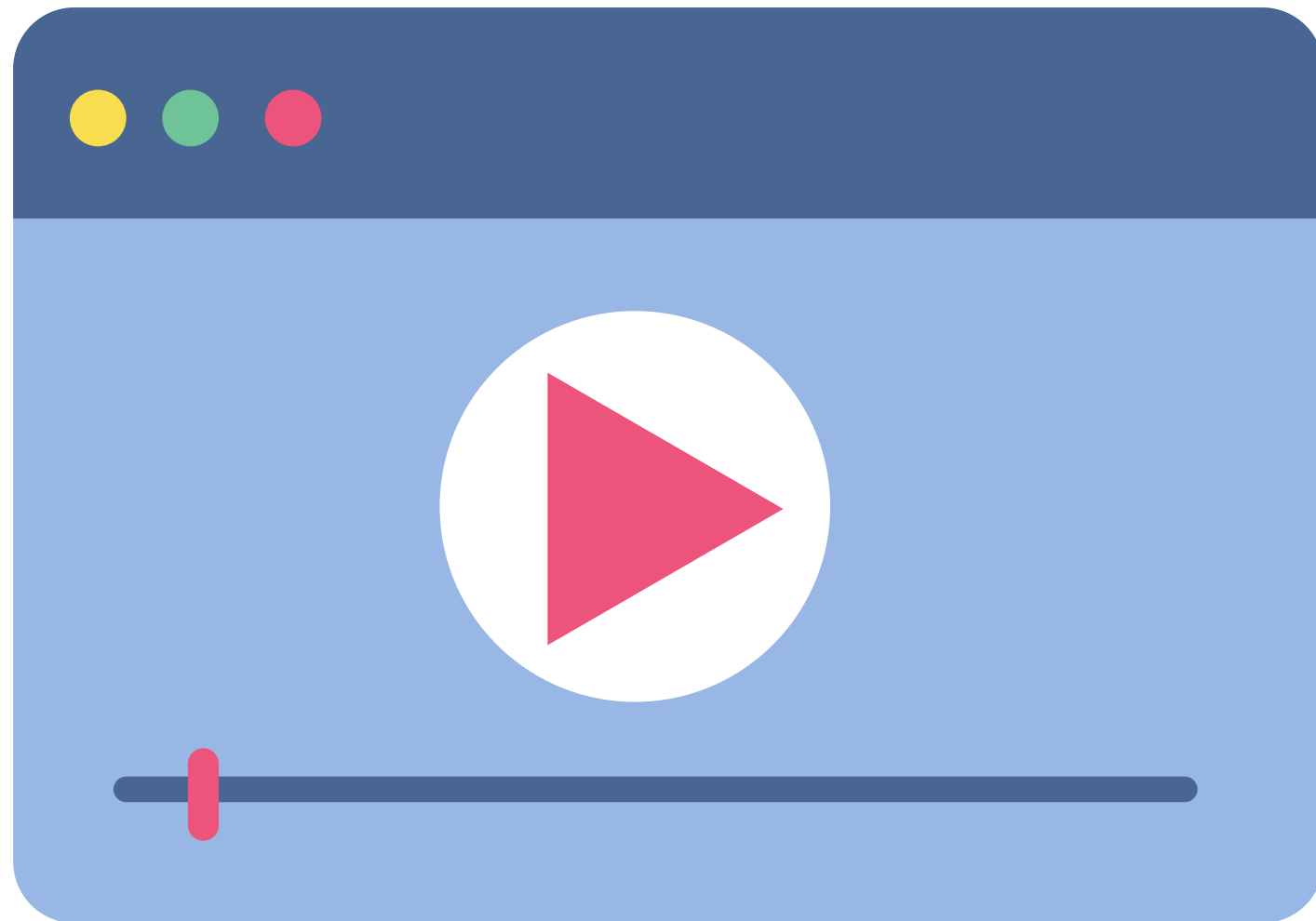
Alternatively, follow the written instructions below...

Remo
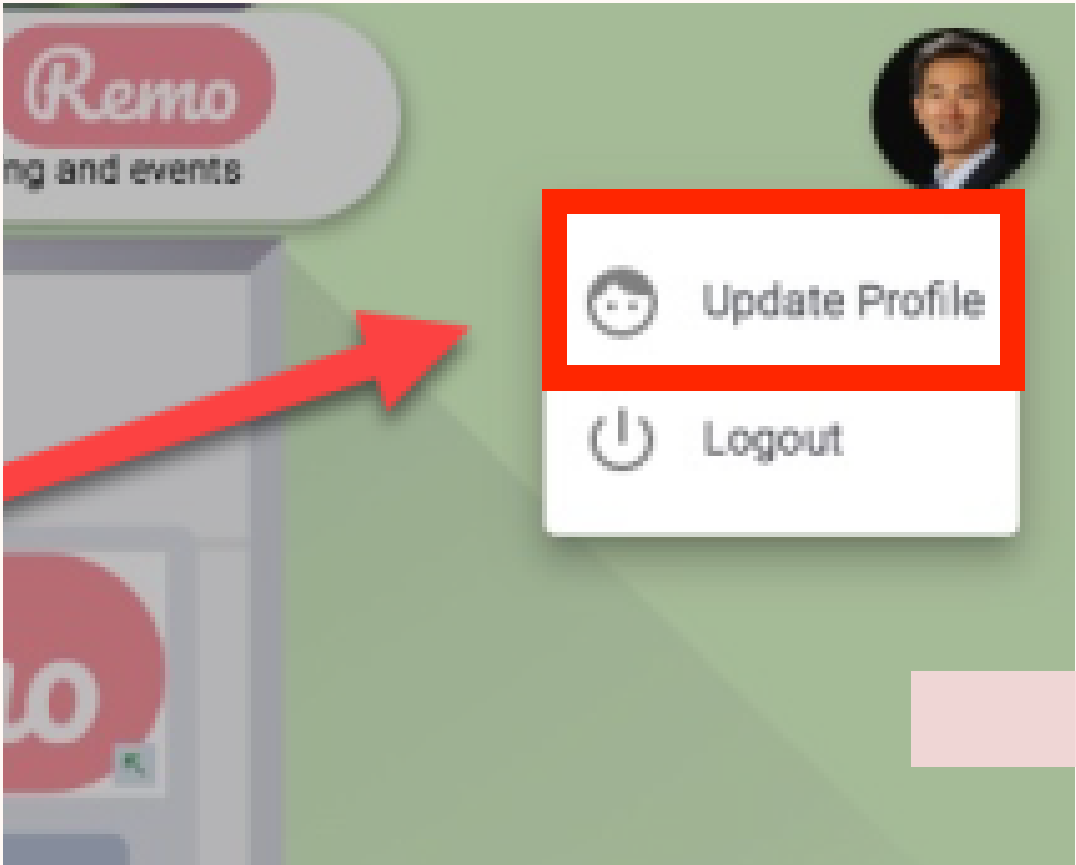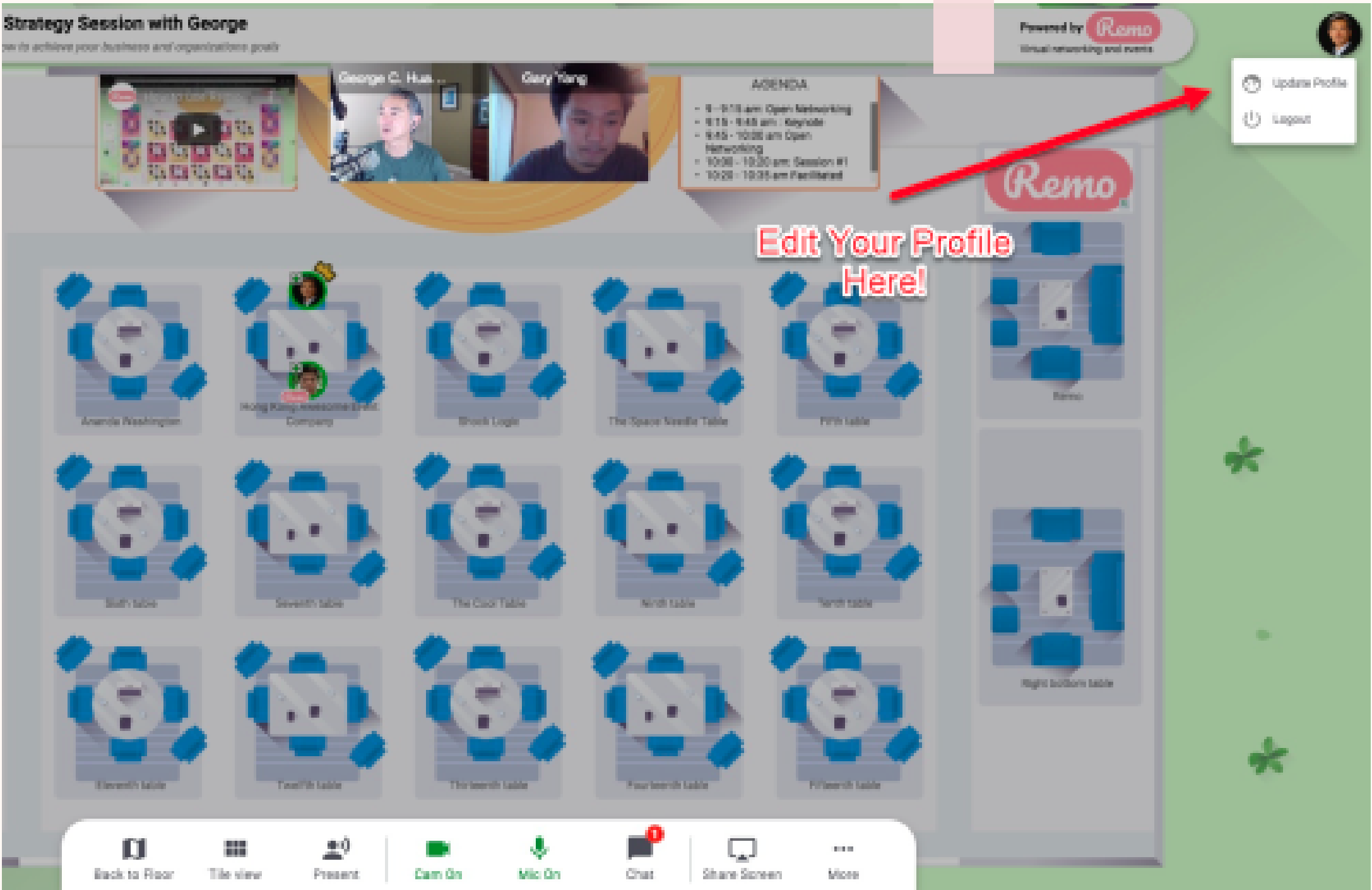
Step 1:
Click on the link for the event you want to attend.

