

hello

Event Guide for Remo Atten



Get Your Device Ready Before the Remo Event

Camera and 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 the following browsers:
 - Chrome
 - Safari
 - Firefox
- On Windows 10 desktops and laptops, Remo is compatible with the following browsers:
 - Chrome
 - Firefox

Browser Compatibility

Make sure your browser is updated to the latest version.

- On iPhone, Remo is compatible with the Safari browser
- On Android phones, Remo is compatible with the Chrome browser

Desktop/Laptop Compatibility

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+

Smartphone Compatibility

Mobile Operating System (OS)	OS Version	Browser
iOS	12.4+	Safari
	13.0+	
Android	7-10	Chrome

Pre-Call Test

Make sure your browser, hardware and internet connection work properly on this page:

<https://hi.remo.co/geartest>

Troubleshooting Guides

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

<http://win10.remo.co>

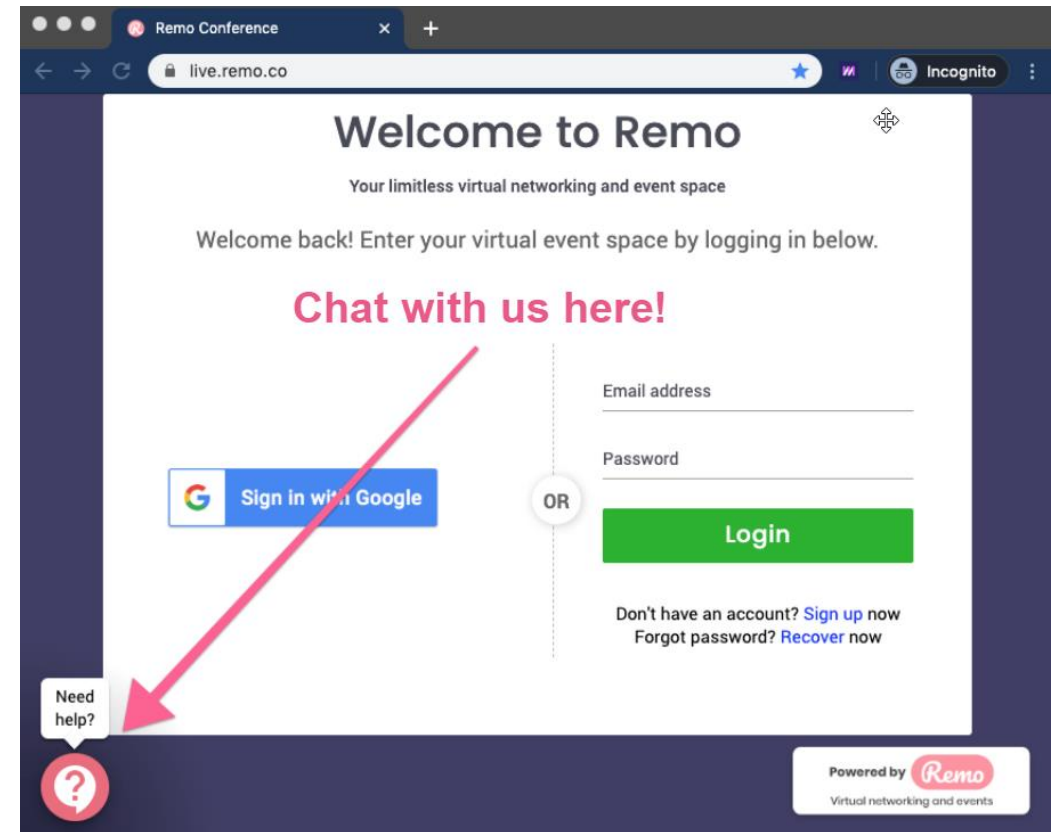
<http://mac.remo.co>

<http://iphone.remo.co>

<http://android.remo.co>

Chat Support

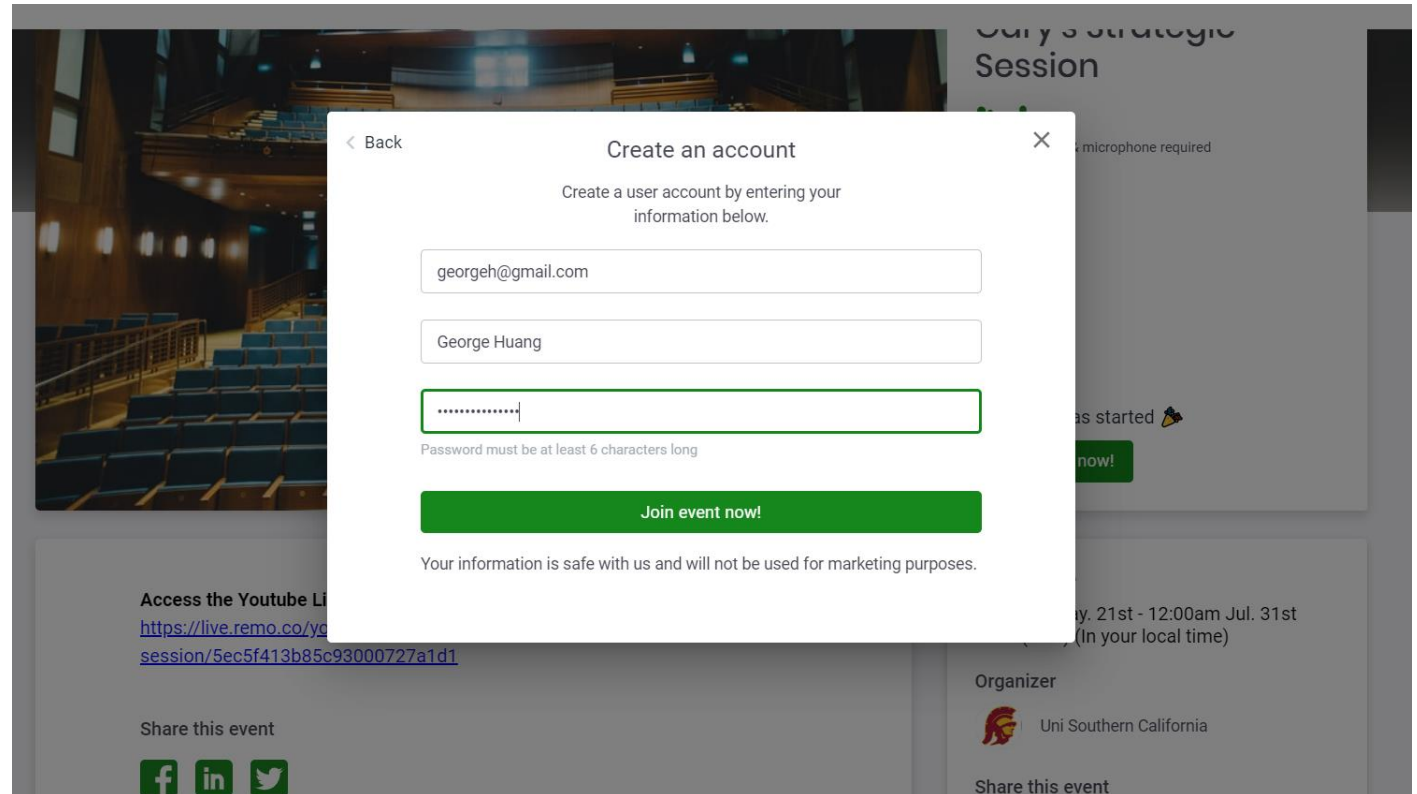
If your camera or microphone still do not work, visit live.remo.co and click on the "Need Help" button on the bottom-left corner.



Set Up Your Remo User Account

Create a Remo User Account

Click on the link to the event you want to attend. Enter your name, email address, and create a password of your choosing. The password must be a minimum of 6 characters in length.



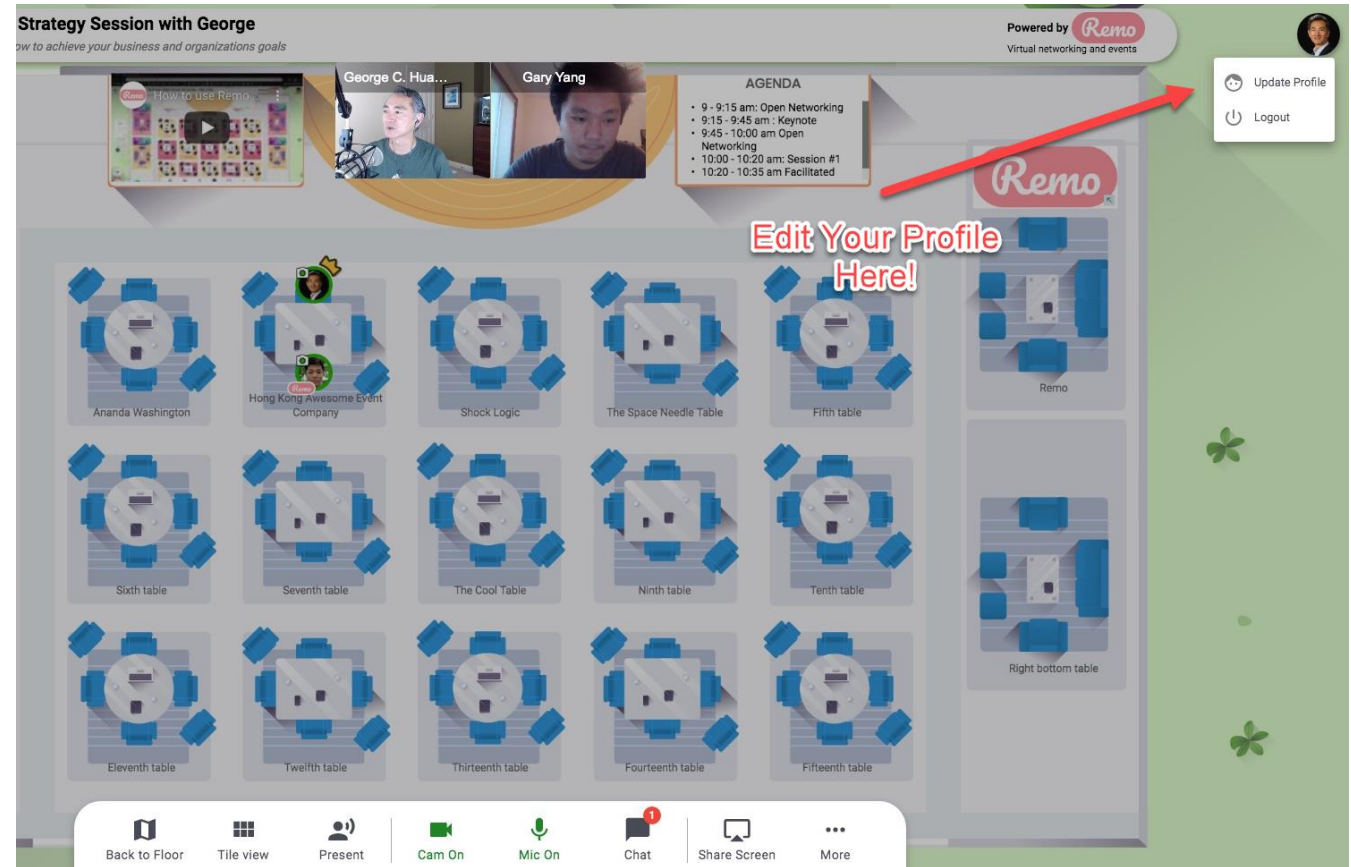
The screenshot shows a 'Create an account' modal form overlaid on a blurred event page. The form has a white background and a green border. It contains the following elements:

- A back arrow and 'Back' text at the top left.
- A close 'X' icon at the top right.
- The title 'Create an account' centered at the top.
- Instructional text: 'Create a user account by entering your information below.'
- An email input field containing 'georgeh@gmail.com'.
- A name input field containing 'George Huang'.
- A password input field with a green border and a green outline, containing a series of dots.
- A note below the password field: 'Password must be at least 6 characters long'.
- A green button labeled 'Join event now!'.
- A privacy notice at the bottom: 'Your information is safe with us and will not be used for marketing purposes.'

The background event page is dimmed and shows a video player with a blue seat image, a URL: <https://live.remco.co/your-session/5ec5f413b85c93000727a1d1>, and an organizer named 'Uni Southern California'.

Create Your User Profile: Steps 1-2

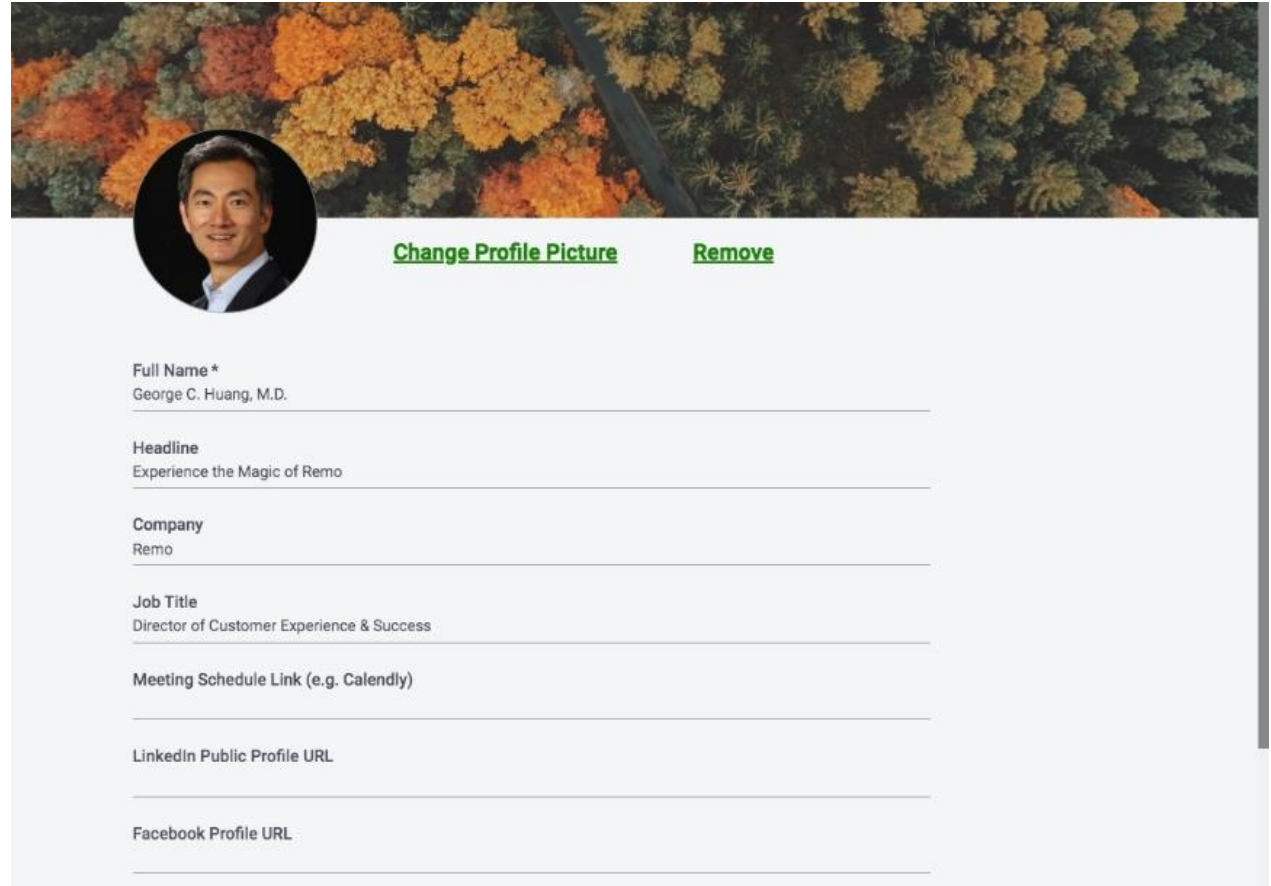
- Step 1: Go to the upper right corner of your window and click on the profile icon. A drop-down menu appears.
- Step 2: Click on “Update Profile.” The profile window appears.



