Remo Event
Guide for Guests

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 & Microsoft Edge.

On Windows 10 desktops and laptops, Remo is compatible with: Chrome, Firefox & Microsoft Edge.

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>Operating System (OS) Version</th>
<th>Browser</th>
<th>Browser Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac</td>
<td>10.13+</td>
<td>Chrome, Firefox, Microsoft Edge</td>
<td>77+, 76+, 87+</td>
</tr>
<tr>
<td></td>
<td>10.14.4</td>
<td>Safari</td>
<td>12.1+ (no screen sharing), 13+ (full compatibility)</td>
</tr>
<tr>
<td>Windows</td>
<td>10</td>
<td>Chrome, Firefox, Microsoft Edge</td>
<td>77+, 76+, 87+</td>
</tr>
<tr>
<td>iOS Mobile Web</td>
<td>12.4.1+</td>
<td>Safari</td>
<td>12.1+</td>
</tr>
<tr>
<td>Android Mobile Web</td>
<td>7+</td>
<td>Chrome</td>
<td>77+</td>
</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
2. Register for the event
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/bcc73a179466d7b91658910670ac572

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 or Confirm your spot at the event
Click the "Save me a spot!" or "Confirm my attendance!" button. (This can be done before the event starts)
Now you'll be asked to either login or create an account
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: If you already have an account enter your email. If not, it will automatically ask you to create an account by entering your name, email address, and create a password of your choosing. (password must be 6 characters min.)

Now you can set up your profile before the event! Instructions below...
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:
Go to the upper right corner of your window and click on the profile icon. A drop-down menu appears.

Step 2:
Click on “My Profile”. Then the profile window will appear.
Step 3: Click on 'Edit Profile'. The profile details window appears as shown. Fill in as you wish! And once you're done, click 'Save Changes'.

- Change your profile picture (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.)
- Add your LinkedIn, Facebook, or Eight/Sansan Virtual Business Card links here
- Add any personal website you would like to share
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 a Guest

If the link does not work: https://www.youtube.com/watch?v=P0IJxUBNU2Y

Alternatively, follow the written instructions below...
Go to the event link your organizer gives you (or click on the "Click here to access the event" button in your Reminder Email)

Once the countdown reaches 00:00:00 the event has started! Click the "Join event now!" button
*Tip: If the button isn't showing, refresh your page (CTRL+R or CMD+R)
Click through and follow the tutorial!

When you enter the event you’ll be seated at a virtual table

Continue ➔

I’m in a hurry, take me right into the event

You can move freely by double clicking on any table

Continue ➔

I’m in a hurry, take me right into the event

Start interacting with each other by turning ON your Cam and Mic

Continue ➔

I’m in a hurry, take me right into the event

One more thing: Take a couple of minutes to set up your profile

Set-up My Profile

I’m in a hurry, take me right into the event
Ensure you allow the browser access to your camera and microphone to get the most of the Remo experience!

PAY SPECIAL ATTENTION HERE PLEASE...

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.
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 guests are on a particular floor, hover your cursor over the floor button. This only appears if there are multiple floors (so don't worry if you don't see one...)

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

- **PUBLIC CHAT**
  - **General Chat**: Visible to all guests
  - **Table Chat**: Visible to only members in your current table
  - **Private Chat**: Direct message to specific guests (You can search using the search bar)

Step 3: Chat away!
Share Screen

You can also choose to share screen with the other guests 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

*depends on which browser used
Whiteboards

You can use the whiteboard to collaborate with the other members of your table or view information your Event Host has displayed for you!

Step 1: Click 'More'
Step 2: Click 'Whiteboard'
View Profiles

If you’d like to find out some more information about another guest, click on their avatar (profile picture or initial) to open their virtual business card.
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.
Presentation Mode

In Presentation Mode, you can watch the Presentation your Event Hosts have prepared.

You can...
- Raise your Hand
- Chat with others using the General, Table, or Private Chat
- Ask Questions in the Q&A

You will no longer have access to your Camera and Microphone unless the Event Host invites you onto stage.
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.
Thanks and enjoy your event!

www.remo.co

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

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