Enter your **name**, **email address**, and create a **password** of your choosing.

(password must be 6 characters min.)

Step 2:

Go to the **upper right corner** of your window and click on the **profile icon**. A drop-down menu appears.

Step 3:

Click on "**Update Profile**"
Then the profile window will appear.

Step 4: Click on the pencil icon. The profile details window appears as shown.
Fill in as you wish!

Change Profile Picture   Remov

CLICK ON "**ADD YOUR PHOTO**". SELECT A PROFILE IMAGE NO LARGER THAN 512 KB

Full Name *
George C. Huang, M.D.

YOU CAN ALSO CHANGE YOUR **NAME**

Headline
Experience the Magic of Remo

WRITE A BRIEF **HEADLINE** ABOUT YOUR COMPANY OR ROLE

Company
Remo

INSERT YOUR **COMPANY NAME**

Job Title
Director of Customer Experience & Success

INSERT YOUR **JOB TITLE**

Meeting Schedule Link (e.g. Calendly)

PUT YOUR **MEETING SCHEDULE LINK** (E.G. CALENDLY, BOOK LIKE A BOSS, ETC.)

LinkedIn Public Profile URL

COPY AND PASTE YOUR **LINKEDIN** URL

Facebook Profile URL

COPY AND PASTE YOUR **FACEBOOK PROFILE** URL

3. During the event
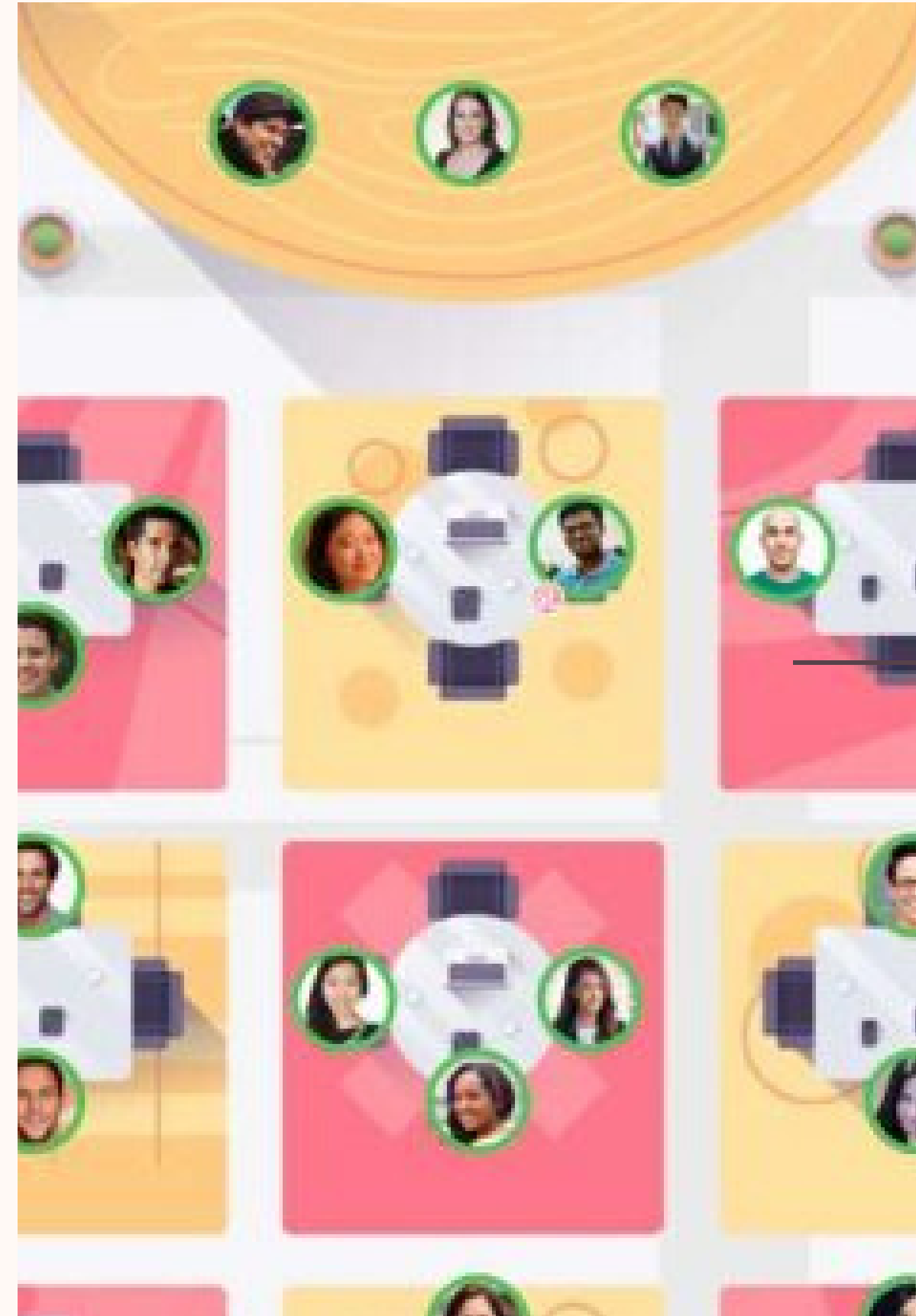
Optimize Your Experience

For the best experience, we recommend following these steps:

