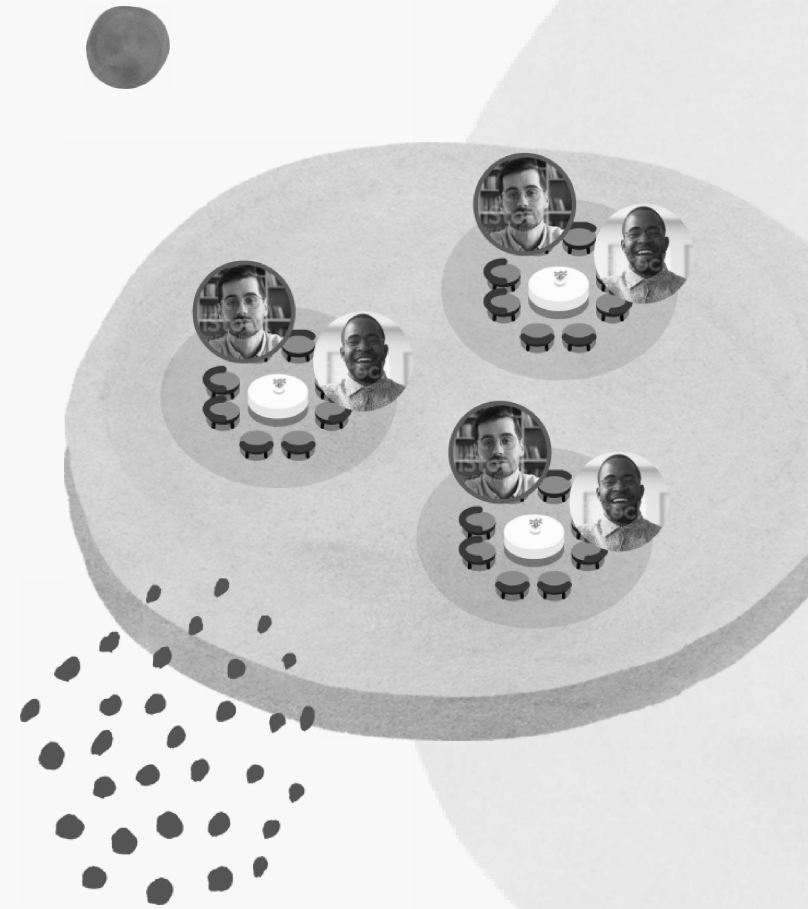




Event Guide for Guests

Getting to know the ins-and-outs of Remo



1

Getting your
device ready
before the event





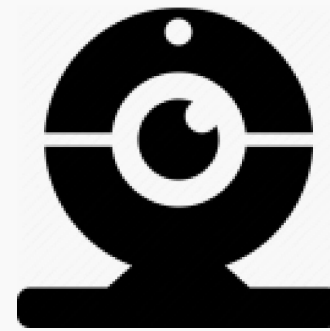
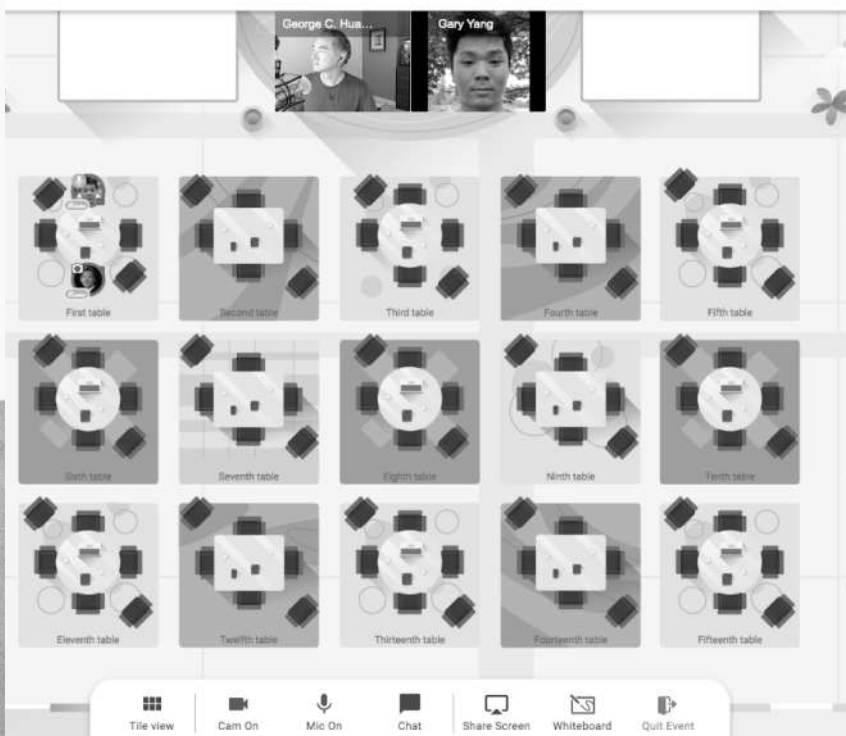
One-click System Test

[HTTPS://LIVE.REMCO.CO/GEARTEST](https://live.remco.co/gear-test)

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

This is essential to have an enjoyable event experience

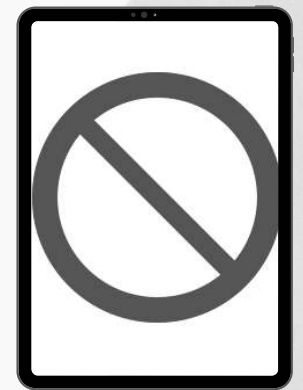
Camera & Microphone Settings



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

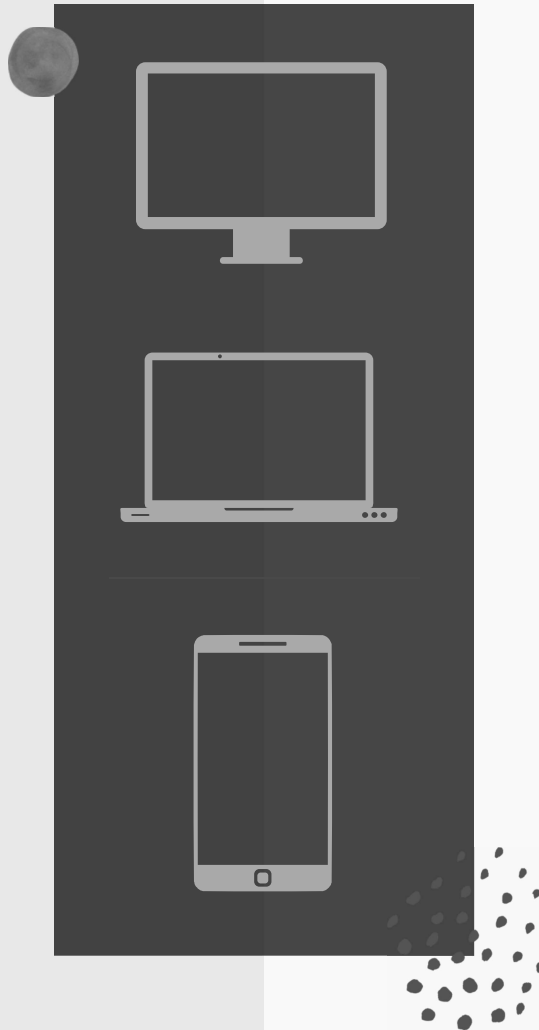
Device Compatibility

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.

