Event Guide for Remo Attendees

Getting to know the ins-and-outs of 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
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.
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
## Detailed Compatibility Requirements

<table>
<thead>
<tr>
<th>Operating System (OS)</th>
<th>OS Version</th>
<th>Browser</th>
<th>Browser Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac</td>
<td>10.13+</td>
<td>Chrome</td>
<td>77+</td>
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<tr>
<td></td>
<td></td>
<td>Firefox</td>
<td>76+</td>
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<tr>
<td></td>
<td>10.14.4</td>
<td>Safari</td>
<td>12.1+ (no screen-sharing)</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>13+ (full compatibility)</td>
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<tr>
<td>Windows</td>
<td>10</td>
<td>Chrome</td>
<td>77+</td>
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<tr>
<td></td>
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<td>Firefox</td>
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<tr>
<td>iOS</td>
<td>12.4+</td>
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<td></td>
<td>13.0+</td>
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<tr>
<td>Android</td>
<td>7 - 10</td>
<td>Chrome</td>
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</tr>
</tbody>
</table>
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

Email address
Password
Forgot password?

Don't have an account? Sign up now
2. Set up your Remo User Account
Video Time!

Watch this video on how to set up your very own Remo profile

If the link does not work: https://hi.remo.co/yourprofile

Alternatively, follow the written instructions below...
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!

- **CLICK ON “ADD YOUR PHOTO”**. **SELECT A PROFILE IMAGE NO LARGER THAN 512 KB**
- **YOU CAN ALSO CHANGE YOUR NAME**
- **WRITE A BRIEF HEADLINE ABOUT YOUR COMPANY OR ROLE**
- **INSERT YOUR COMPANY NAME**
- **INSERT YOUR JOB TITLE**
- **PUT YOUR MEETING SCHEDULE LINK (E.G. CALENDLY, BOOK LIKE A BOSS, ETC.)**
- **COPY AND PASTE YOUR LINKEDIN 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
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=P0IJxUBNU2Y

Alternatively, follow the written instructions below...
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.

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/bec73a179466d7b91659910870acb572

All the best,
The Remo team

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
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)
Step 4: Click through and follow the tutorial!
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
This is what you'll see when you enter an event.

**TABLE/ROOM**

**SEAT**

**CAM & MIC CONTROLS**

**CHAT**

**Floor View**

This is a floor view of a virtual event space, showing different tables and seating arrangements. The interface includes controls for camera and microphone, as well as a chat function.
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.
To see how many attendees are on a particular floor, hover your cursor over the floor button.

You can navigate between floors using the elevator dial on the left side of your screen.

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

Elevator
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](#).
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:

- **PUBLIC CHAT**
  - General Chat: Hello!
  - Table Chat: COVID Challenges

- **PRIVATE CHAT**
  - Elaine Leung
  - Yuki Hayashi
  - Elise Fee

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

Step 3: Chat away!
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
Billboards

Left billboard: Typically displays a video
Click on the 'play' button to start playing, and the 'maximize' button to make it full screen

Right billboard: Typically displays text (e.g. agenda)
To see clearly what's 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.
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!

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**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.
Thanks and enjoy your event!

Remo

www.remo.co

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

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