✓ Close all other video applications, as well as memory-intensive programs (especially in Windows 10)

✓ Close other browser windows

✓ Close other tabs in your browser

✓ Connect to the internet using a wired connection (faster and more stable than WiFi)

✓ When possible, use your Desktop/Laptop rather than Mobile phone

Remo

Video Time!

Watch this video on how to use Remo as an Attendee

If the link does not work: https://www.youtube.com/watch?v=P01JxUBNU2Y

Alternatively, follow the written instructions below...
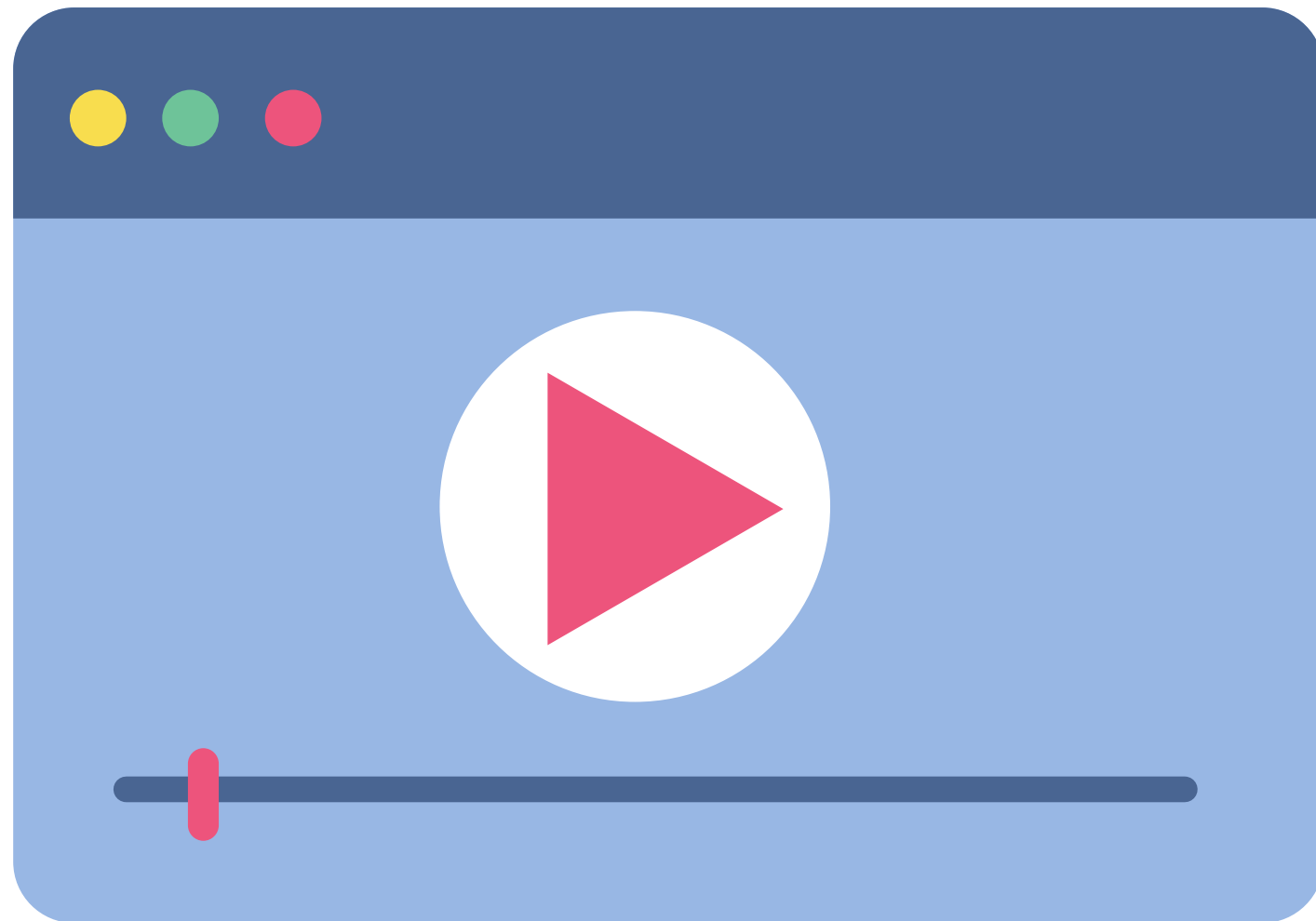
Remo

Join an event!

Congratulations! You're now ready to attend your first event on Remo!

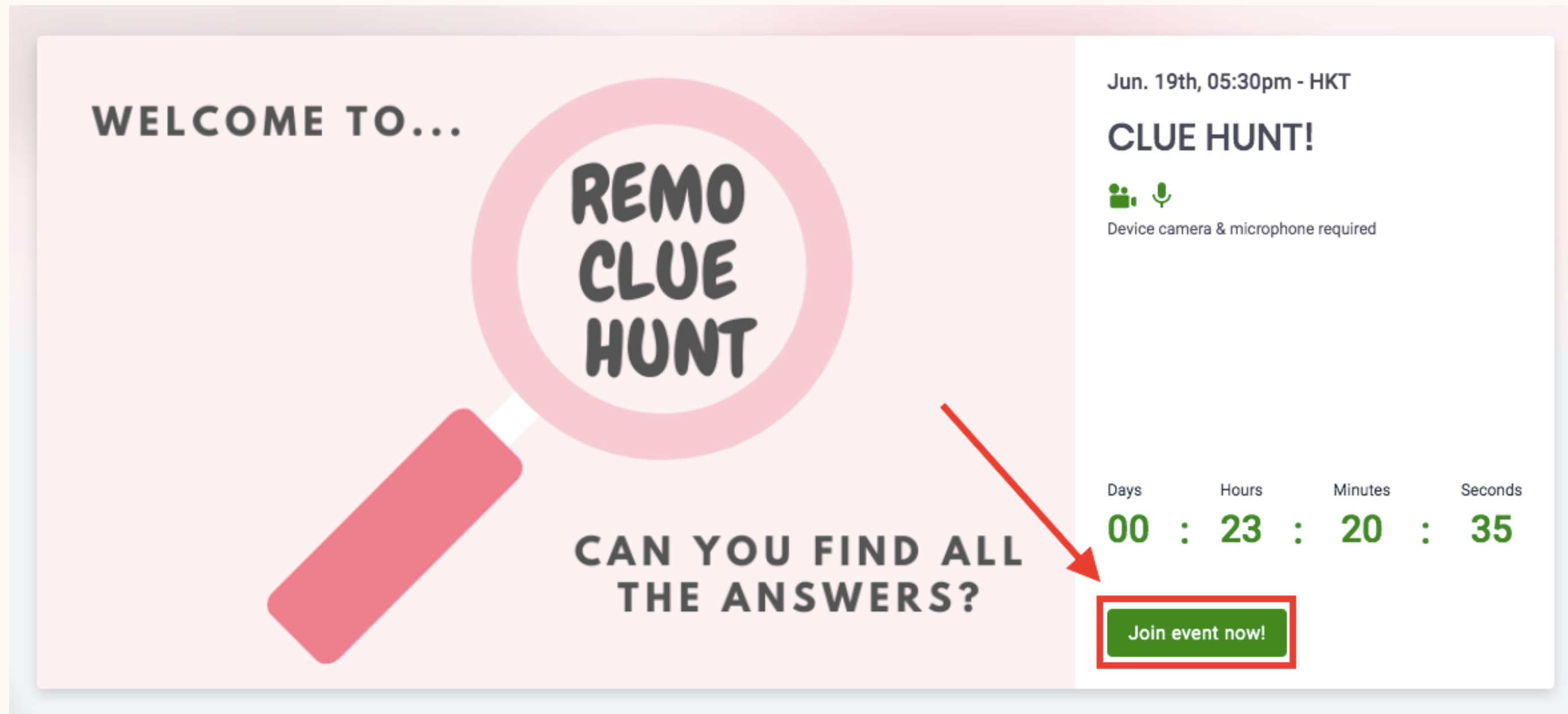Here's how:

Join an event!

You've been invited to join Remo!

Tasneem Muchhala has invited you to join them in Remo. Click the button below to get started.

Accept Invitation

If the button above doesn't automatically redirect you to our page, please copy and paste the following link into your browser:
https://live.remo.co/a/bec73a179466d7b91659910670acb572

All the best,

The Remo team

Unsubscribe - Unsubscribe Preferences

Step 1: Accept the invitation!

Check your email for the event invite, and click the button "Accept Invitation"

Alternatively, if the host directly gave you the event URL, click that

Step 2: Register for the event

Click the "Save me a spot!" button. (This can be done before the event start)

EVENT: **PUBLIC**
+
NEVER JOINED A
REMO EVENT

**CREATE AN
ACCOUNT!**

EVENT: **PUBLIC**
+
HAVE JOINED A
REMO EVENT

**LOGIN WITH
YOUR EMAIL &
PASSWORD!**

EVENT: **PRIVATE**
+
NEVER JOINED A
REMO EVENT

**CREATE AN
ACCOUNT!**
*MAKE SURE YOU USE
THE EMAIL ADDRESS
THE HOST USED TO
INVITE YOU

EVENT: **PRIVATE**
+
HAVE JOINED A
REMO EVENT

LOGIN
*MAKE SURE TO
LOGIN WITH THE
EMAIL ADDRESS THE
HOST USED TO INVITE
YOU

Remo

Step 3: Once the countdown reaches 00:00:00 the event has started! Click the "Join event now!" button

(If you registered before the event: 15 minutes before the event start time, a reminder email will be sent with the event link. Click the "Click here to access the event" button

Jun. 26th, 03:45pm - HKT

Attendee's Guide to Remo Events

Device camera & microphone required

Private Event

The event has started 🎉

Join event now!

Step 4: Click through and follow the tutorial!

Welcome to Remo Conference

Get ready to experience the magic of Remo...

Let's get started →

Skip and never show again

You can move freely from table to table by double clicking on it

💡 Double click on Table 2 table to join

Table 1

Table 2

This chat panel opens to the right

💡 Close the chat panel by clicking on the "X"

Messages

Search by name...

PUBLIC CHAT

G General Chat

Table Chat: First table

PRIVATE CHAT

Hanna

Table 2

Chat   Share screen   Whiteboard   Leave event

Remo

To enjoy this event you need to turn on your camera & microphone!

You are about to enter into a Remo event - an immersive video platform that allows people to connect face-to-face.

Allow camera & microphone

Join event without camera & microphone

Remo Conference

C   🔒 live.remo.co/mic-cam-check?event=tasneems-strategi

live.remo.co wants to

🎤   Use your microphone

📹   Use your camera

Block   Allow

PAY SPECIAL ATTENTION HERE PLEASE...

Ensure you **allow** the browser access to your **camera and microphone** to get the most of the Remo experience!

If you're having problems, test your mic and cam here as well: https://geartest.remo.co
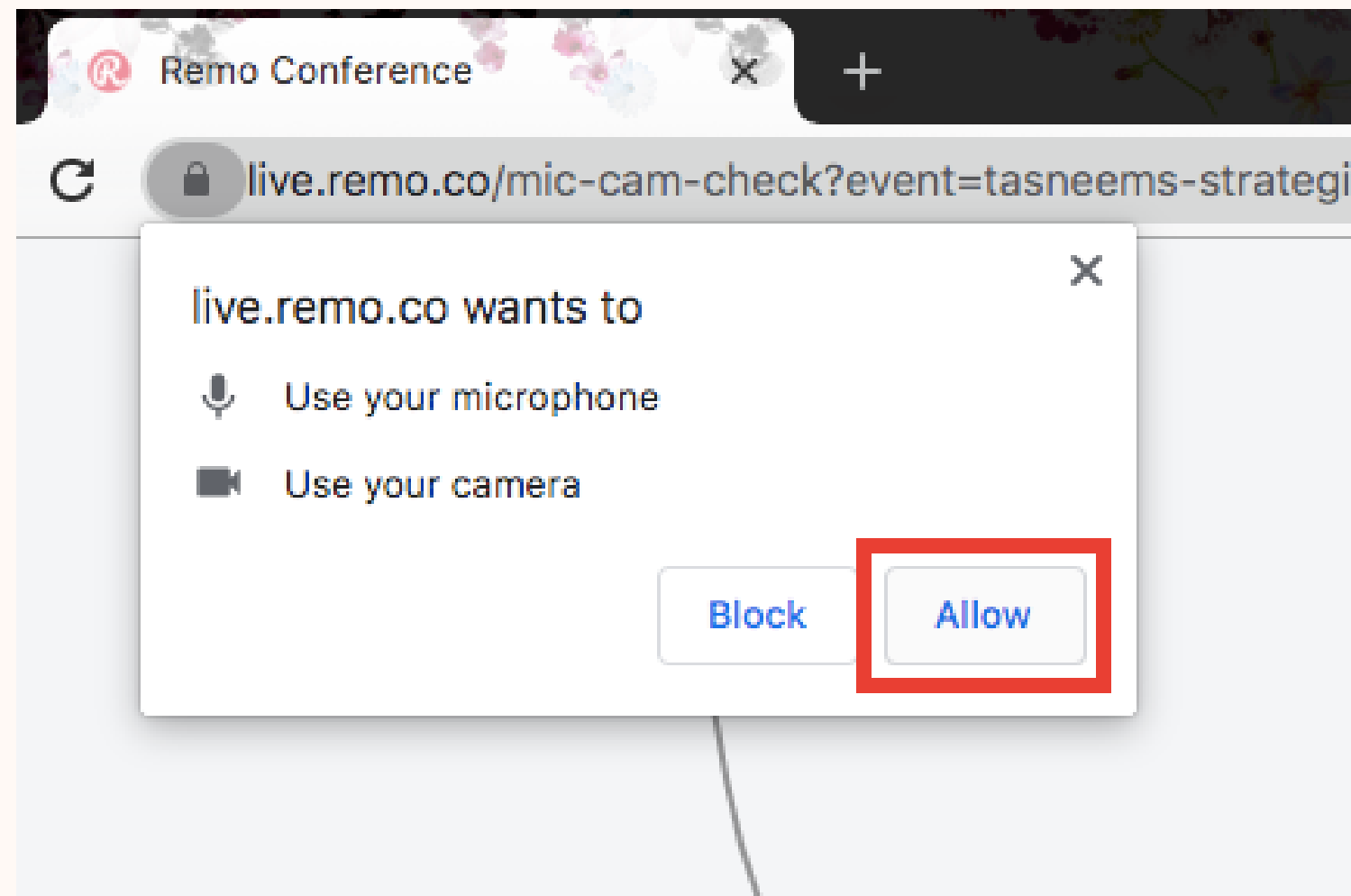
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Floor View

