Event Guide for Remo Attendees

Getting to know the ins-and-outs of Remo

LVBCH℠
Employers for Healthcare Value Since 1980

2021 Educational Events & Networking
Using the Remo Platform

1. Getting your device ready before the event

One-click System Test

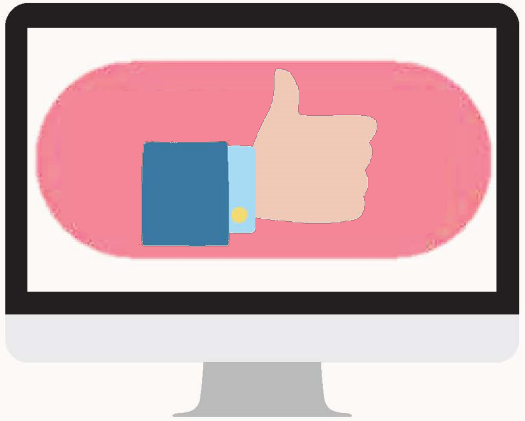
HTTPS://GEARTEST.REMO.CO

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

This is essential to have an enjoyable event experience

Device Compatibility

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



DESKTOP:
Recommended

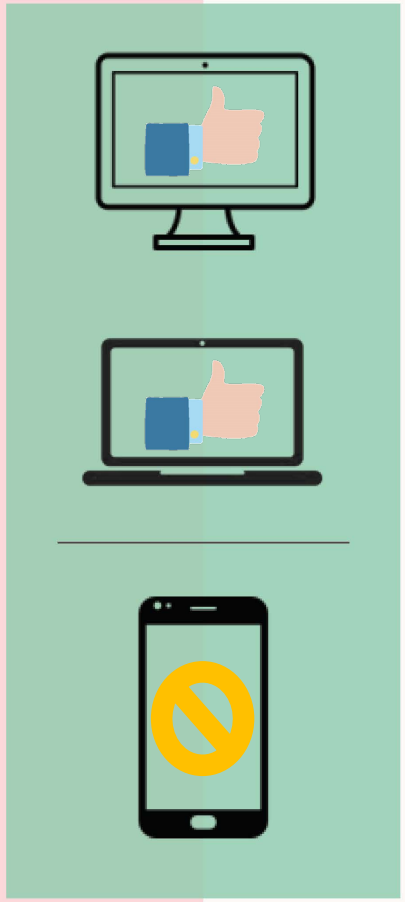
LAPTOP:
Recommended

MOBILE:
Not Recommended

TABLET:
Not Compatible

Operating System Compatibility

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



Recommended:

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

Not Recommended:

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

Browser Compatibility

Make sure your browser is updated to the latest version.

Recommended:

On **Mac desktops** and **laptops**, Remo is compatible with: **Chrome**, **Safari** & **Firefox**

On **Windows 10 desktops** and **laptops**, Remo is compatible with: **Chrome** & **Firefox**

Not Recommended:

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

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

Detailed Compatibility Requirements

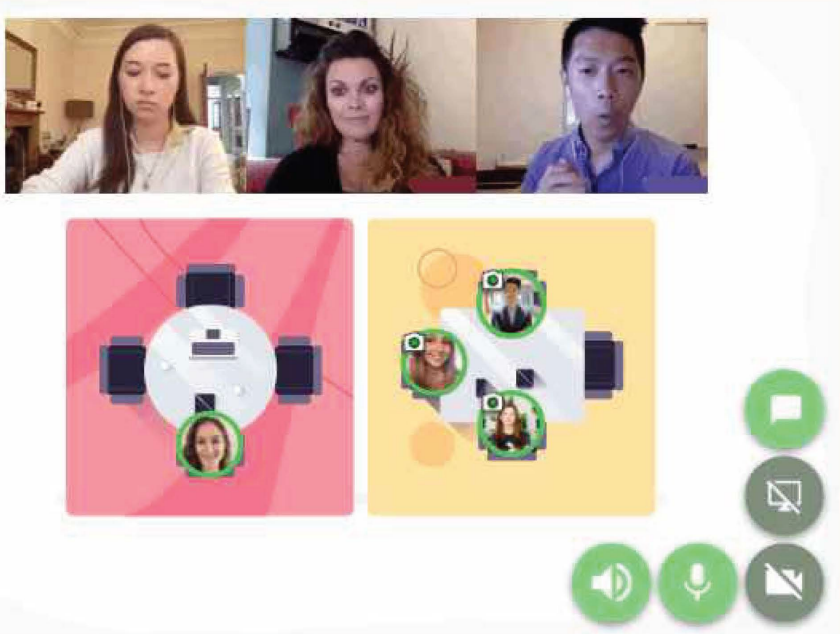
Operating System (OS)	OS Version	Browser	Browser Version
Mac	10.13+	Chrome	77+
		Firefox	76+
	10.14.4	Safari	12.1+ (no screen-sharing)
			13+ (full compatibility)
		Chrome	77+
		Firefox	76+
Windows	10	Chrome	77+
		Firefox	76+
iOS	12.4+	Safari	--
	13.0+		--
Android	7 - 10	Chrome	--

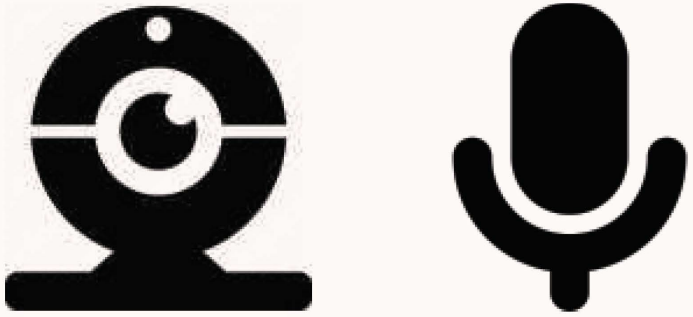
Optimize Your Experience

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)

Camera & Microphone Settings





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

2. Set up your Remo User Account

2A: Log In or Sign Up

Log in to an existing account:

Log in to Remo Conference

Log in with Google

Email address

Use the email you registered with

Password Forgot password?

