What to Know About the REMO Conference Platform

https://remo.co/

Accessing Remo.co:

- An event login will be emailed to you from Remo just prior to our event start (**If you do not receive this, scroll to the **GET HELP** section below**)

- <mark>Chrome browser works best</mark>, or possibly Safari (others are "iffy")

- Please use a Mac or PC, as Remo does not yet play well on mobile platforms.

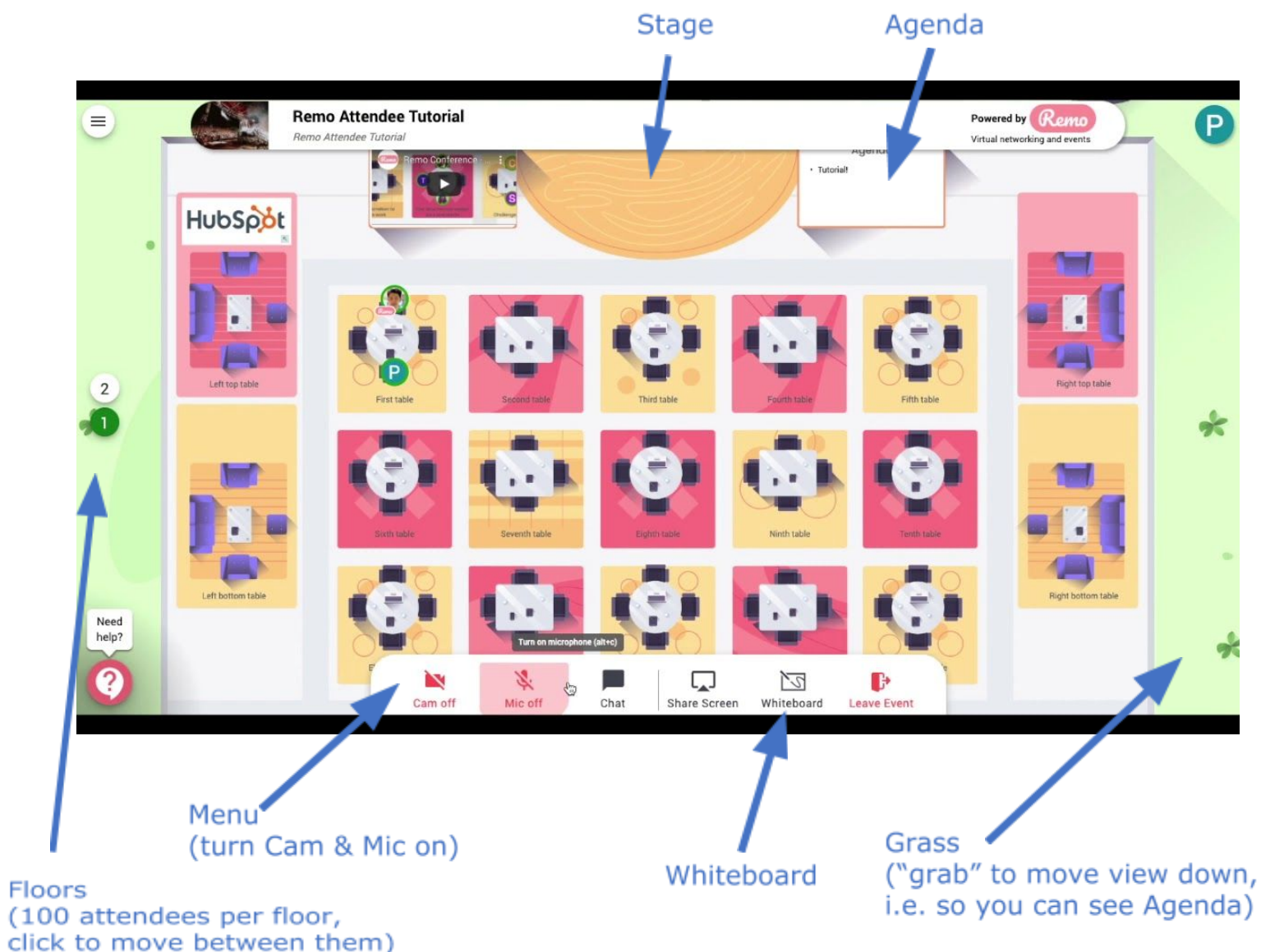**Short Video Tutorial to get you started:**

How to Use REMO as an attendee

Remo Basics:

There are TWO BASIC MODES to this platform:

- <mark>CONVERSATION MODE</mark> – where you will see a "floor plan" that looks like a ballroom, with a stage and tables. You can move to a different Table by double-clicking on an empty seat. With your Camera & Mic on, you can video chat with the people at your Table.