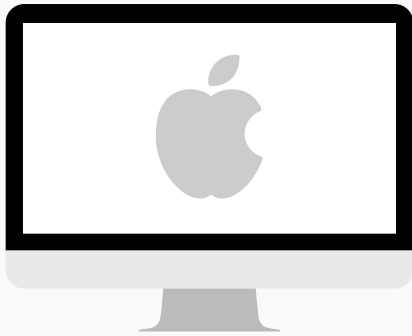


On **desktops** and **laptops**,
Remo is compatible with **macOS** and **Windows 10**

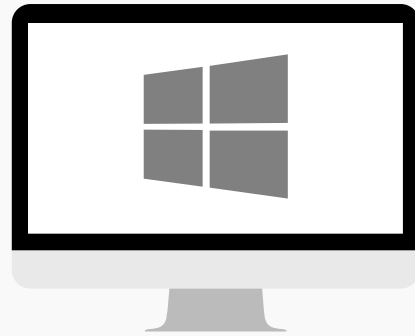
On **Smartphones**,
Remo is compatible with **iOS** and **android**

Browser Compatibility

Make sure your browser is updated to the latest version.



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



On **Windows desktops** and **laptops**, Remo is compatible with:
Chrome & Microsoft Edge



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



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

Troubleshooting Guides

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

WINDOWS 10

MAC

IPHONE

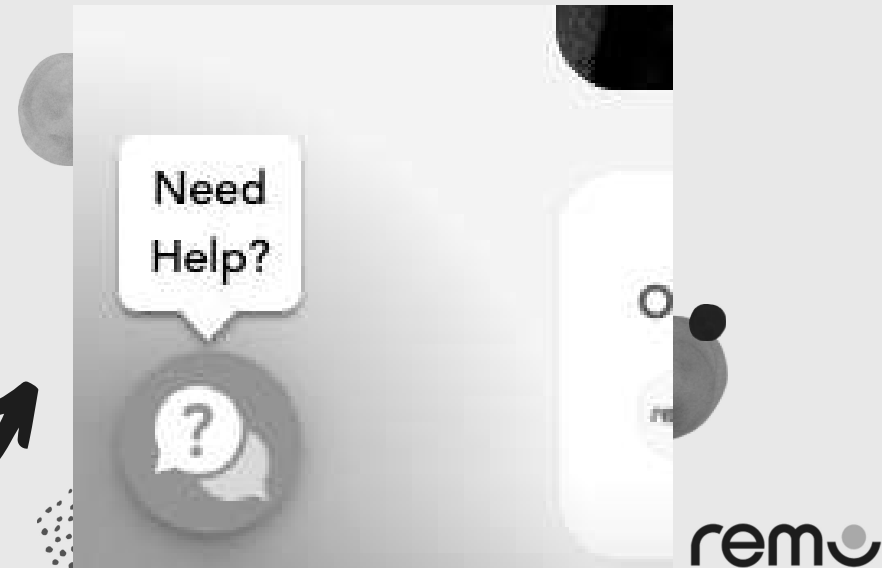
ANDROID

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



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



2

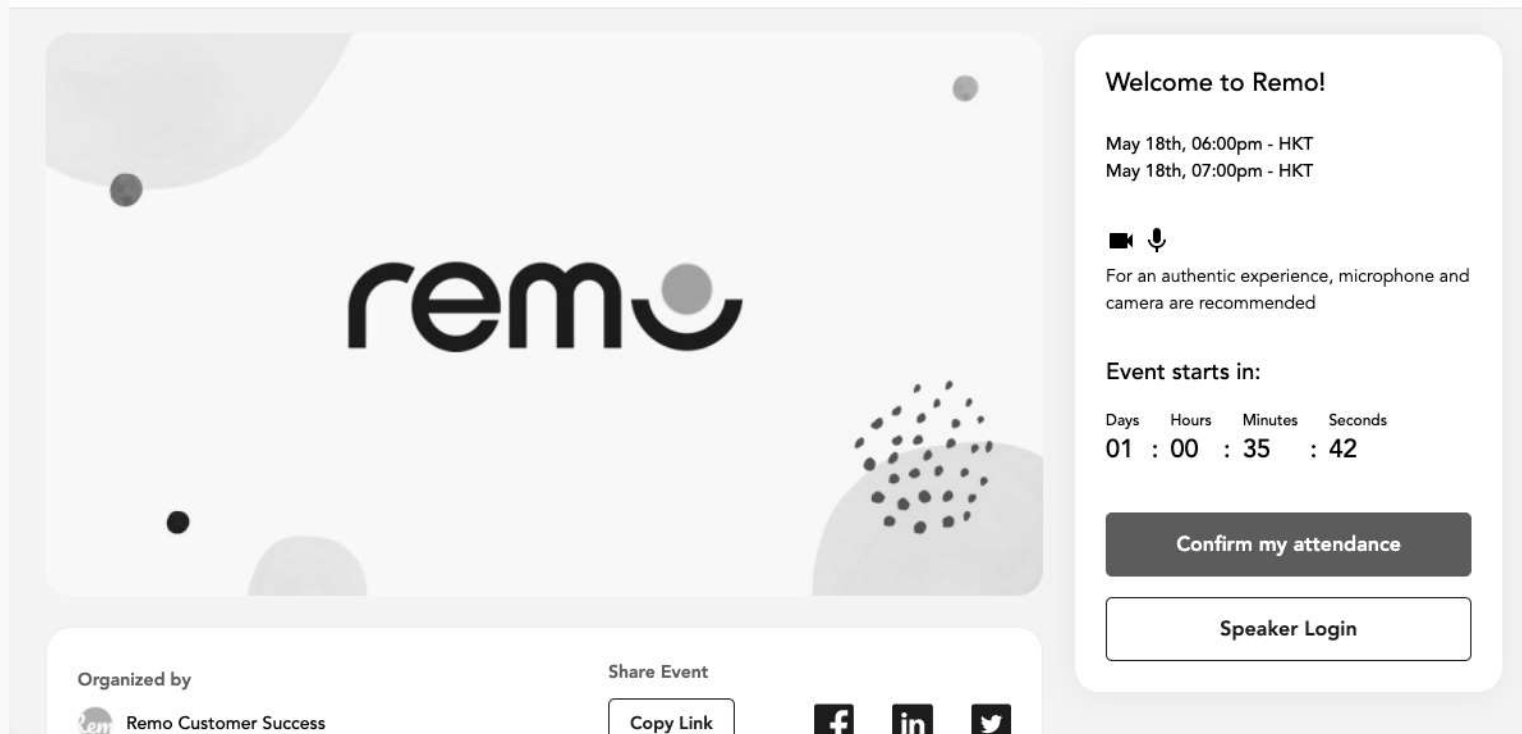
Register for
the event



Join an event!

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