Create Your User Profile: Step 3

Step 3: Click on the pencil icon. The profile details window appears.

- 3a. Click on the “Add Your Photo” link. Select a profile image no larger than 512 kB.
- 3b. If desired, change your name under “Full Name”.
- 3c. Write a brief headline about your company or role under “Headline”.
- 3d. Insert your company name under “Company”.
- 3e. Insert your job title.



[Change Profile Picture](#) [Remove](#)

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

Headline
Experience the Magic of Remo

Company
Remo

Job Title
Director of Customer Experience & Success

Meeting Schedule Link (e.g. Calendly)

LinkedIn Public Profile URL

Facebook Profile URL

Create your user profile: Step 3

- Step 3 (cont'd)
 - 3f: Copy and paste a meeting schedule link from your service of choice (e.g. Calendly, Book Like a Boss, etc.)
 - 3g: Copy and paste your LinkedIn URL if desired.
 - 3h: Copy and paste your Facebook profile URL if desired.
 - 3i. Click “Save Changes” when done.
 - 3j. Finally, click “Cancel” to return to the previous screen.

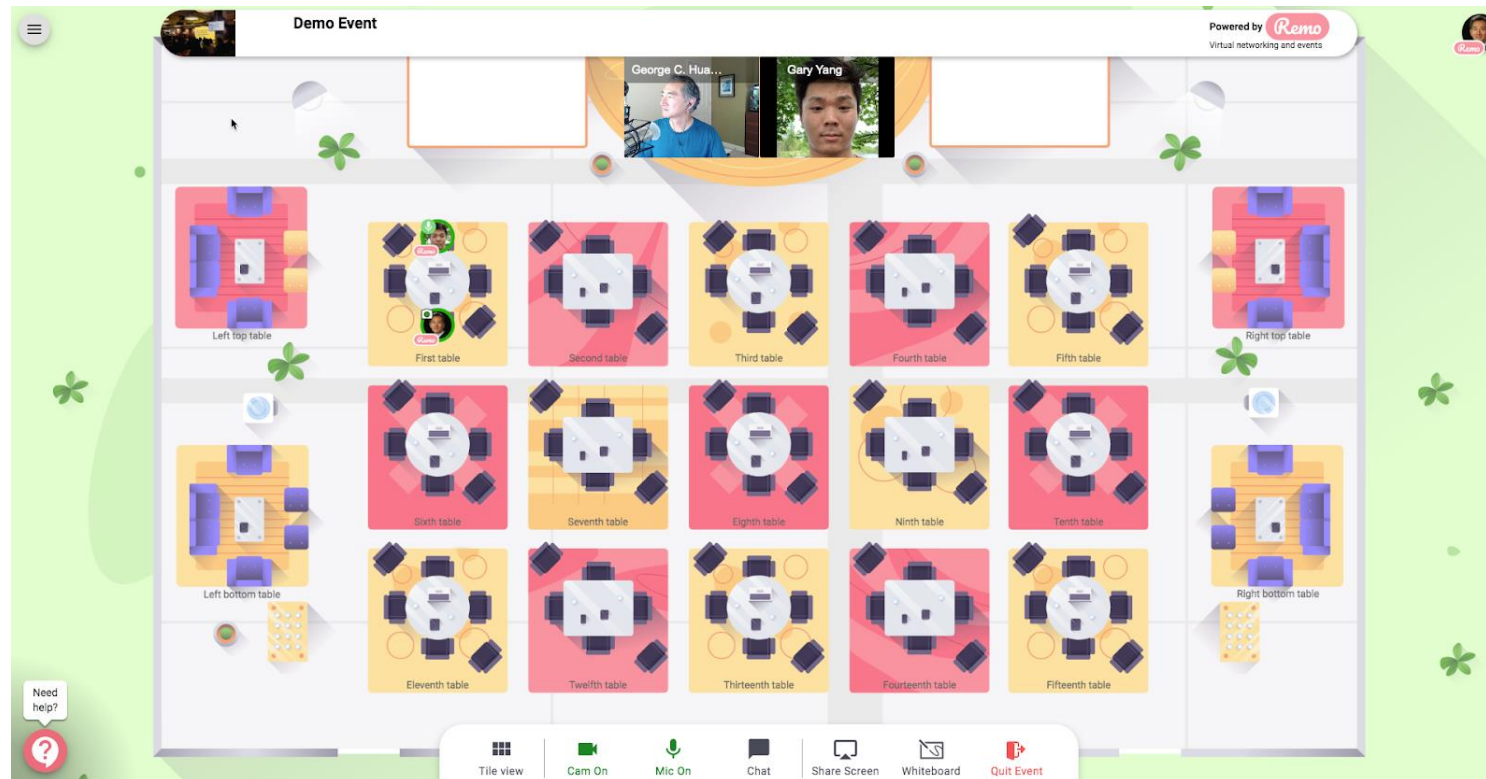
During the Event

Joining an Event

- Now you're ready to attend your first event! At the event start time, go to the event link and click "Join event now."
 - **If the event is public**, and you have **not joined a Remo event before**, you will be prompted to create an account.
 - **If the event is public**, and you have **previously joined a Remo event**, a window appears to enter your email address and password.
 - **If the event is private**, and you have **not joined a Remo event before**, you will be prompted to create an account. Make sure to use the original email address that the host used to invite you.
 - **If the event is private**, and you have **previously joined a Remo event**, a window appears to enter your email address and password. Make sure to use the original email address that the host used to invite you.

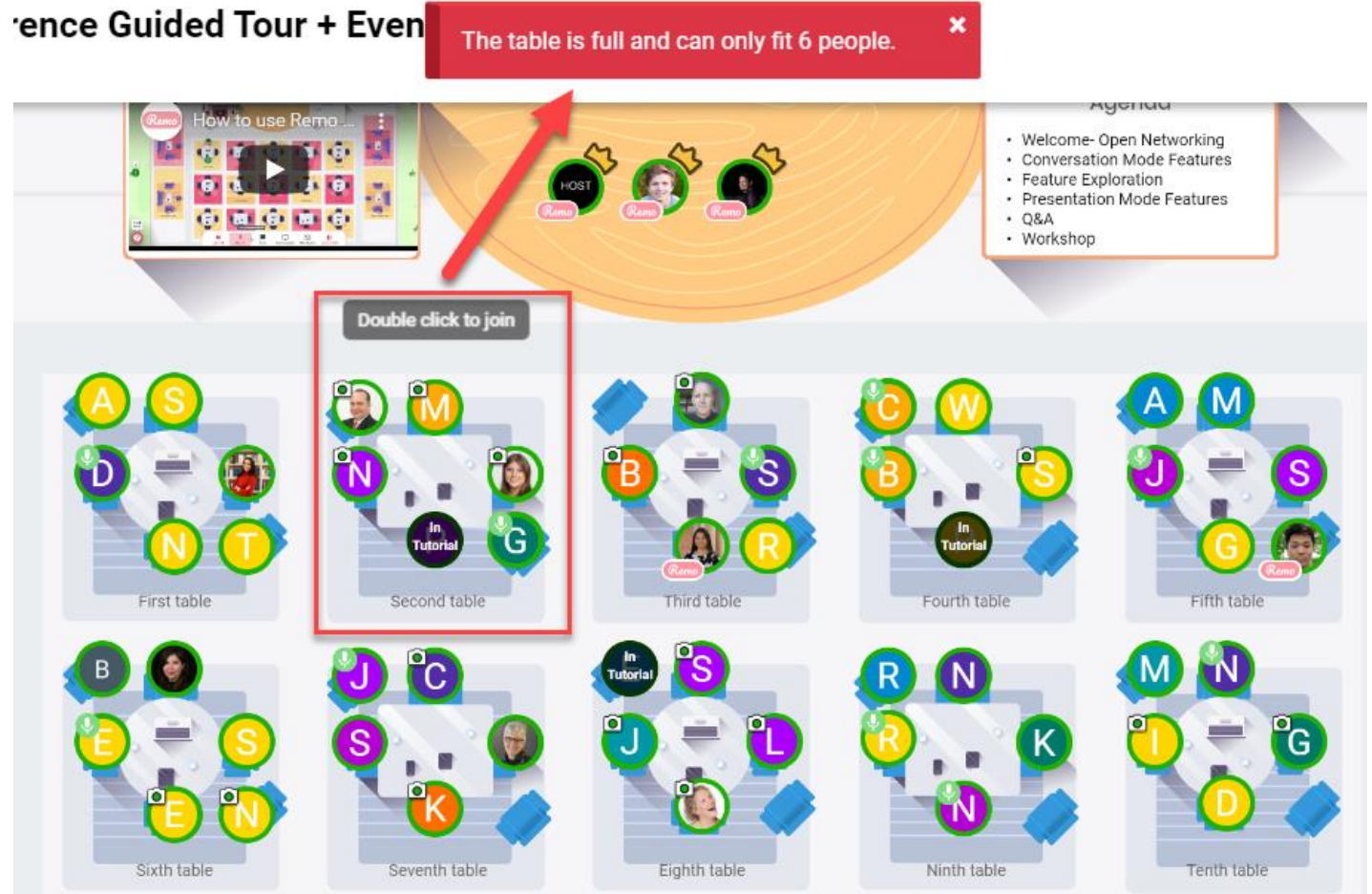
Floor View

- You will now see a bird's eye view of the floor plan.