This is what you'll see when you enter an event

TABLE/ ROOM
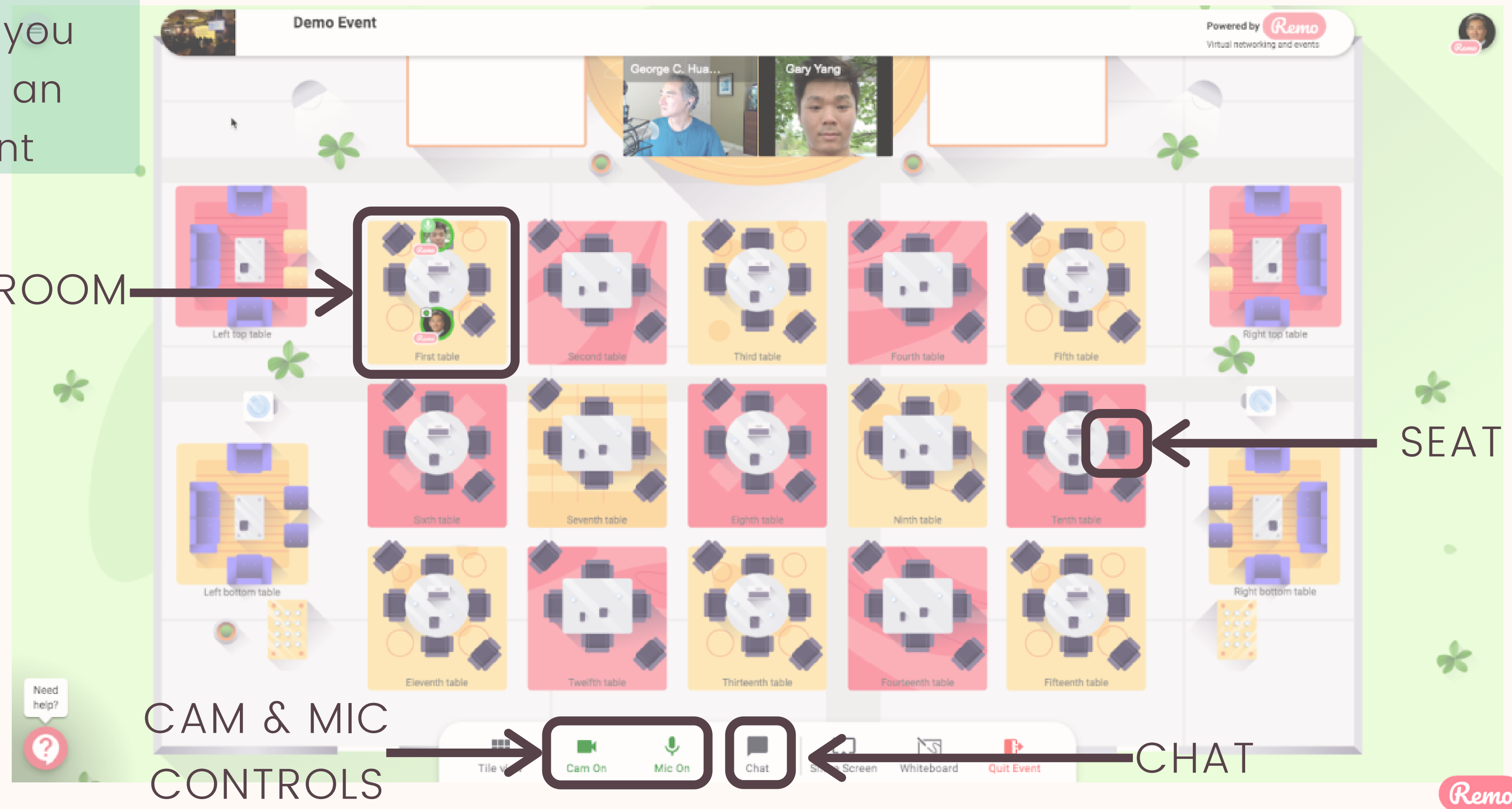
SEAT

CAM & MIC CONTROLS

CHAT

Moving around Remo

You will randomly join a table, but you are **free to move around as you please**

Simply **double-click** on the **table** you wish to join.

But If you try to join a table that is full, you will receive a message stating that the table is full.

Elevator

Floor

9	10
7	8
5	6
3	4
1	2
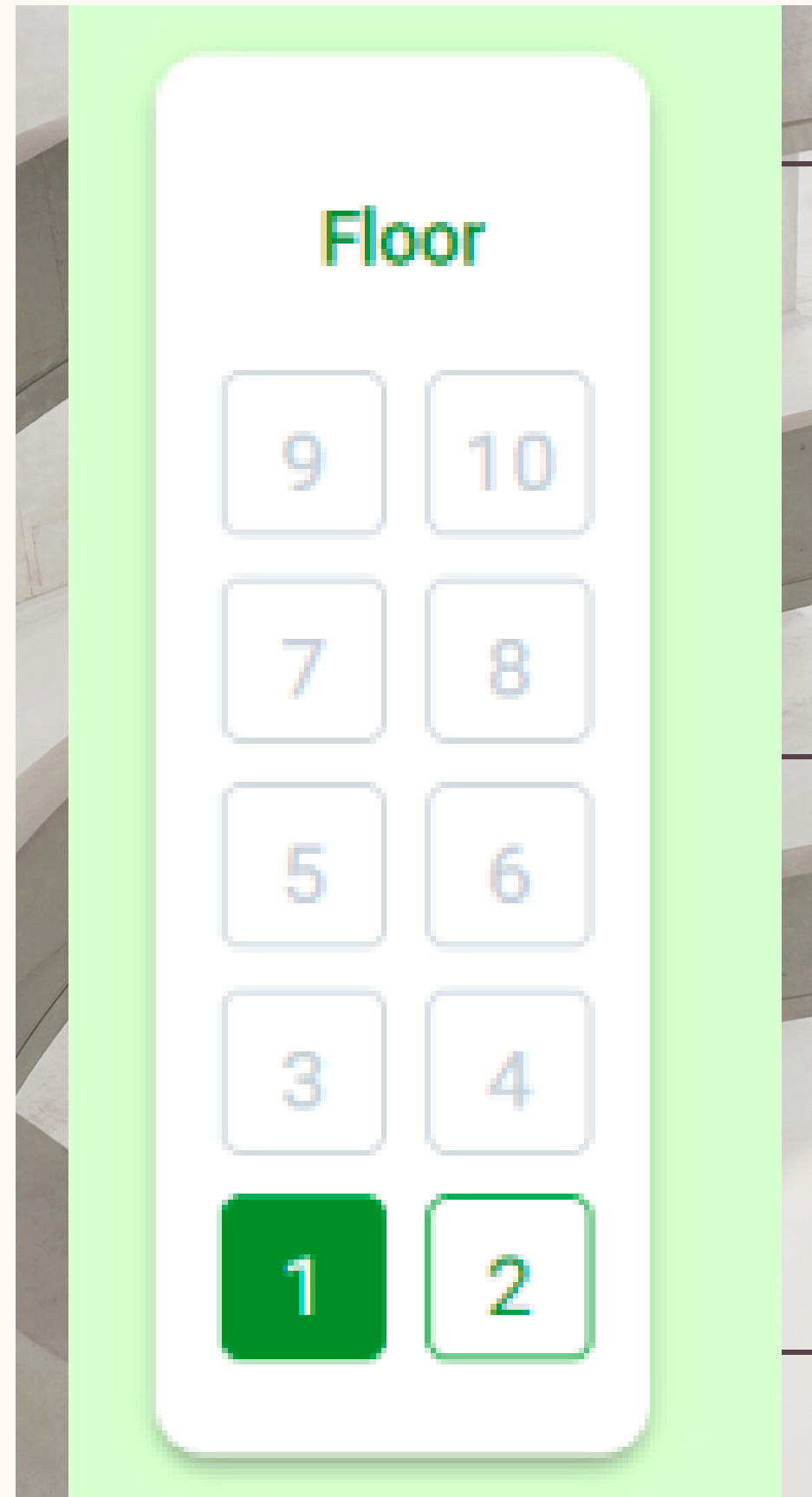
1 You can navigate between floors using the elevator dial on the left side of your screen