Here's how:



The screenshot shows the Remo event page interface. On the left, there is a large graphic with the Remo logo and abstract shapes. On the right, there is a white panel with the following content:

Welcome to Remo!

May 18th, 06:00pm - HKT
May 18th, 07:00pm - HKT


 For an authentic experience, microphone and camera are recommended




Event starts in:

Days	Hours	Minutes	Seconds
01	: 00	: 35	: 42

[Confirm my attendance](#)

[Speaker Login](#)

Organized by  Remo Customer Success

Share Event [Copy Link](#)   



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

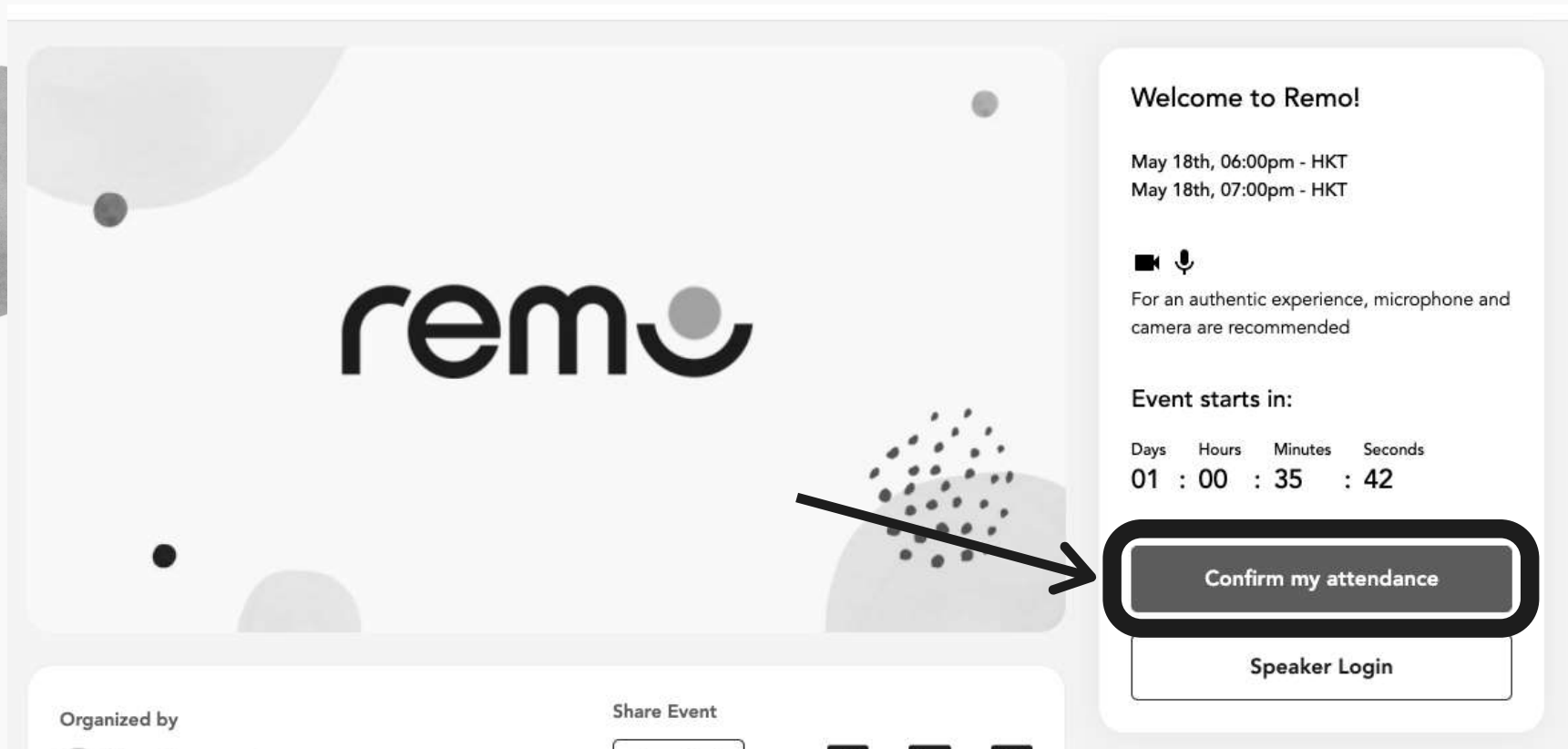


[Unsubscribe](#) - [Unsubscribe Preferences](#)

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 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

Register now!


Your Email

Email Address

Continue

Already have an account? Log in now

or

 Log in with Google

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...