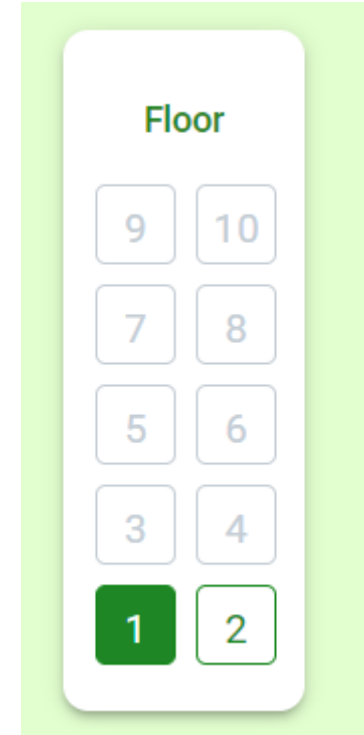
Seating

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



Elevator

- If there are multiple floors, use the elevator buttons on the left side of your screen to move between them. To see how many attendees are on a particular floor, hover your cursor over the floor button.



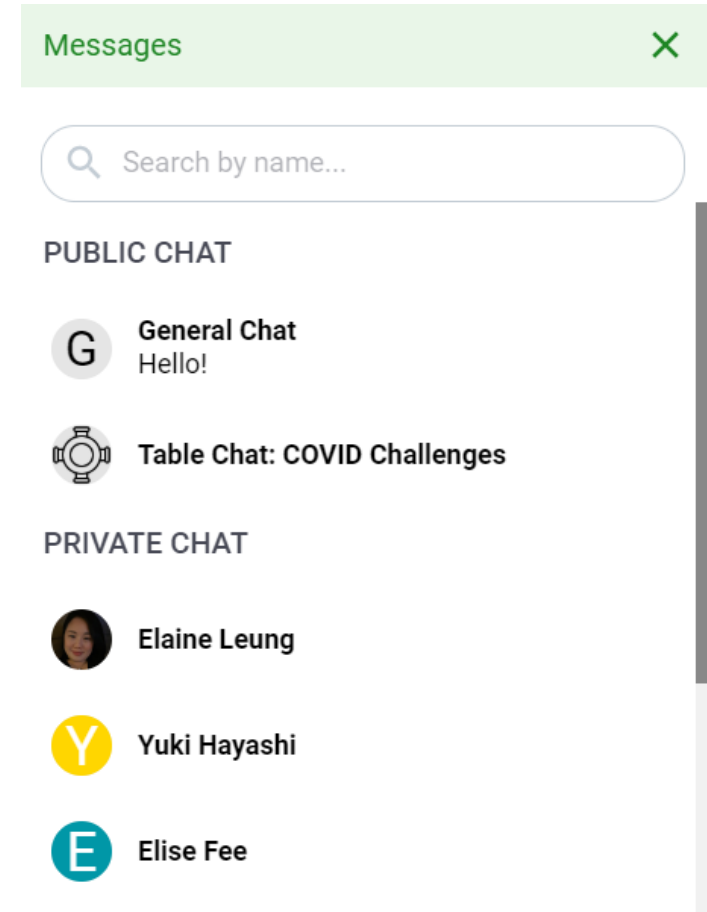
Billboards

- Billboards to the left and right of the stage may display a video and/or other information.
 - If the billboards are covered by the row of video tiles of attendees at your table, you can shrink the floor plan.
 - If you are using a mouse, rotate your mouse wheel to zoom out and view the billboards.
 - If you are using a touchpad, pinch to zoom out.
- The left billboard may display a video.
 - Click on the video to play.
 - Press the full-screen button to enlarge the window.
- The right billboard may display text. It may be helpful to see all the text by hovering your cursor over the billboard.

Chat Function

You may also choose to chat with other users by text via the chat function.

