

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 either on the website or via email. The email this link is connected to is from your profile on our website, and will be the email you will need to use to access the website.
- You will not need to download anything to access the event, and it should work on any browser. Chrome appears to work the best.
- You will have been sent an email to set up your account in the system. It may have gone to your junk email. If you do not receive this email, you can still click on the link and put in your information. The link will bring you to the event page and tell you which email to login with.
 - o Click on the 'Save My Spot' button on the right hand side.
 - o Input the email address this email was sent to.
 - 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 tutorial will open walking you through some parts of the event.
 - o You will want to have your microphone on, your camera is optional. These will be helpful when you visit others at the tables.
 - o When the presentation starts, you will not be able to access the tables. You can use the chat features in the window 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.
- At the bottom of the screen, and at the right hand side when it's 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.



PPDM™

- Viewing the presentation – you can change the view of your presentation by right clicking on the video, pressing ‘picture on picture’, and then you can make the videos slightly bigger by dragging them. You can also view one of the videos full screen if you prefer.

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

- Some encounter a bit of confusion when entering the tutorial at the beginning when it asks you to check your microphone – there is one more step after that, so be sure to click the ‘x’ button near the microphone icon.
- For audio/video issues, 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. Some have also found it works better when you jump to another table in the screen as it resets it a bit. Remo has also suggested refreshing your screen or using Chrome as solutions.
 - o You can also test your hardware using this link: <https://tokbox.com/developer/tools/precall/>
- If your screen stutters 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.
- The system offers the opportunity to make presentations and videos full screen but occasionally leads to some challenges with closing the screens and lag. We suggest leaving the presentation not in full screen for the best experience.
- If you get stuck in the ‘test my audio/visual’, to exit try refreshing your screen.

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