Log in with the password you previously created

Log In

Don't have an account? Sign up now

Prior to the event visit:
live.remo.co

On the day of the event select:

JOIN EVENT NOW

**Please note you will need to use the email you registered with to attend the event.*

**If you already have a Remo account attached to your email (regardless of event sponsor), please use the password you previously created or select "Forgot password?" to reset your password.*

Create a new account:

Sign up to Remo Conference

Sign up with Google

Full name

Enter your name

Email

Use the email you registered with

Password

Must be 6 characters

I agree to the Terms & Conditions and Privacy Policy.

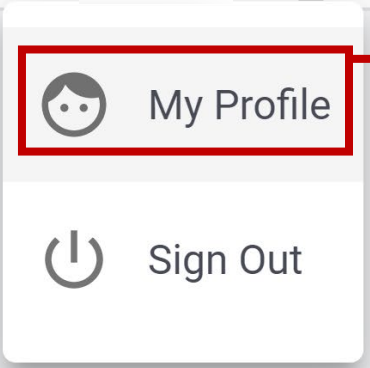
Sign Up

Already have an account? Log in now

2B: Edit Your Profile

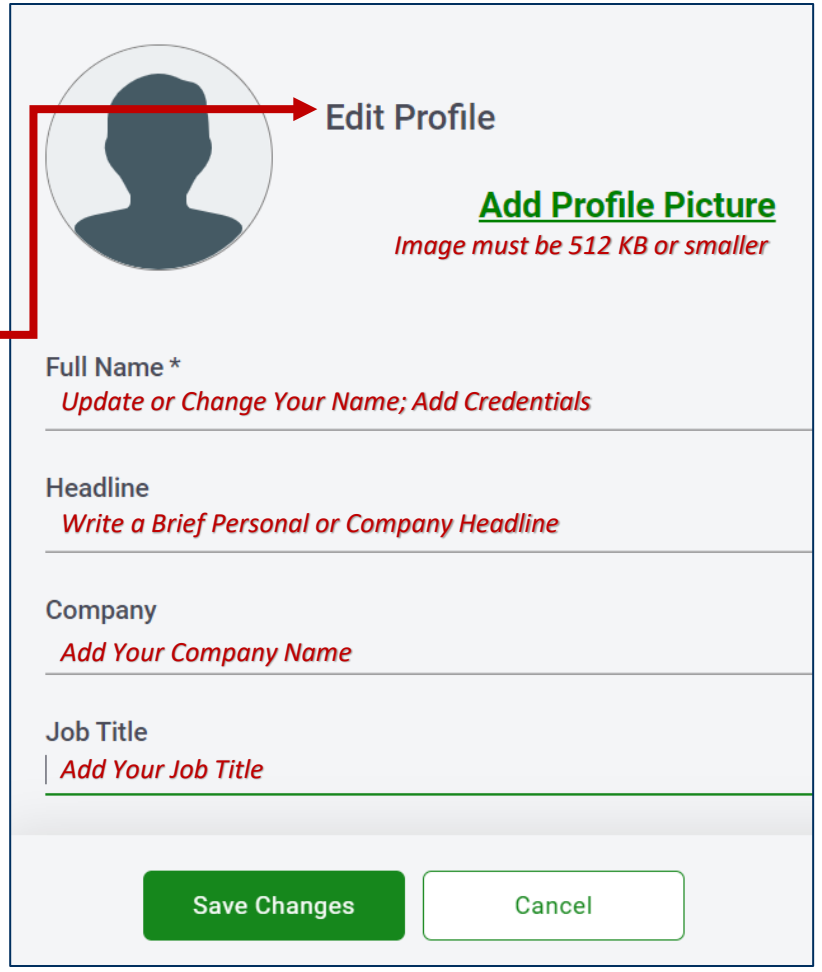
To Edit Your Profile
Select the Monogram or Silhouette Icon at Top Right

Then Select "My Profile"
**Please note: other options may be "Edit Profile" or "Update Profile"*



Need Help?
Select the "?" at Bottom Left for Technical Support

You can also add links to your Facebook, LinkedIn, and Meeting Scheduling Links (e.g. Calendly, Like A Boss)