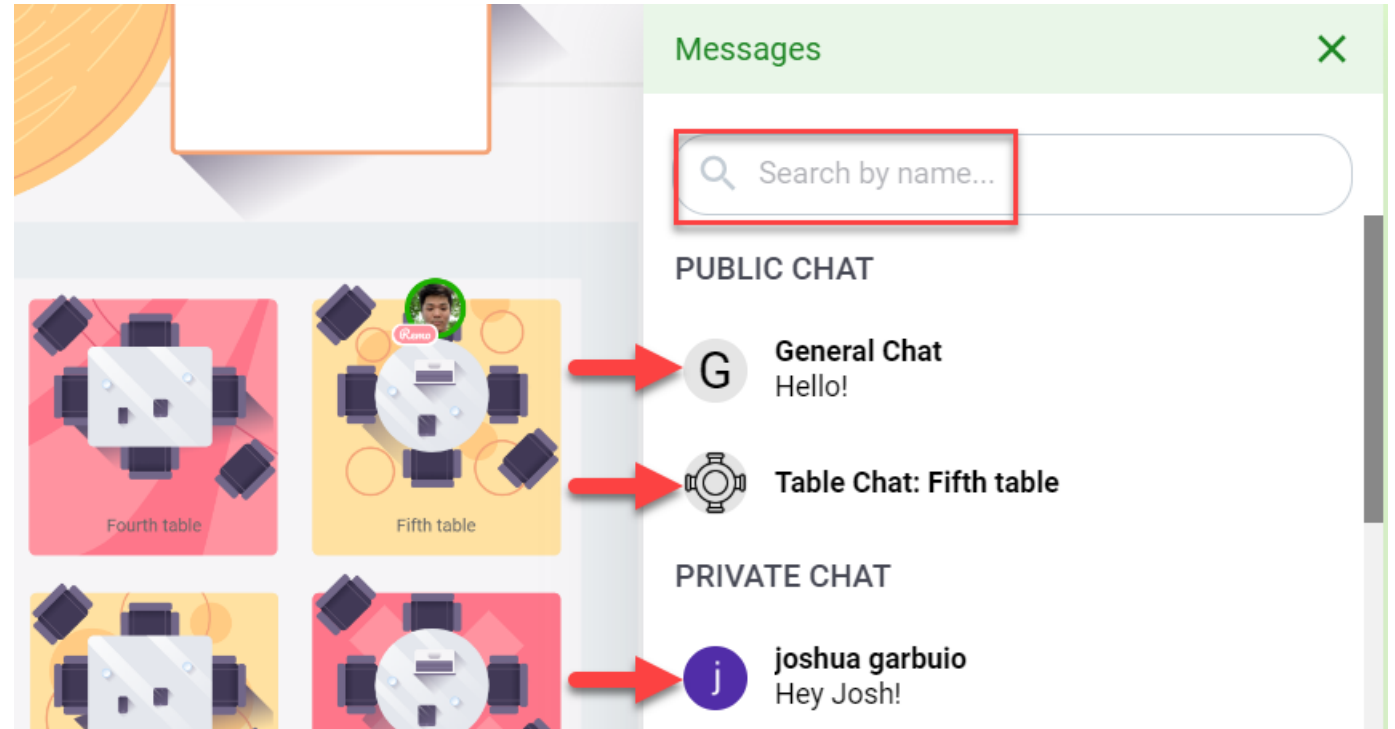
- Click on the chat option in the bottom toolbar. A popup window appears with options for public chat, table chat, or private chat.



Chat Function

Select the chat function you would like to use.

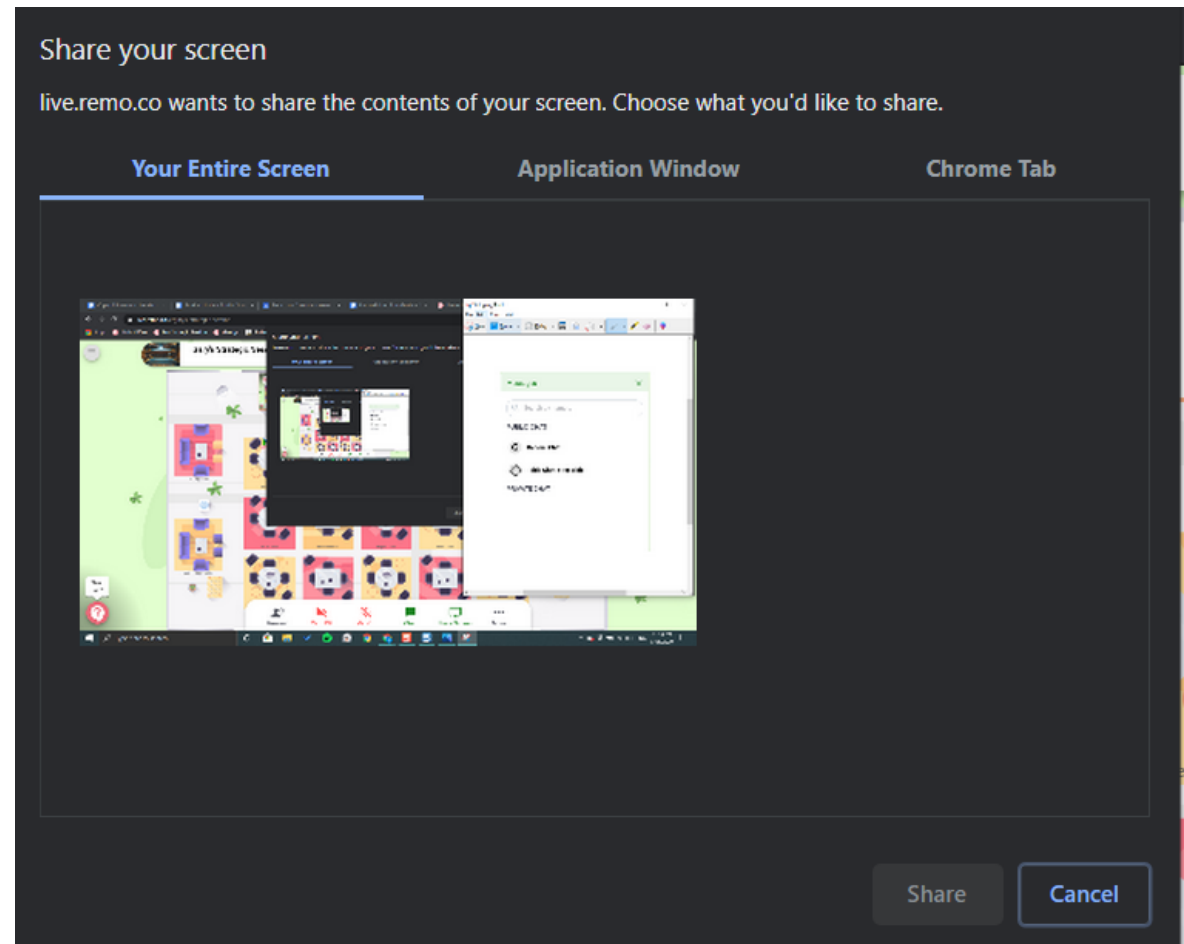
- Public chat is visible to all event attendees.
- Table chat is visible only to members of your table.
- To send a direct message to an individual, click on “Search by name” at the top of the window and input the name of your desired recipient.