2 To see how many attendees are on a particular floor, hover your cursor over the floor button.

3 This only appears if there are multiple floors
(so don't worry if you don't see one...)

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Mic & Cam

REMEMBER FOR A TRULY INTERACTIVE EXPERIENCE, PLEASE TURN ON YOUR **MIC & CAM**
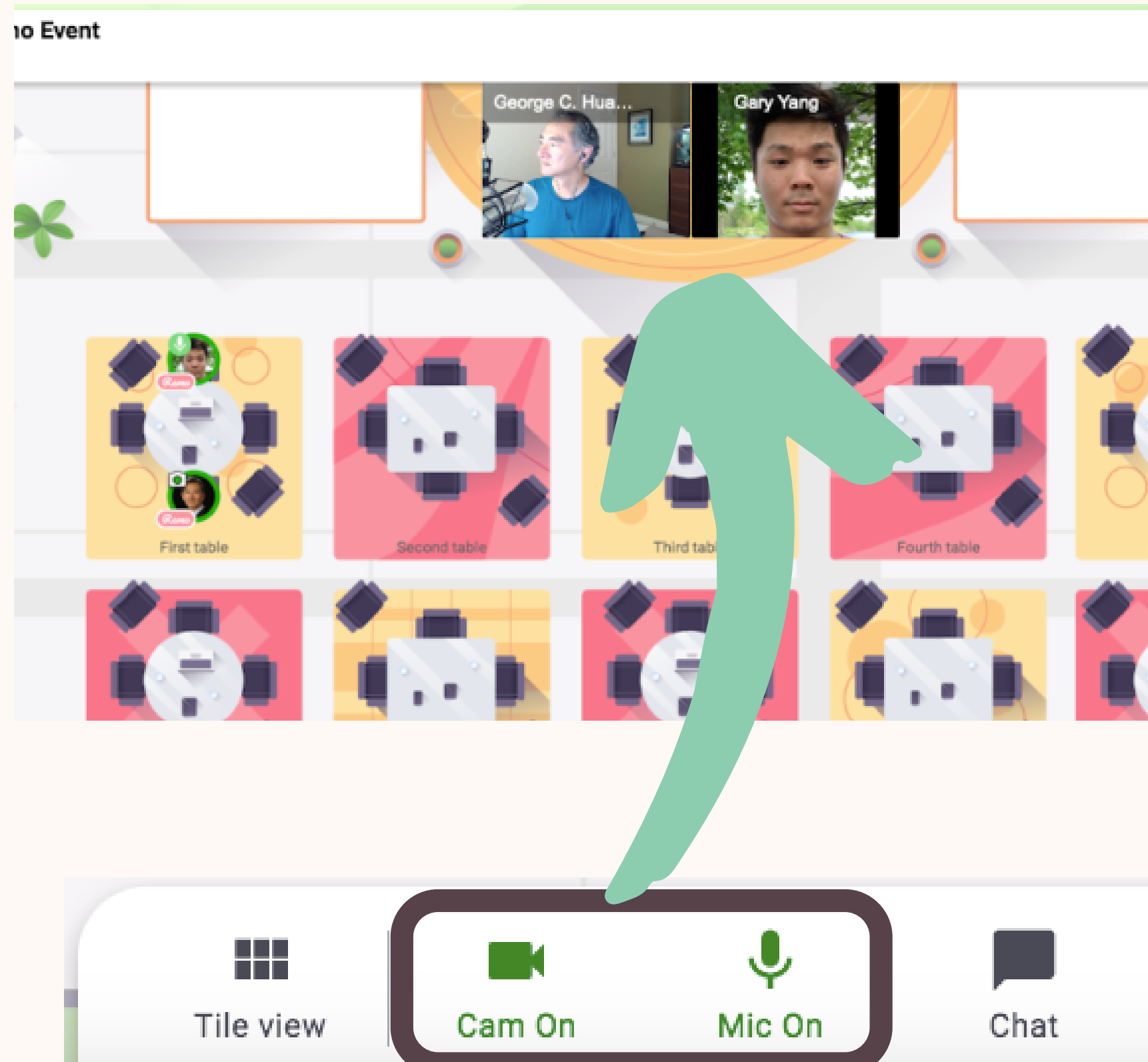
Step 1: Click on the '**Cam**' and '**Mic**' buttons in the menu on the bottom of your screen

Step 2: Enjoy connecting with Remo!

...If you're having mic-cam problems
Click here or access our troubleshooting guides here

Chat

During Remo events you can **chat** with others

Step 1: Just click on the '**chat**' button in the menu on the bottom of your screen

Step 2: Select one of the 3 chat options:

Messages	✕
🔍 Search by name...	

PUBLIC CHAT

(G) **General Chat**
Hello!