Troubleshooting Guides

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

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

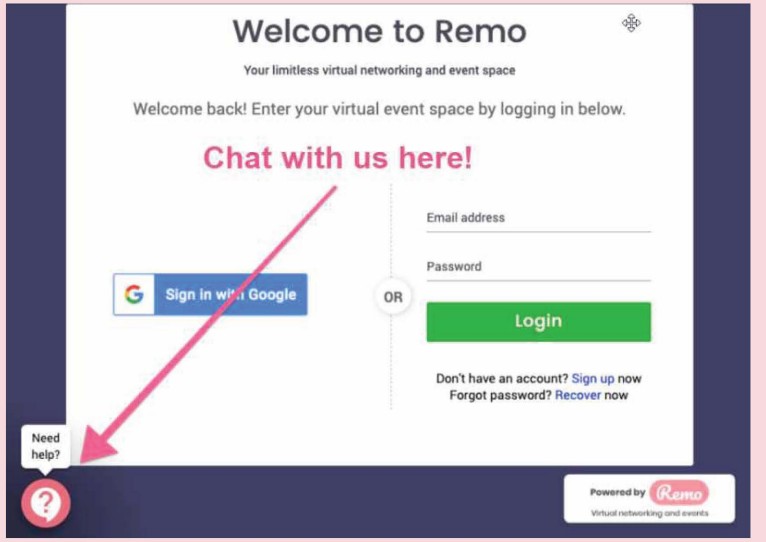
MAC: HTTP://MAC.REMO.CO

IPHONE: HTTP://IPHONE.REMO.CO

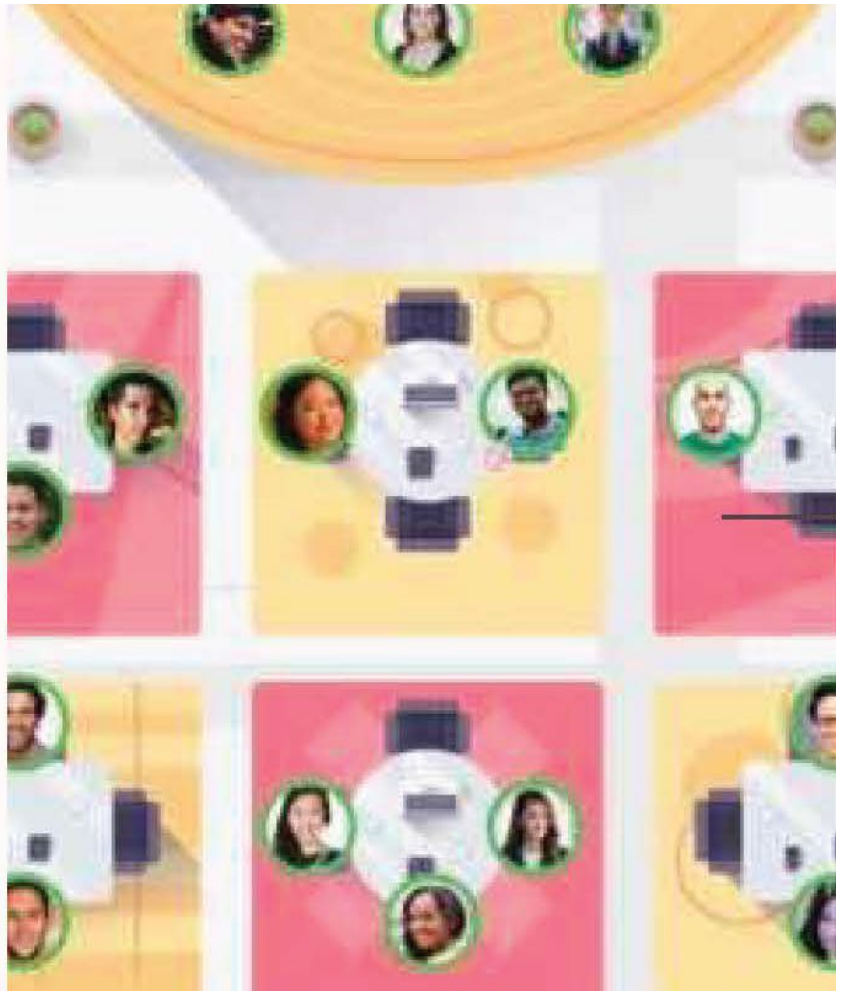
ANDROID: HTTP://ANDROID.REMO.CO

Contact us on Chat Support

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



3. During the event

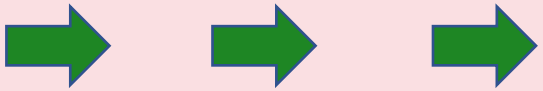


Join an event!

Congratulations!