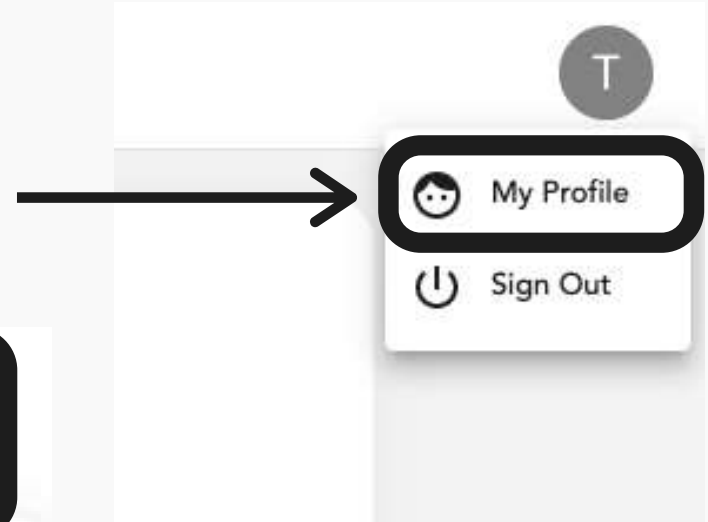
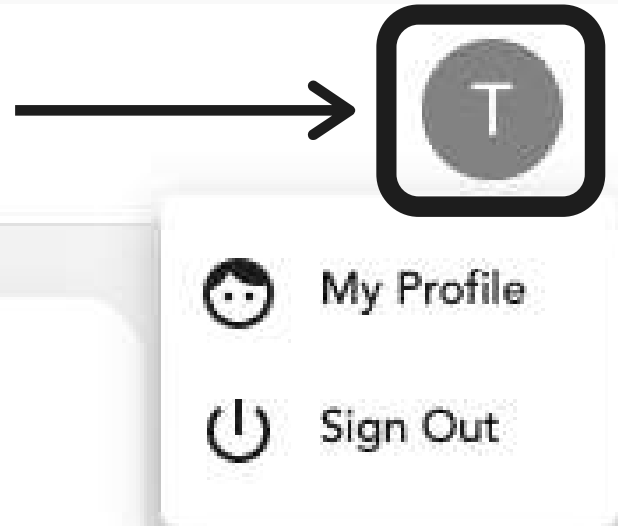
Step 1:

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

o Remo!

Dpm - HKT

Dpm - HKT



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**'

The screenshot shows the 'Edit Profile' form with the following fields and callouts:

- 1:** 'Add Profile Picture' button
- 2:** 'Full Name*' field containing 'Tas Userpilot 3'
- 3:** 'Headline' field
- 4:** 'Company' field
- 5:** 'Job Title' field
- 6:** 'Meeting Schedule Link (e.g. Calendly)' field
- 7:** 'Facebook Profile URL' field
- 8:** 'Website' field

Other fields include 'LinkedIn Public Profile URL' and 'Eight/Sansan Virtual Business Card (*Japan)'. At the bottom are 'Save Changes' and 'Cancel' buttons.

1

CHANGE YOUR PROFILE PICTURE (NO LARGER THAN 512 KB)

2

YOU CAN ALSO CHANGE YOUR **NAME**

3

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

4

INSERT YOUR **COMPANY NAME**

5

INSERT YOUR **JOB TITLE**

6

PUT YOUR **MEETING SCHEDULE LINK** (E.G. CALENDLY, BOOK LIKE A BOSS, ETC.) ADD YOUR **LINKEDIN, FACEBOOK, OR EIGHT/SANSAN BUSINESS CARD, LINKS** HERE

7

ADD ANY PERSONAL WEBSITE YOU WOULD LIKE TO SHARE

8

3

During
the event



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=P01JxUBNU2Y>

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)



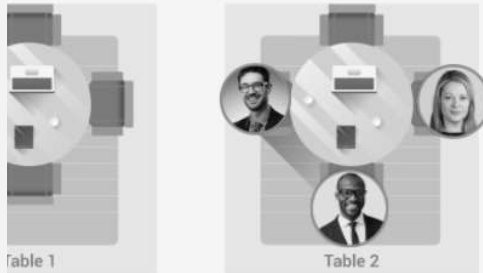
Click through
and follow the
tutorial!



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

Continue →

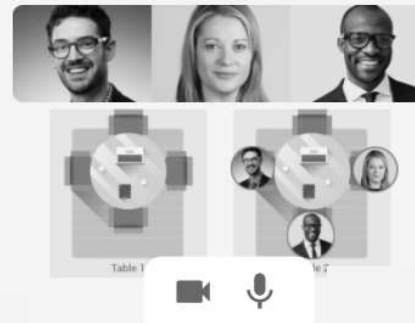
[I'm in a hurry, take me right into the event](#)



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 c
turning ON your Cam and

Continue →

[I'm in a hurry, take me right into the event](#)



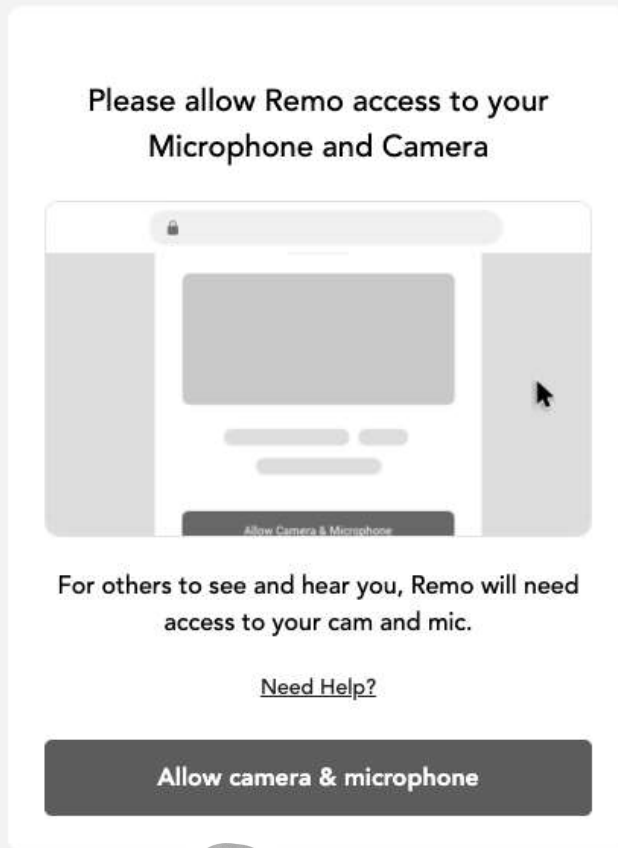
One more thing: Take a couple of
minutes to set up your profile

Set-up My Profile

[I'm in a hurry, take me right into the event](#)

remu

PAY SPECIAL ATTENTION HERE PLEASE...