  - o NOTE: you cannot choose a custom background like you can with Zoom. So be sure you're happy with the setting behind you that will show on camera.

- <mark>PRESENTATION MODE</mark> – during presentations, <u>you will be automatically muted and your video will be disabled</u>. You can text chat and ask questions in the box to the right of the screen.

  - o To view the presenter's slides full-screen, you can click this icon ⊡ in the upper right. But then you will not see the Chat menu until you hit ESC to exit full-screen viewing.

  - o NOTE: While any videos are playing, do not hit "pause," otherwise you will get out of sync with our timed program.

How to Interact on Remo:

- When you enter, you will see the event "floor plan" and the system will randomly place you at a Table

- Double-click on any table to switch seats and "sit" there

- You should see a Menu bar at the bottom of the screen

- Be sure that your Camera & Mic are ON (click icons in the Menu bar)

Stage

Agenda

Menu
(turn Cam & Mic on)

Whiteboard

Grass
("grab" to move view down,
i.e. so you can see Agenda)

Floors
(100 attendees per floor,
click to move between them)

- By default, you will be able to video chat with the group at your table any time when no one is presenting (as long as your Camera & Mic are enabled)

- This platform has no "breakout rooms" but rather Tables – 6 people at each

- While video chatting at your table, you can click "TILE VIEW" in the bottom menu for a Zoom-like experience. Click "BACK TO MAP" to return to the original view showing the floor plan.

- You can move tables just by double-clicking on a different table where there is an empty spot.

During Presentations...

- During Presentations, your Cam & Mic will be disabled. (They will reactivate as soon as we return to "Conversation Mode")

- During Presentations, you will see a box at the right with Chat | Participants | Q&A

  They are used this way:

  Chat – allows General chat, Table chat or Private chat

  Participants – shows the list of people attending. You can search and click to chat with them privately.

  Q&A – please use THIS tab for questions posed to presenters during the live Q&A sessions.

- During Presentations, you can use this icon at any time to enlarge the slides but will need to exit full-screen mode again to enable chat.

Whiteboards for Brainstorming

While in "Conversation Mode," the menu at the bottom of the screen also shows an icon to open a Whiteboard. Here you can write, draw and add shapes in a shared "sandbox" with folks at your Table.

We will use this for our brainstorming sessions. You simply need to click on the icon to get started. If anyone at your table opens the shared Whiteboard, <u>you will also be prompted with a message asking if you want to join.</u>

GET HELP!

If you can't login:

Email Gary Borg, gary@remo.co

or Robin Smiley, robinsmiley@yahoo.com

<u>IF YOU HAVE AUDIO OR VIDEO PROBLEMS:</u>

Troubleshooting tips – please try in this order:

1. Jump to another table by double-clicking on an empty seat (and then jump back if you want to). This solves most common problems.

2. Refresh your browser page.

3. Exit the event entirely and log back in.

If all else fails, you can do a "Hard Refresh" of your browser:

4. On a PC: CTRL-SHIFT-R

5. On a Mac: CMD-SHIFT-R

If you need assistance during the program:

Ping our event manager Robin Smiley on Private Chat: @ Robin Smiley.

In case of serious issues, you can text Robin at 650-207-5089.

[For Presenters]

Immediately after showing your presentation, we will "invite" you on stage for live Q&A.

Please be sure to click "Cam On" and "Mic On" in the bottom menu to bring yourself on stage.

When presenting live using Share Screen, you will not be able to see yourself, but will only see your slides, even though the audience will be viewing both.