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

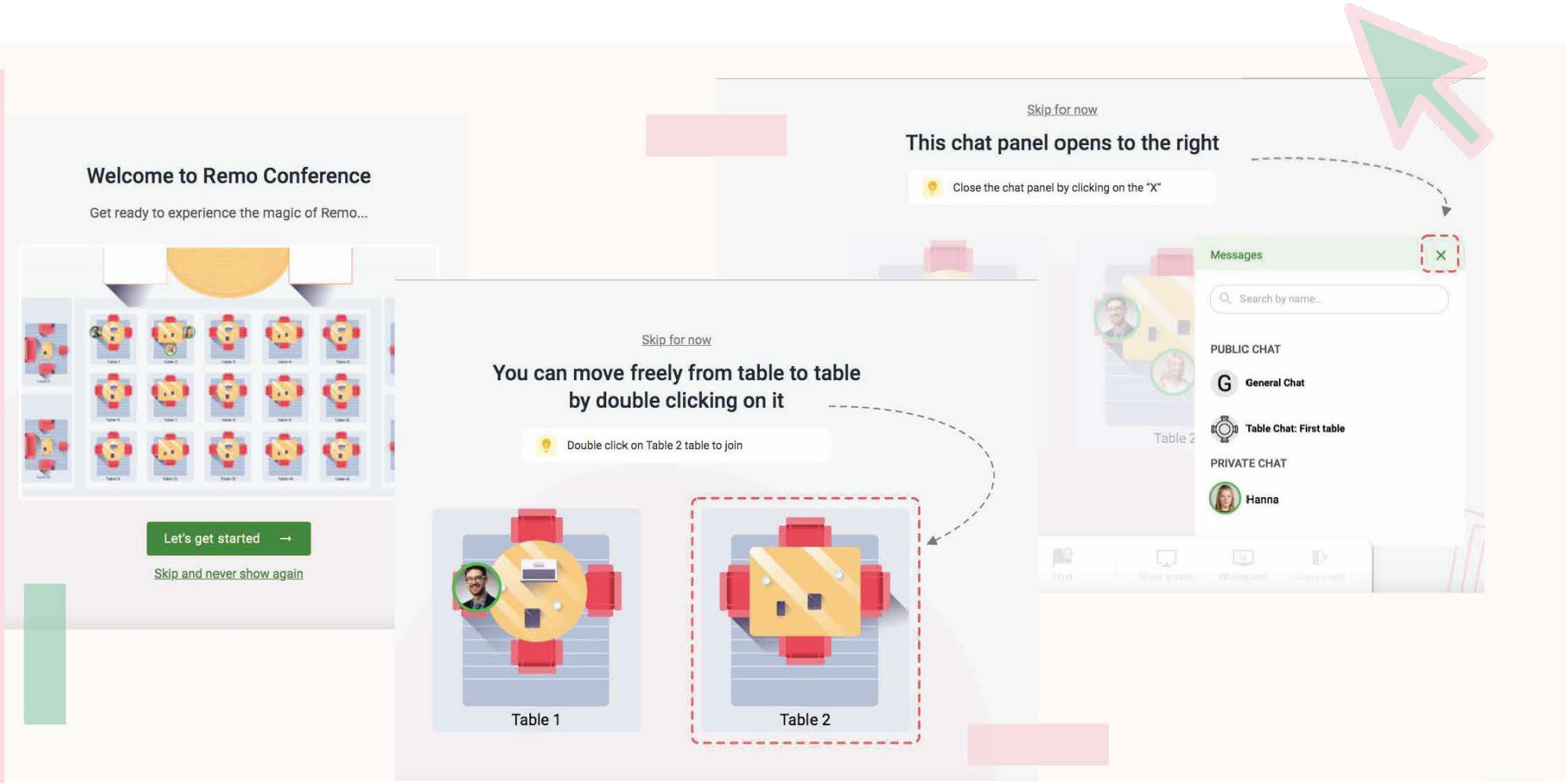
Here's how:

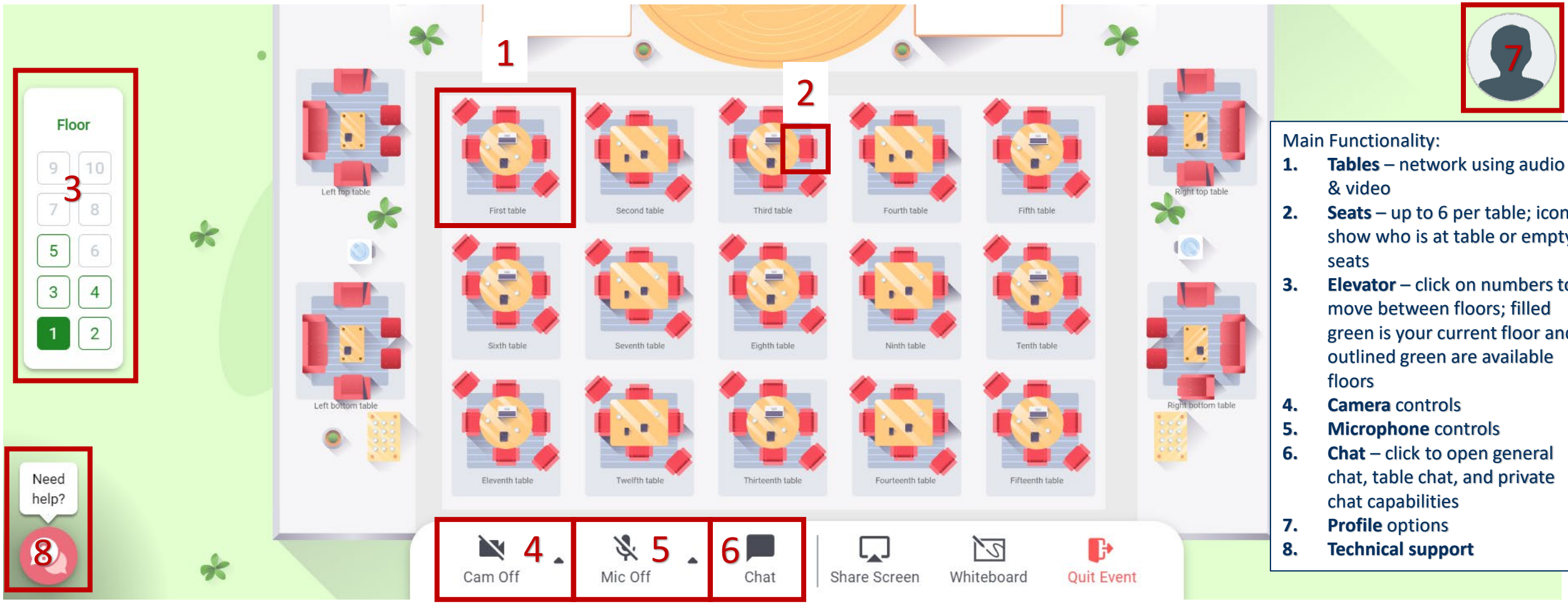


WELCOME TO...
LVBCH Educational & Networking Event
Month ##th 12:00 noon
PRESENTATION TITLE
Device camera & microphone required
When the countdown is complete; the event is LIVE
Select "Join Event Now!"
Days
Hours
Minutes
Seconds
00 : 23 : 20 : 35
15 Minutes Prior to the Event, you will receive a reminder email;
Select the "Click Here to Join the Event" button to join the event.
Join event now!

The tutorial will launch when you join the event.

You have the option to follow along or select "Skip for now" to skip the tutorial.





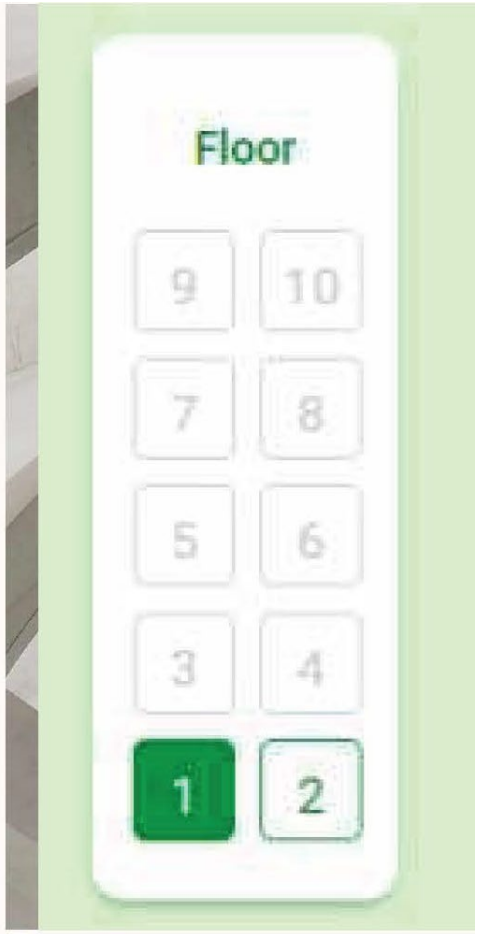
Main Functionality:

1. **Tables** – network using audio & video
2. **Seats** – up to 6 per table; icons show who is at table or empty seats
3. **Elevator** – click on numbers to move between floors; filled green is your current floor and outlined green are available floors
4. **Camera** controls
5. **Microphone** controls
6. **Chat** – click to open general chat, table chat, and private chat capabilities
7. **Profile** options
8. **Technical support**

Tables & Seats

- When you join the event, you will be randomly placed at a table.
- You may then move from table-to-table.
- There are up either two or six seats at each table
- Filled seats show the profile picture or icon for each attendee.
- Hover over the attendee's icon for additional information.
- You may move to any table with at least one empty seat.
- Double-click on a table with an empty seat to move to that table.
- If you try to join a table that is full you will receive an error message.