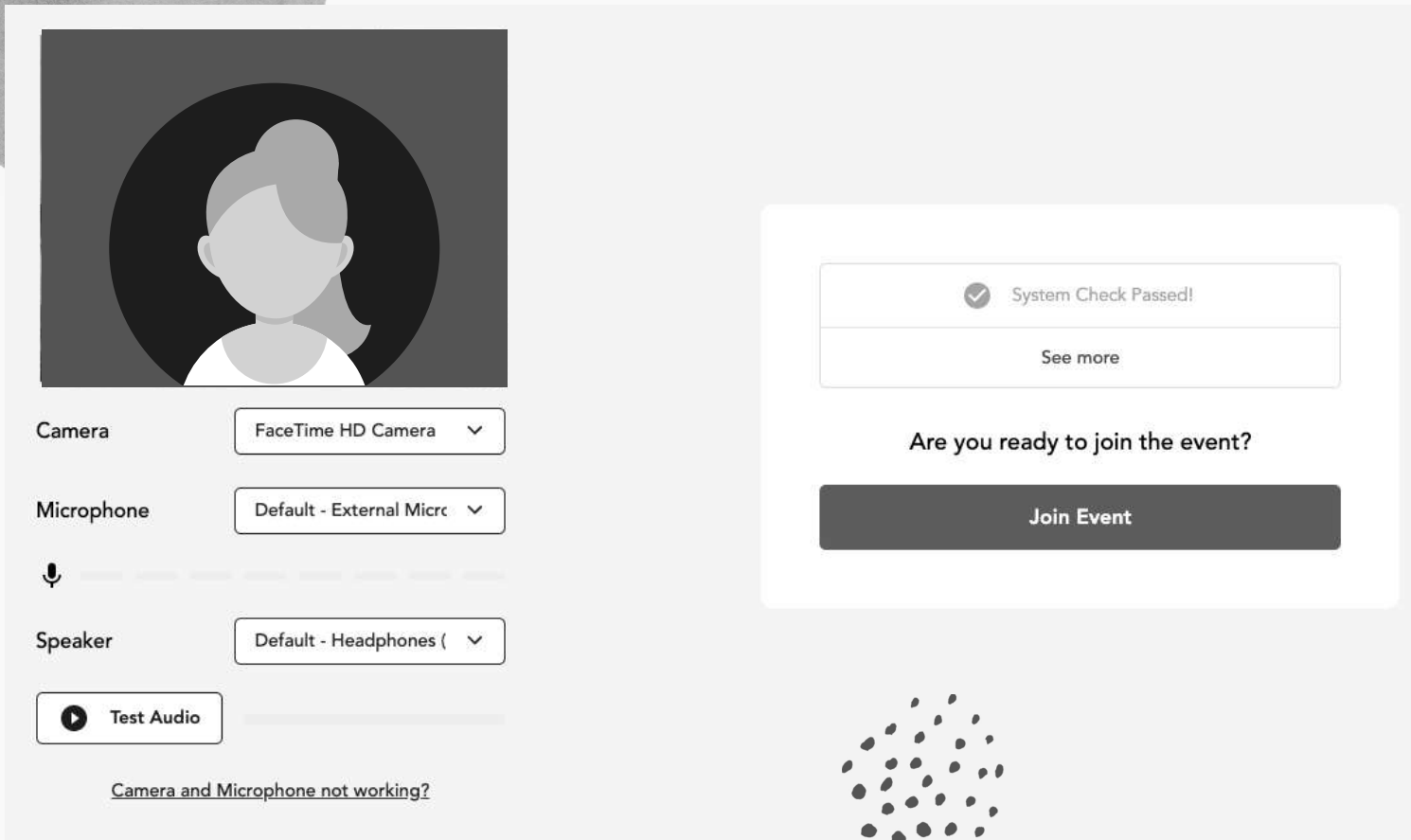


Ensure you **allow** the browser access to your **camera and microphone** to get the most of the Remo experience!

Check out these articles if you need support giving your browser access:

[Chrome](#) | [Firefox](#) |
[Safari](#) | [Microsoft Edge](#)

This page tests your system's compatibility with the Remo Conference platform!



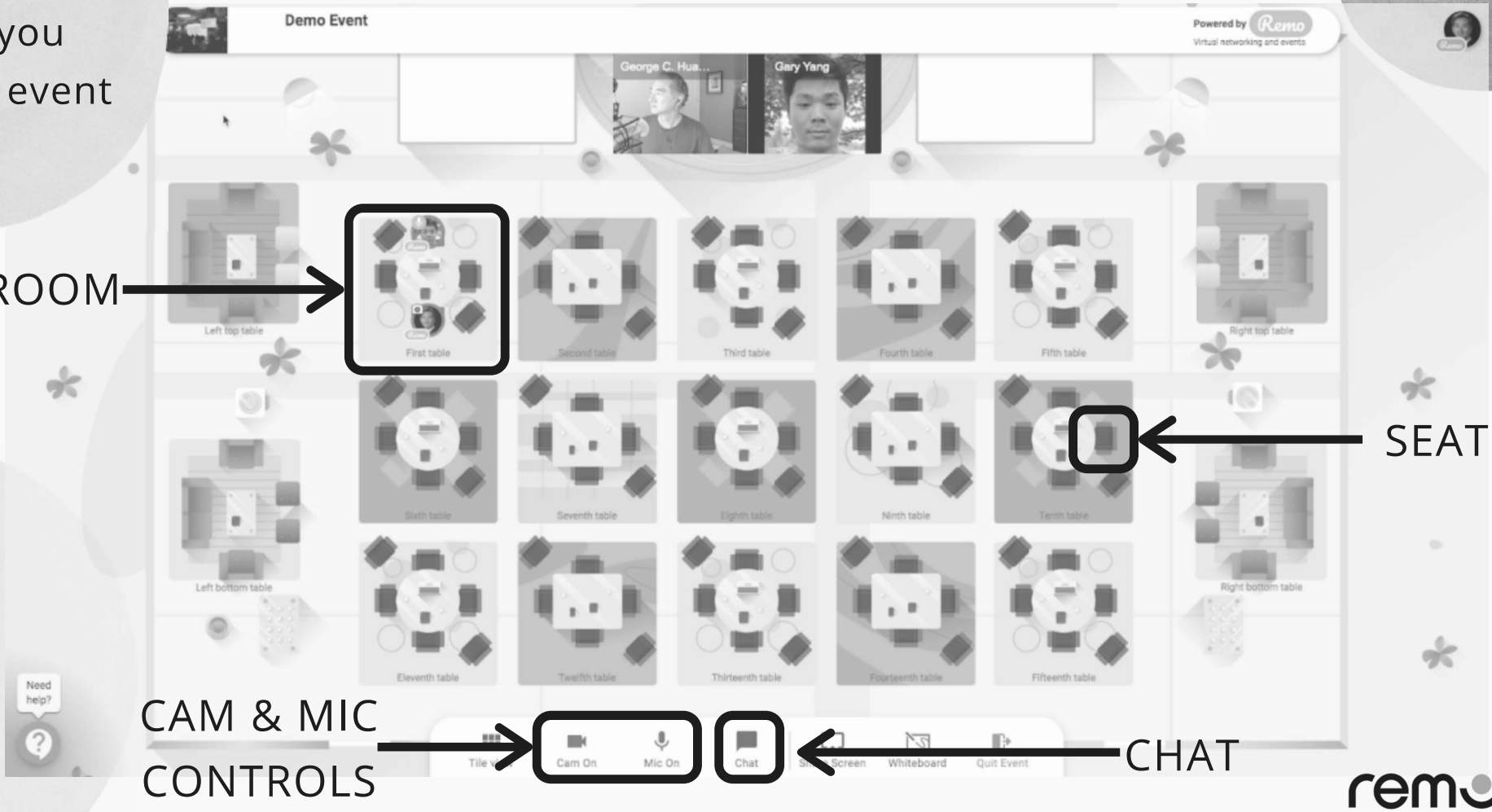
Once the system check has passed, click '**Join Event**' to enter

If it fails, click to retry once more.