Table Chat: COVID Challenges

PRIVATE CHAT

Elaine Leung

(Y) **Yuki Hayashi**

(E) **Elise Fee**

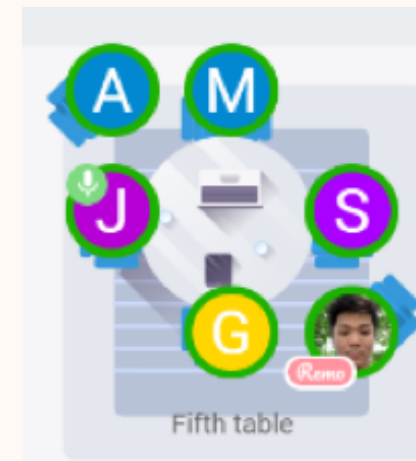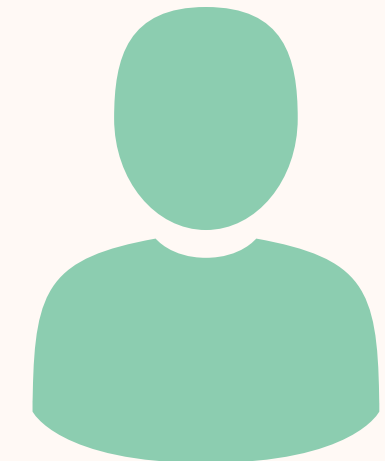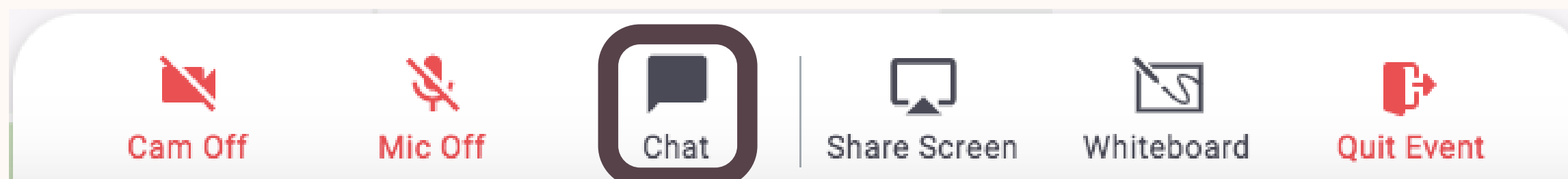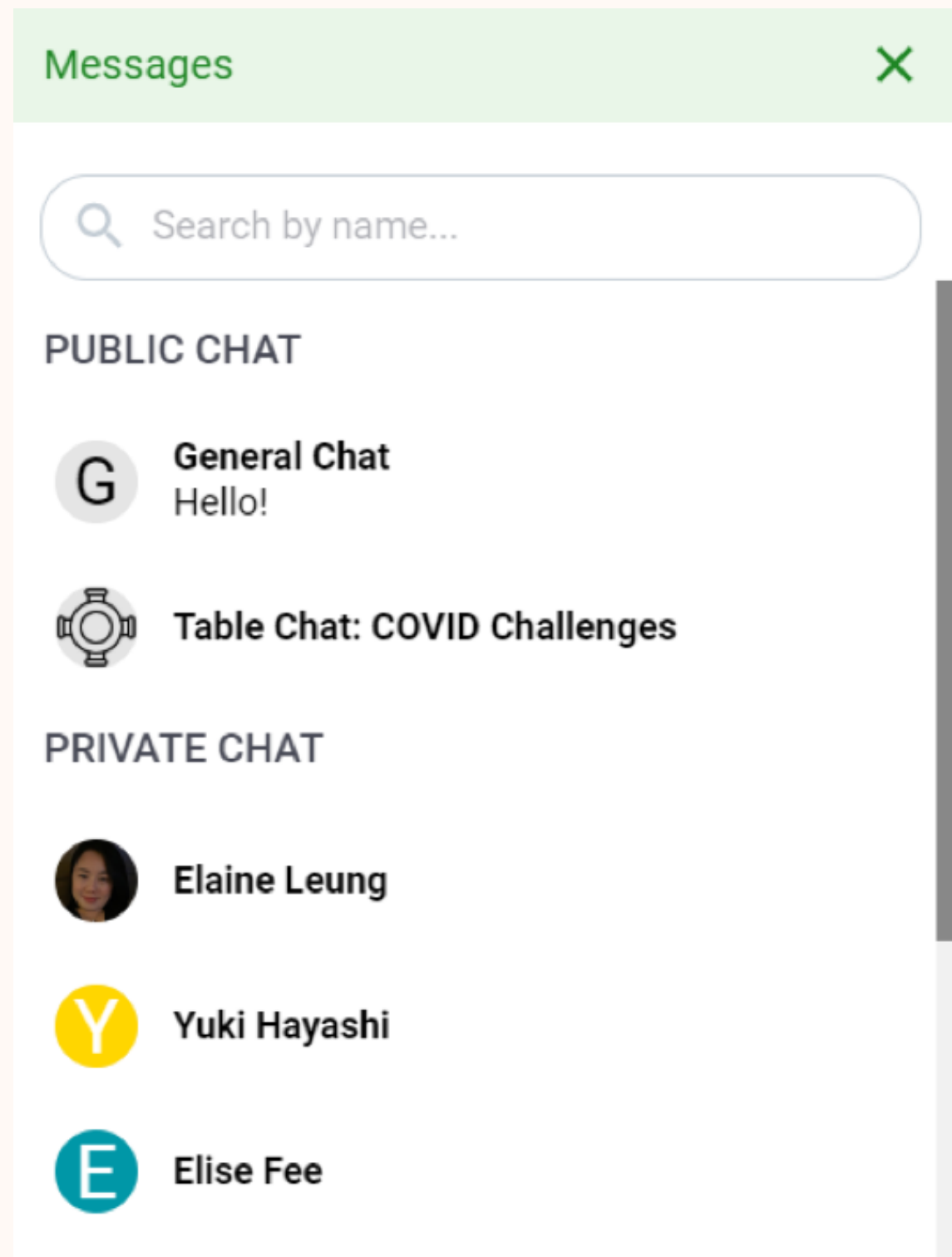**GENERAL CHAT:** Visible to all attendees

TABLE CHAT: Visible to only members in your current table

PRIVATE CHAT: Direct private message to selected recipients (You can search using the search bar)

Step 3: Chat away!

Cam Off	Mic Off	**Chat**	Share Screen	Whiteboard	Quit Event

Remo

Share Screen

You can also choose to **share screen** with the other members at your table

Step 1: Click on the '**Share Screen**' button in the menu on the bottom of your screen (or press Alt + S)

Step 2: Select what you want to share (your entire screen, a specific application or an individual browser tab)

Step 3: Hit the blue '**Share**' button

Share your screen

live.remo.co wants to share the contents of your screen. Choose what you'd like to share.