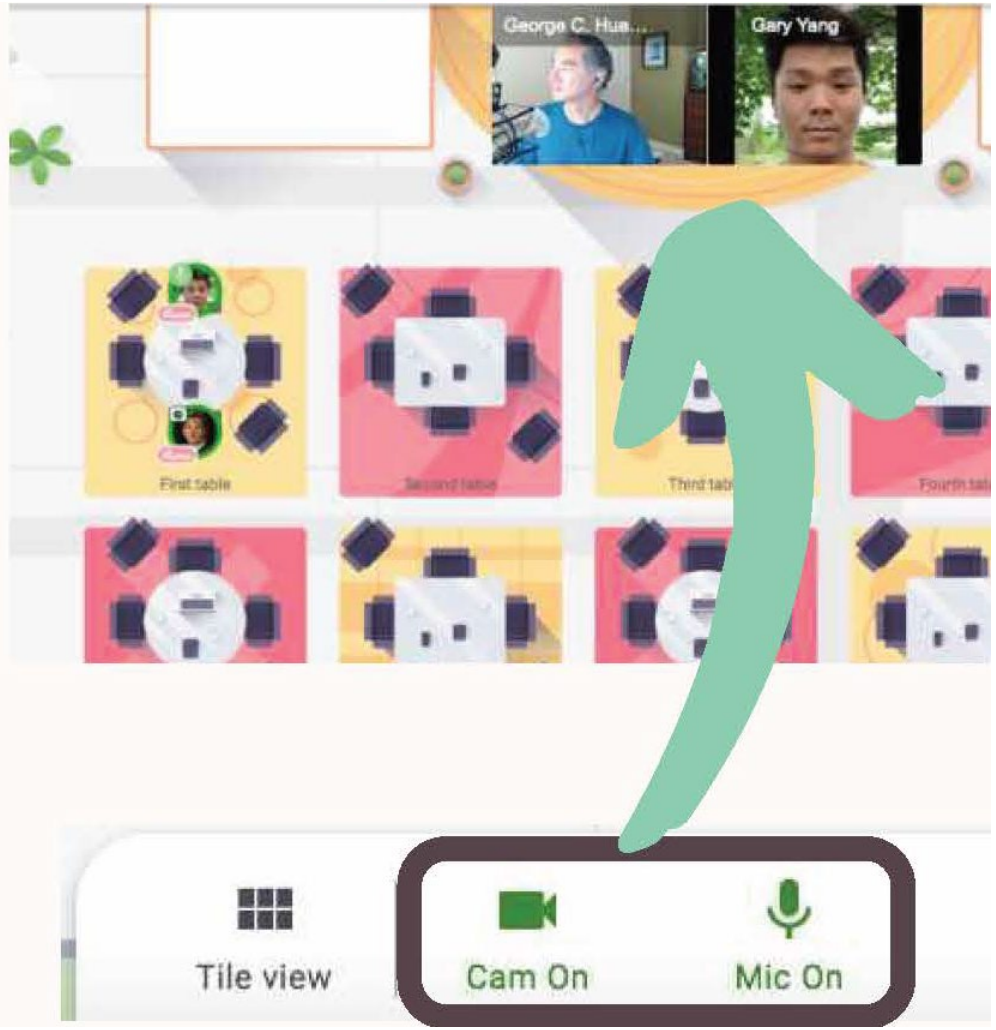
Elevator

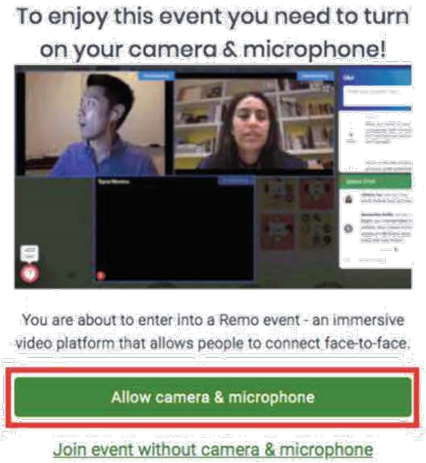


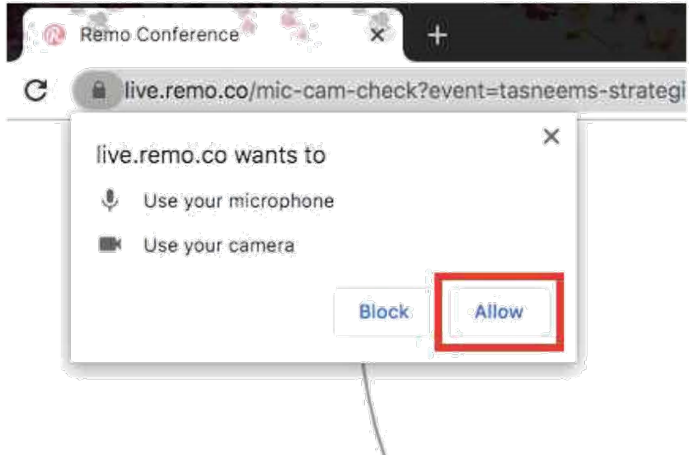
- Multiple tables and seats are placed on each floor.
- When an event contains multiple floors of tables and seats the Elevator will be available.
- Your current floor is highlighted in green.
- Available floors are outlined in green.
- Floors that appear grey or shaded out are not open or available.
- Hover over the floor number to view how many people are on each floor.
- Click the floor number to move between floors – you will be randomly placed at a table on the new floor.