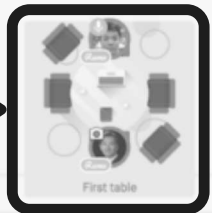
If it still fails, please ensure you're on a compatible device

Floor View

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



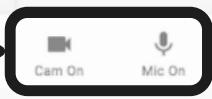
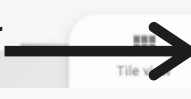
TABLE/ ROOM



SEAT



CAM & MIC CONTROLS



CHAT



Moving around Remo

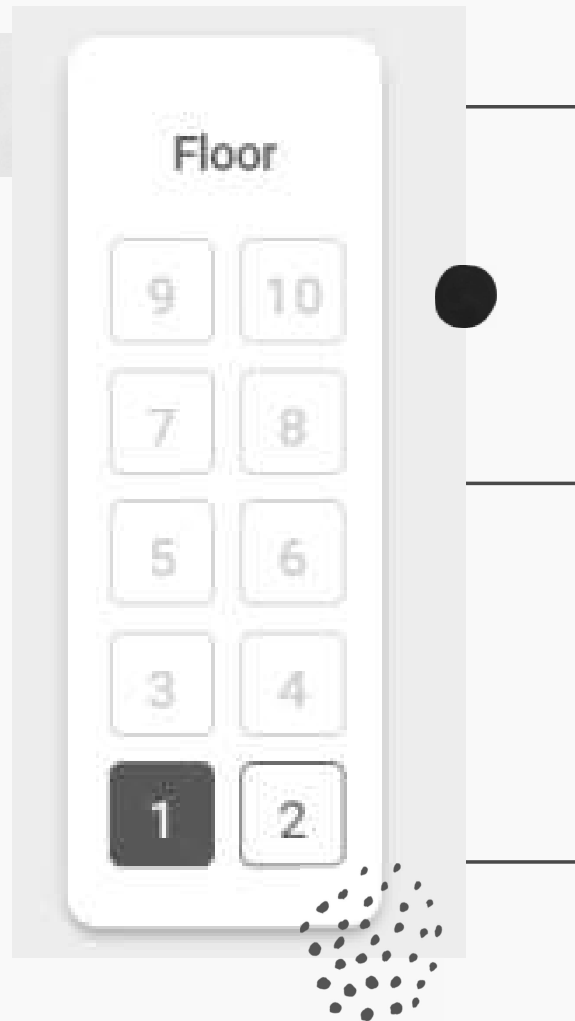
You will randomly join a table, but you are **free to move around as you please**

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



1

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

2

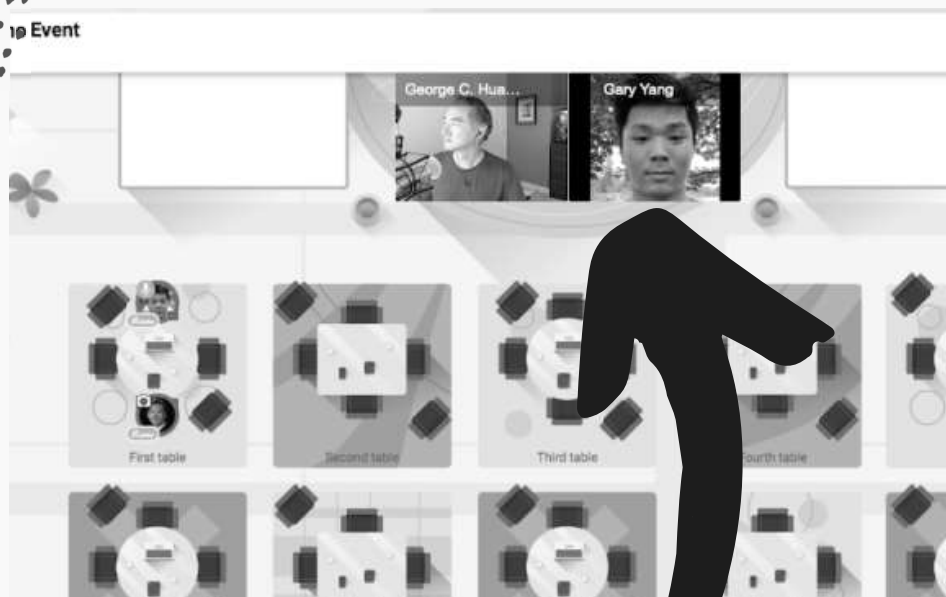
To see how many guests are on a particular floor, hover your cursor over the floor button.

3

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

Mic & Cam

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

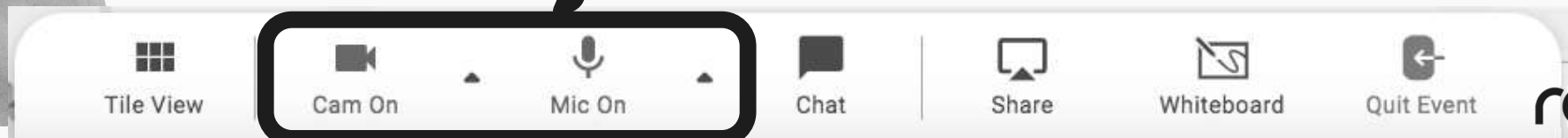


Step 1: Click on the '**Cam**' and '**Mic**' buttons in the menu on the bottom of your screen

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:



GENERAL CHAT:
Visible to all guests

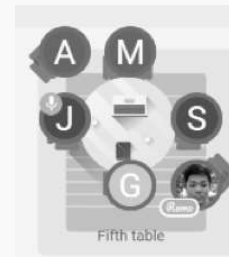
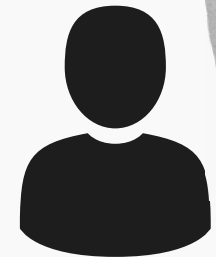
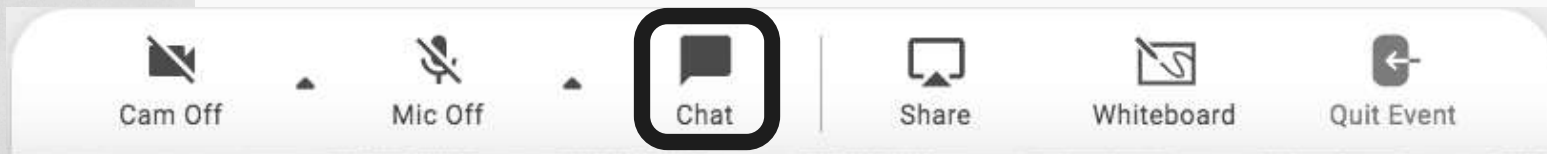
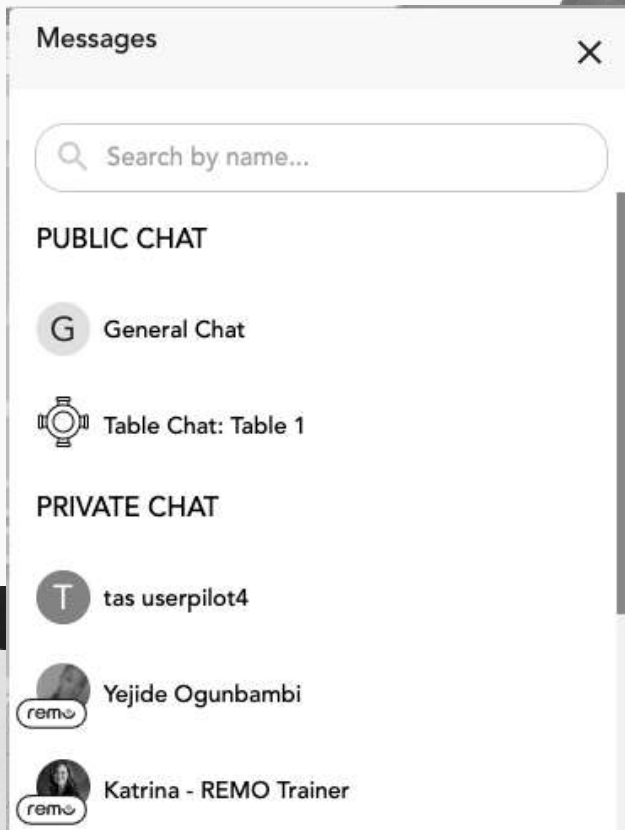


TABLE CHAT:
Visible to only members in your current table



PRIVATE CHAT:
Direct message to specific guests (You can search using the search bar)

Step 3: Chat away!



Share Screen

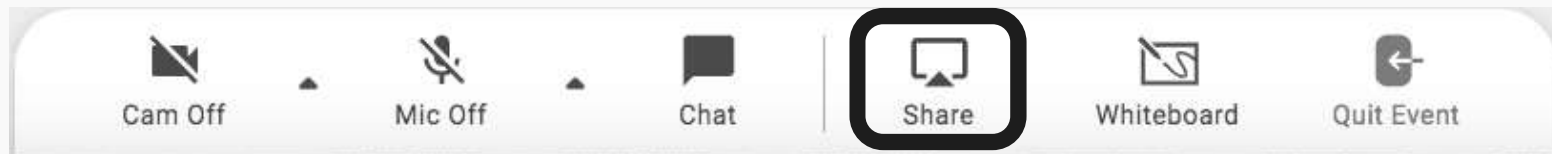
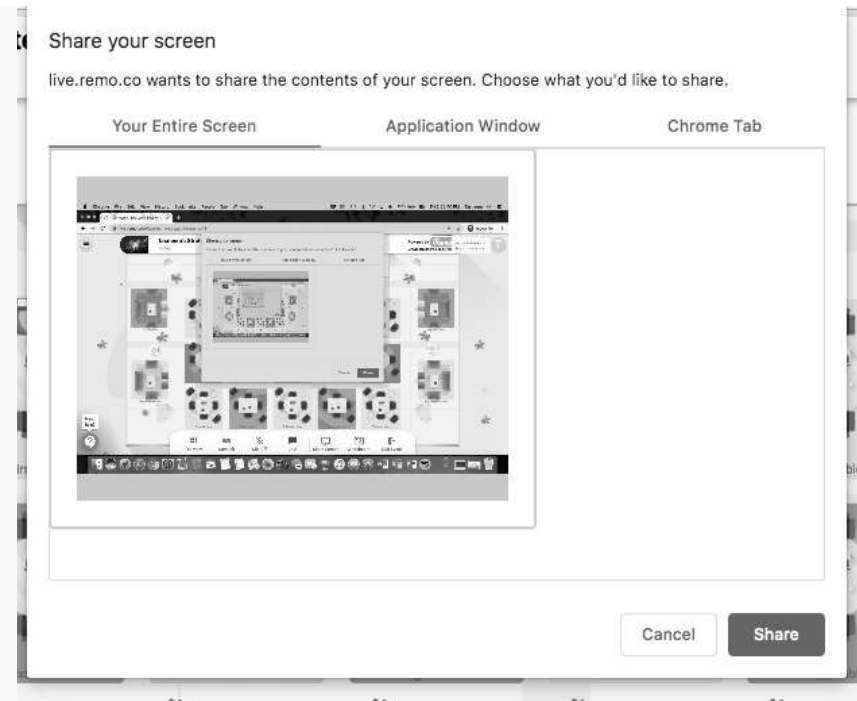
You can also choose to **share screen** with the other guests at your table

Step 1: Click on the '**Share**' 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

