

How to Use the Remo Virtual Event Platform

Logging In

- We recommend logging in early if possible, to test the system prior to the events.
- A link (live.remo.co...) will be available on both the website and sent the day before via email, most likely from the events@ppdm.org email.
- The email that you registered with (from your profile on our website) will be the email you will need to use to access the event on Remo. If you want to log in using a different email, you will need to contact events@ppdm.org to give them that email address to use.
- You will not need to download anything to access the event, and it should work on most browsers. Chrome appears to work the best. Safari and Internet Explorer appear to be the least consistent.
- The link will bring you to the event page, where you will need to log in.
 - o Click on the 'Save My Spot' button on the right-hand side.
 - o Input the email address the notification email was sent to. You may need to log out and log back in if the email is different.
 - o Enter in the name you want visible to other attendees.
 - o Enter in a password you will remember.
 - o If prior to the event start, Click the 'Register Event' button. Otherwise, it should take you right into the event.
 - o A screen will open asking you to test your hardware. You may not need to pass this test to participate in the event, but it will indicate potential issues (for example a camera not working).
 - o You will want to have your microphone on, your camera is optional. These will be helpful when you visit others at the tables for networking. You may need to visit the circle with the three lines at the top left to choose your hardware.
 - o When the presentation starts, you will not be able to access the tables. You can use the chat features in the window to speak to other attendees, and use the Q&A feature to ask questions of the speakers. It will go back to the table view when the presentations are over.

Your Profile

- You can update your profile in two ways
 - o The top right hand corner will have the first letter of your name. Here you can update your profile with a photo (in case you don't want to use video), change your name, add a meeting booking URL if you have one (ie: Calendly), and connect your LinkedIn. Anything you put in this profile will show up to other attendees when they click on you. You do not need to link if you do not want to.
 - o When you are sitting at a table, you can double click on yourself and update it that way as well.

Helpful Information

- During the presentation, your microphone and camera will be muted. You will only be able to use the Chat/Q&A features to communicate with the facilitators and speaker.



PPDM™

- At the bottom of the screen, and at the right-hand side when it is open, is where you'll see the Participants List, along with the Chat and Q&A feature. A red dot beside the chat Icon and red dot with number in it denote that you have messages. It will also play a soft sound.

How to Network

- Double click on a table to join.
- You will be able to converse through chat or microphone/video with only those at the table at the same time as you. The videos will appear at the top of your screen.
- You can share your screen or use a whiteboard together at the table.
- Tables are not private, so anyone many join.
- You can have up to six people at a table at a time.

Troubleshooting

- If your system 'fails' the initial system check test, you can still try logging in to see if it works. Occasionally it will fail a firewall, but everything is fine. If you log in and are unable to use your hardware, please follow the list below:
- For audio/video issues, there are a few options:
 - o There is a grey button with three lines at the top left-hand side of the screen – there you can select which device to use. A headset appears to work better than separate microphone/speakers as sometimes independent speakers double up the sound or cause feedback.
 - o Some have also found it works better when you jump to another table in the screen as it resets it a bit.
 - o Remo has also suggested refreshing your screen as well, you can also clear your cache (Funtion+F5) to try to clear issues.
 - o Change your browser, Chrome seems the most stable. Firefox and Edge also appear to work. Safari and Internet Explorer generally lead to the most concerns.
 - o Turn off your VPN prior to logging in, it can block some of the hardware.
 - o Make sure you are not using a mobile/table device, they do not appear to work well with the system.
 - o You can also test your hardware using this link: <https://geartest.remo.co/>
 - o If all else fails, try a different computer system. Some companies have stronger VPN or Firewalls that make these significantly harder.
 - o There is a 'Help' feature built into Remo at the bottom left-hand side, you can also communicate with Remo directly for more assistance.
- If your screen stutters or does not change the slides during the presentation, hit the 'refresh' button and reload it, that frequently helps.
- Please ask any questions during the presentation via the 'General Chat' or the 'Q&A' features so that the facilitator can ask them on your behalf.

For any questions, please email events@ppdm.org for troubleshooting.