Camera & Microphone

REMEMBER FOR A TRULY INTERACTIVE EXPERIENCE, PLEASE TURN ON YOUR MIC & CAM



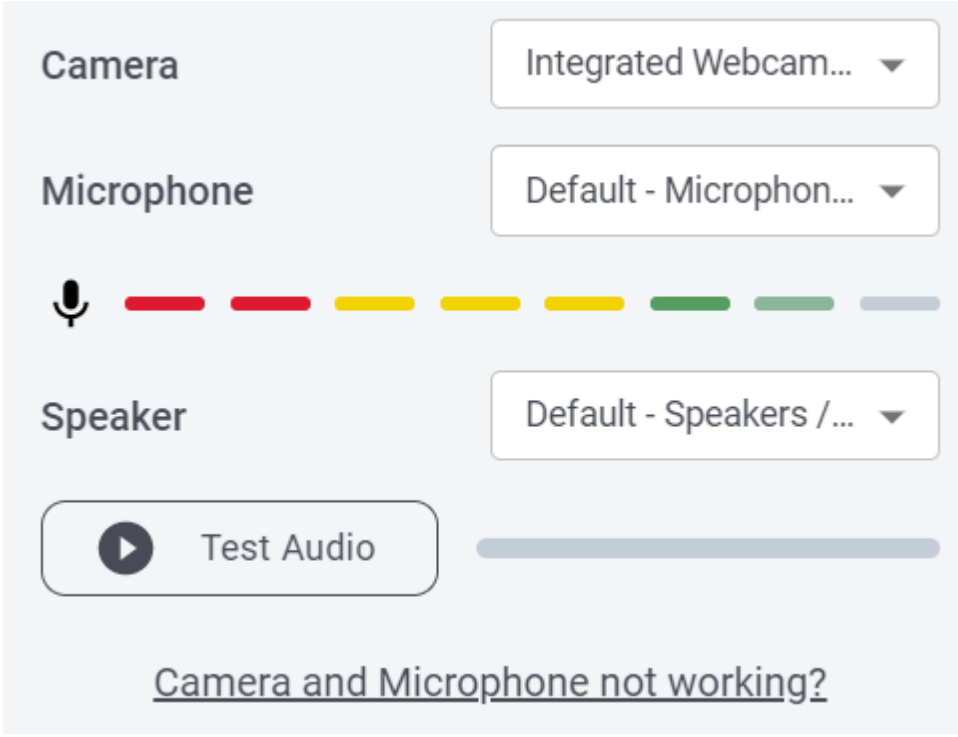


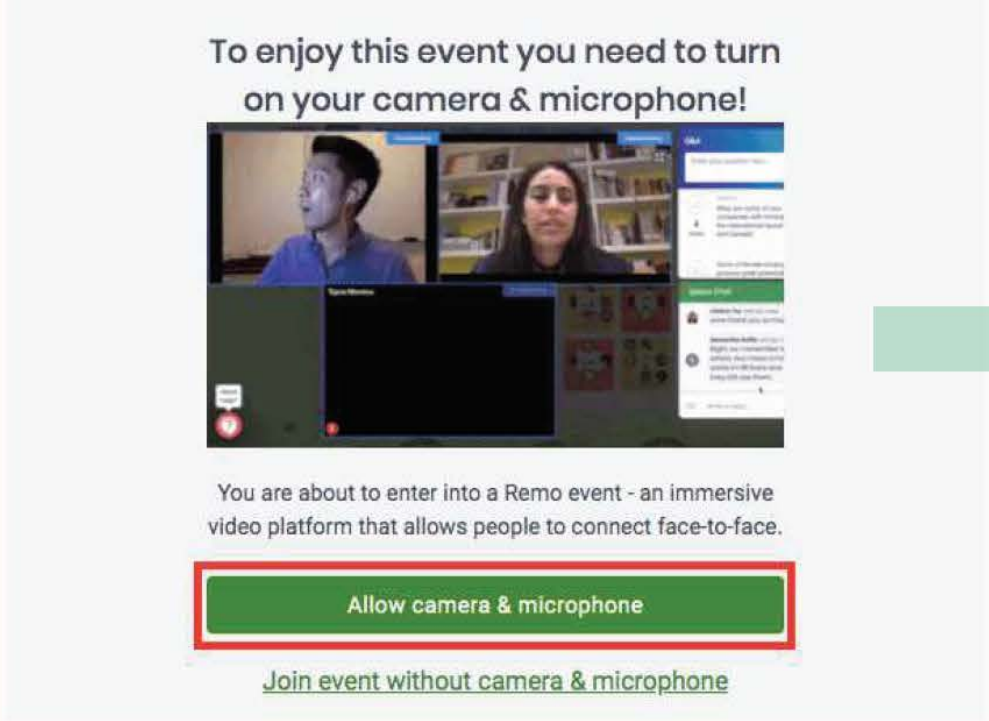


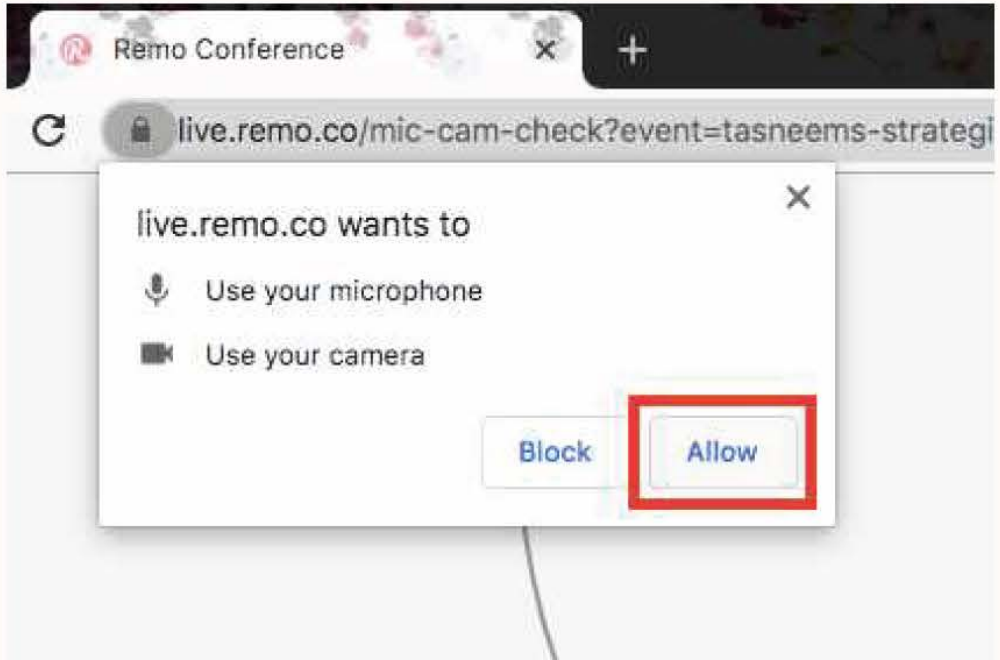
PAY SPECIAL ATTENTION HERE PLEASE...