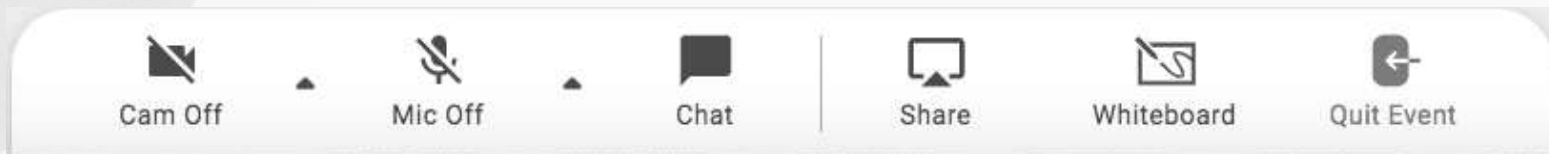
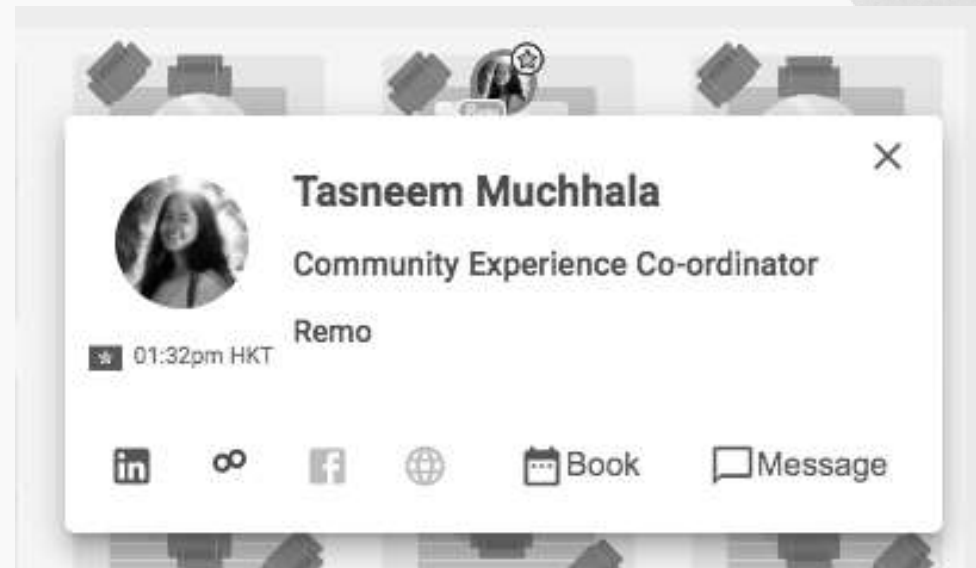
You can use the whiteboard to collaborate with the other members of your table or view information your Event Host has displayed for you!

The screenshot displays a virtual event interface. At the top, a header bar shows the 'miro' logo, the title 'Whiteboard Display', and navigation icons. Below this is a whiteboard canvas with a grid background. On the left, a vertical toolbar contains icons for selection, erasing, text, shapes, and drawing. The whiteboard content includes a 'Remo' logo, the word 'Text', a 'Shapes' circle with an arrow pointing to a 'Sticky Notes' box labeled 'Connecting ideas', and a wavy line. A video player is embedded on the right side of the whiteboard, showing a video titled 'Remo virtual events: Humanizing online communic...' with a play button overlay. To the right of the whiteboard, a cluster of black dots is visible. At the bottom, a control bar contains icons for 'Cam Off', 'Mic Off', 'Chat', 'Share', 'Whiteboard' (highlighted with a thick black border), and 'Quit Event'. A 'Need Help?' button is located in the bottom-left corner of the whiteboard area.

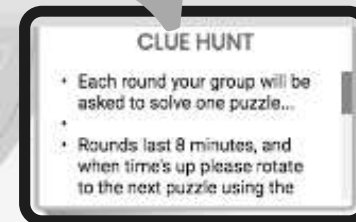
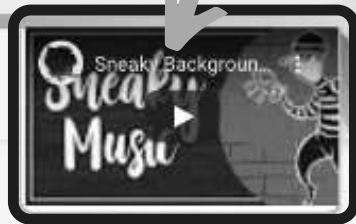
**Step 1: Click
'Whiteboard'**

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



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 floor plan and dragging it down.

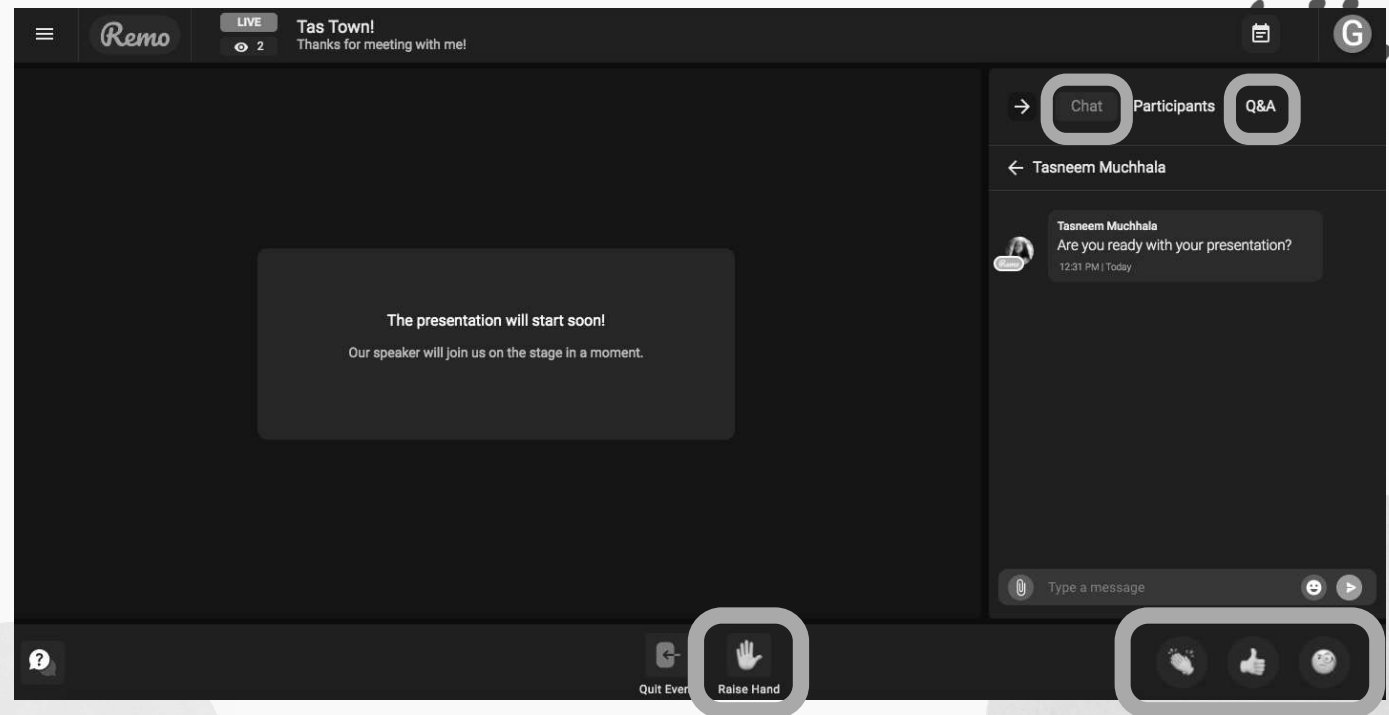
Presentation Mode

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

You can...

- Raise your Hand
- Chat with others
- Ask Questions in the Q&A
- React to presentation content

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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