Sharing Screens

You may also choose to share screens with other attendees at your table.

- Step 1
 - Click on the “Share Screens” option in the toolbar or use the keyboard shortcut Alt + S. A popup window appears.



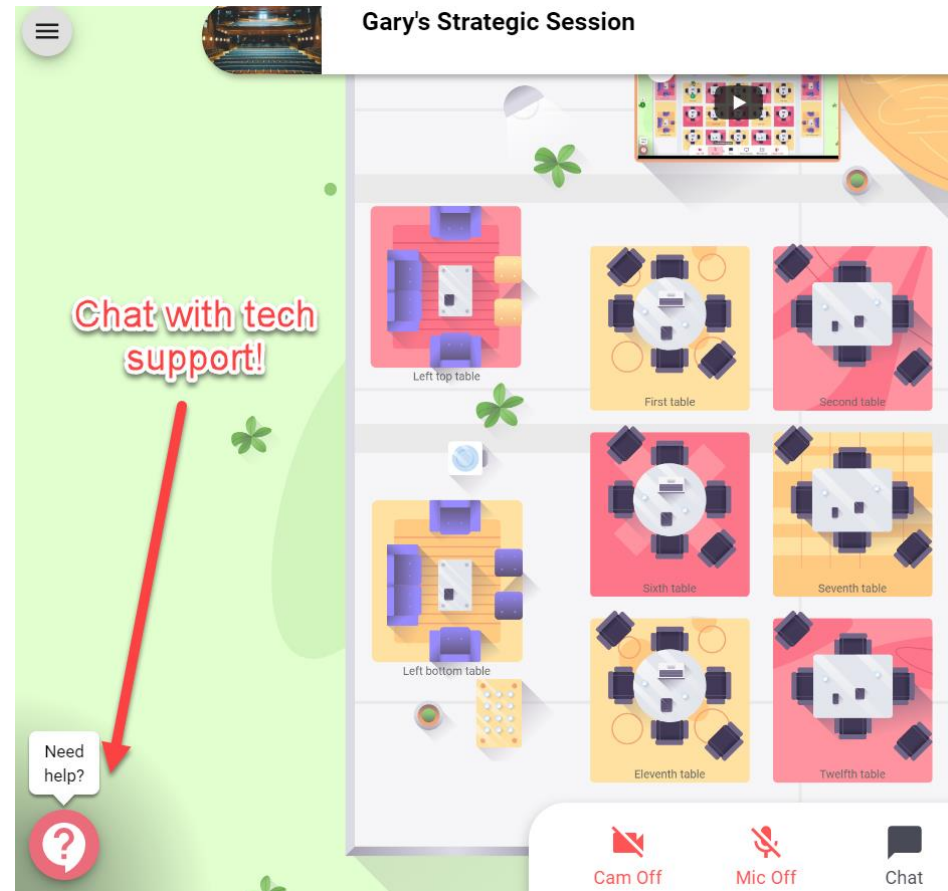
Sharing Screens (cont'd)

Step 2: Select the tab with the image you want to share.

- 2a.
The window automatically opens to the tab titled, “Your Entire Screen.” If you would like to share your entire screen, click on the image displayed in the window and click “Share.”
- 2b.
If you would like to share a specific application window, click on the “Application Window” option. Select the proper application from the list and click “Share.”
- 2c.
If you would like to share an individual Chrome tab, click on the “Chrome Tab” option. Select the proper tab from the list and click “Share.”

Chat Support

If you experience technical difficulties at any point, feel free to select the “Need help” icon in the bottom left corner for access to the Remo support team.



Leave the Event

To leave the event, click on “Quit Event” in the bottom toolbar.



Thanks and enjoy your event!



www.remo.co

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