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







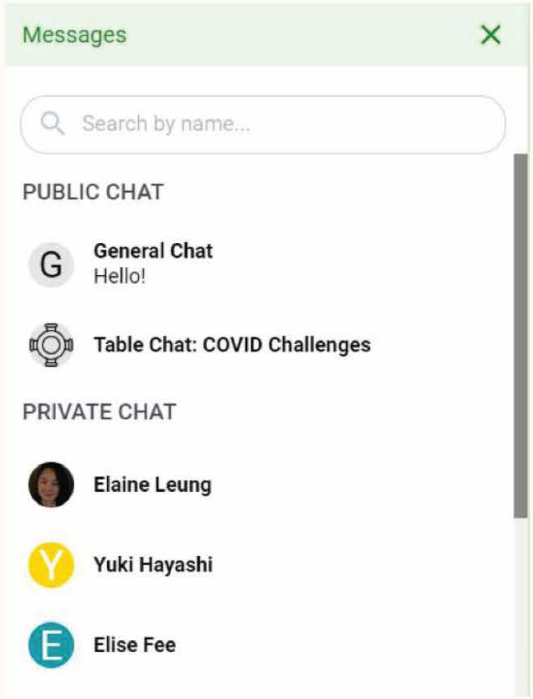
PAY SPECIAL ATTENTION HERE PLEASE...

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

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:

GENERAL CHAT: Visible to all attendees

TABLE CHAT: Visible to only members in your current table

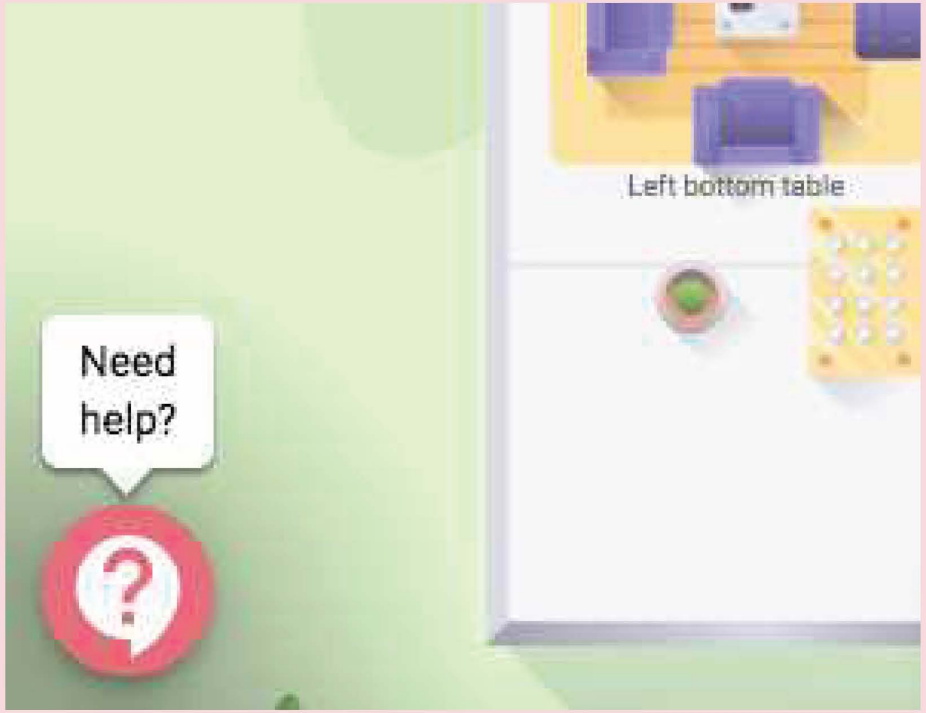
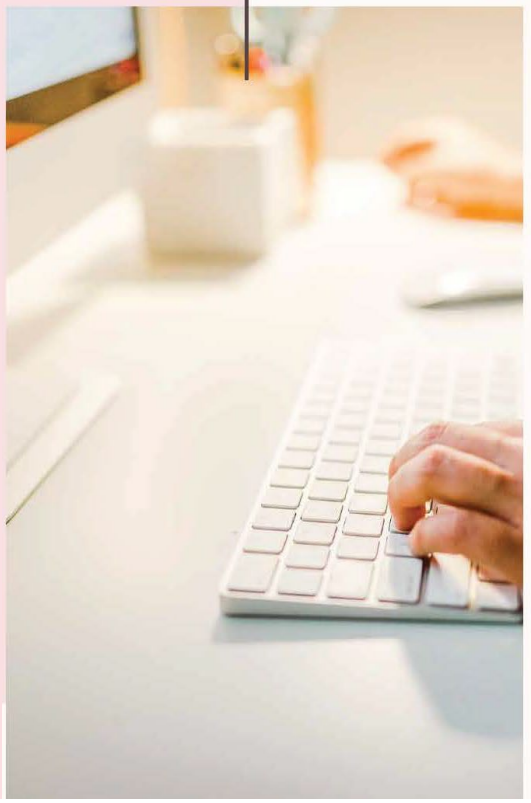
PRIVATE CHAT: Direct private message to selected recipients (You can search using the search bar)

Step 3: Chat away!

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



Thanks and enjoy your event!