| Your Entire Screen | Application Window | Chrome Tab |

Cancel   Share

Cam Off   Mic Off   Chat   Share Screen   Whiteboard   Quit Event

Remo
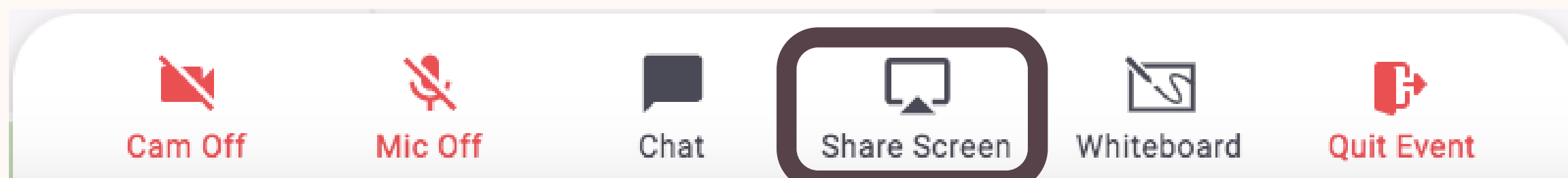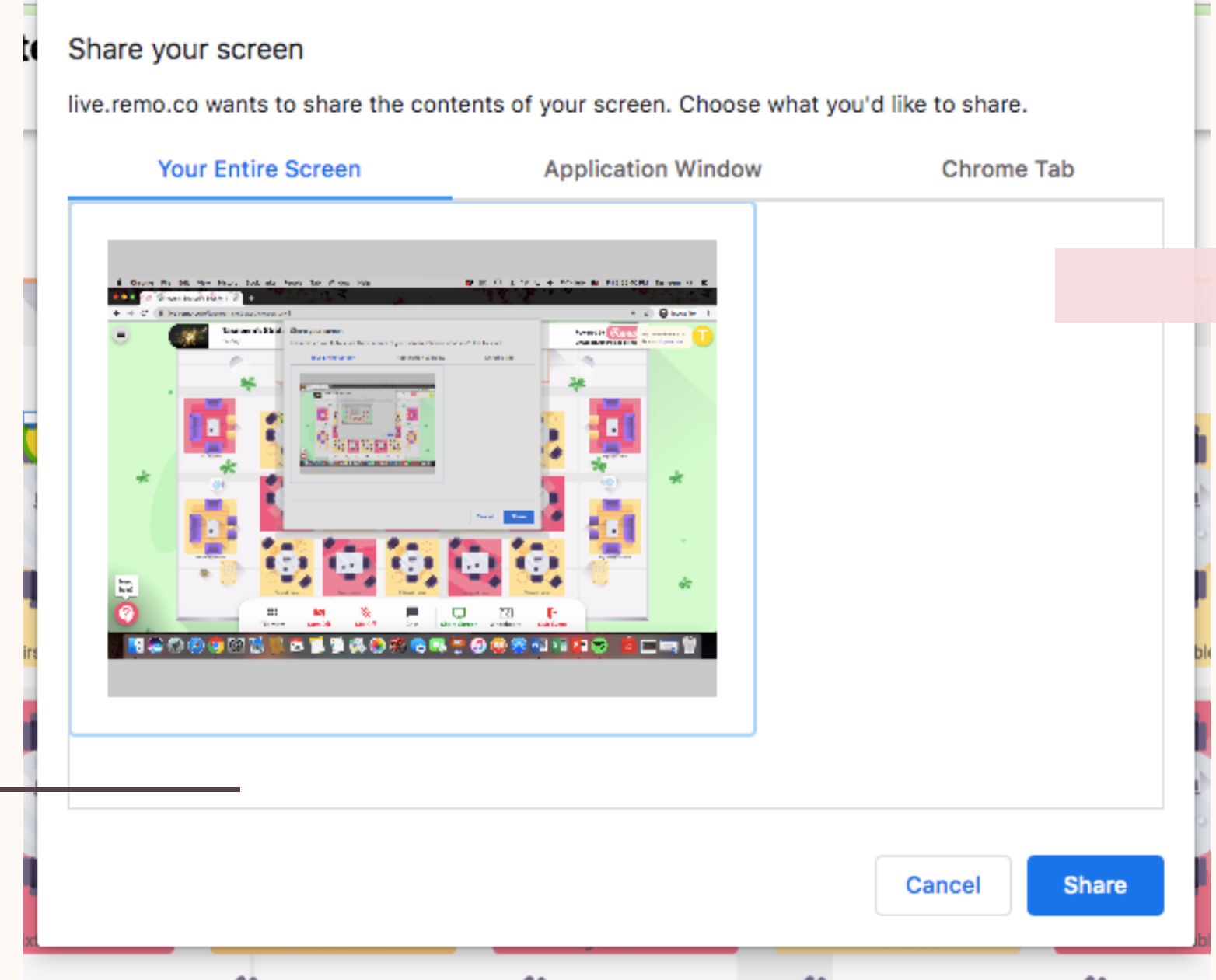
Billboards

Left billoboard: Typically displays a video

Click on the 'play' button to start playing, and the 'maximize' button to make it full screen

Right billoboard: Typically displays text (e.g. agenda)

To see clearly whats written, **hover your cursor** over the billboard

Note: If video tiles are covering your view of the billboards you can rotate your mouse wheel or if using a trackpad, pinch to zoom out. Alternatively, you can scroll up by clicking anywhere on the map and dragging it down.

CLUE HUNT

- Each round your group will be asked to solve one puzzle...

- Rounds last 8 minutes, and when time's up please rotate to the next puzzle using the

If at any point during the event you experience difficulties, feel free to contact our remo support team
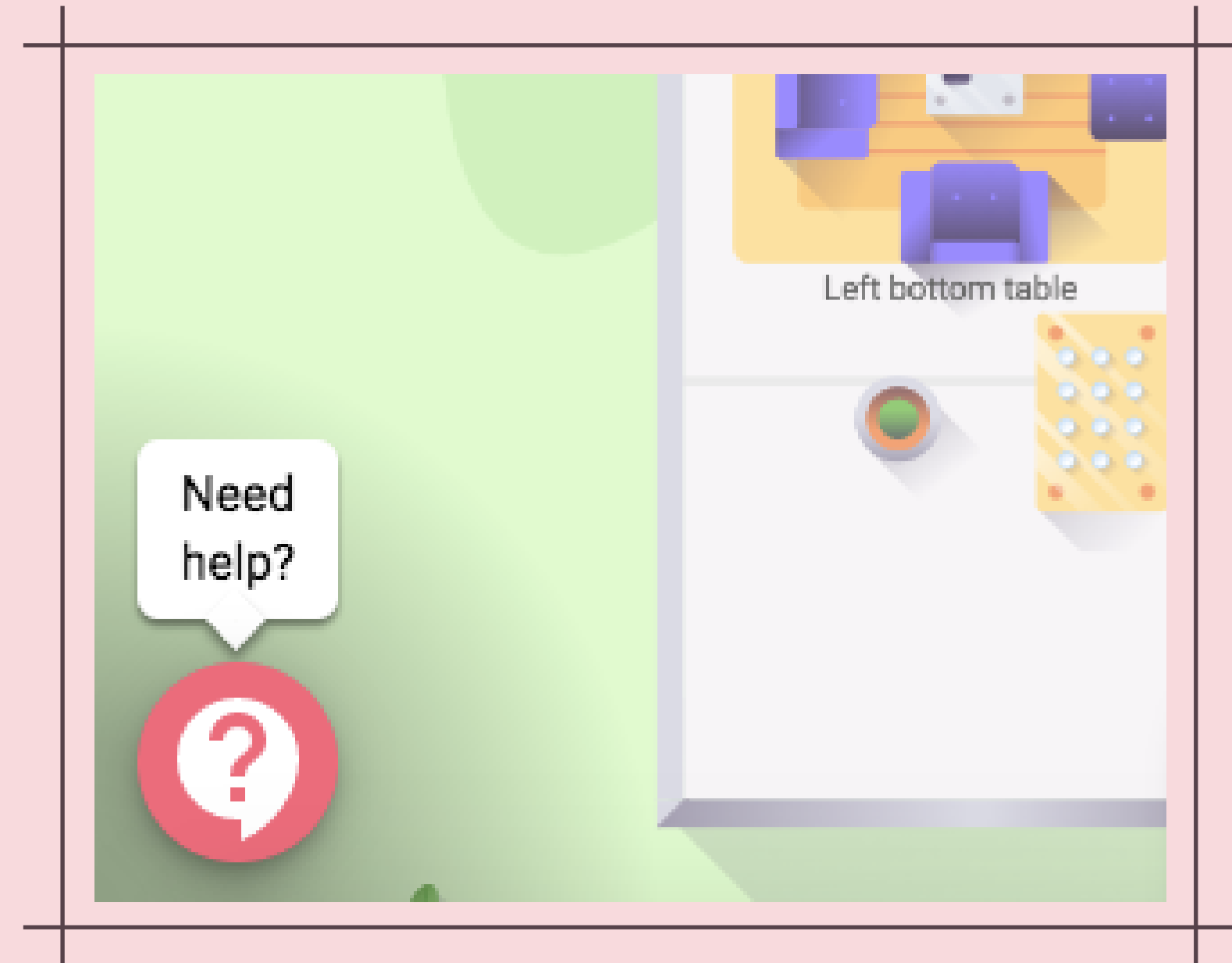
Step 1: Click the 'Need help' icon in the bottom left corner of your screen

Step 2: Search our help articles to see if they answer your question

-or-

Chat with our team directly!

Chat Support

Leave the Event

Your event's ended? Hope you enjoyed it!

To leave the event, just click on "**Quit Event**" in the bottom toolbar.

Cam Off   Mic Off   Chat   Share Screen   Whiteboard   Quit Event

Thanks and enjoy your event!

Remo

www.remo.co

Interactive Online Conferences & Networking Experiences That People Can't Stop Talking About