

At CWIC 2020 and CWTEC 2020 we will be using Remo, a virtual networking platform to facilitate the networking; this guide will give you all the information you need to get the most out of the events.

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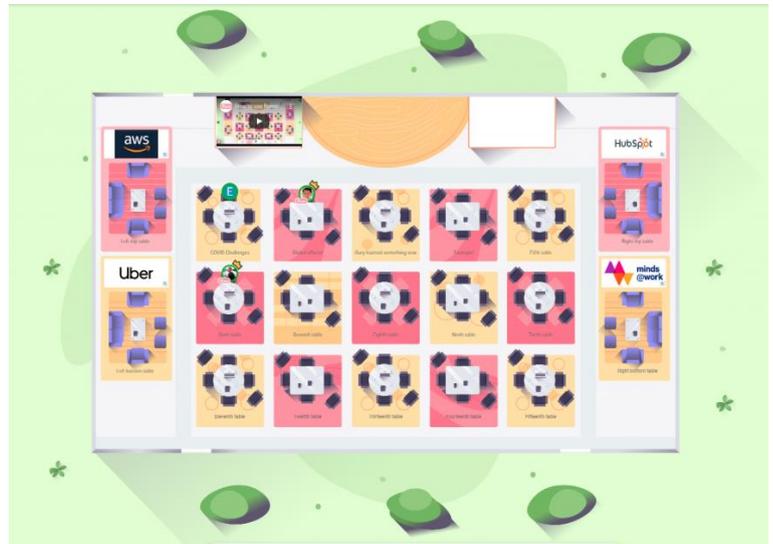
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**1: Perspective** – Remo has a birds-eye-view of an event showing tables and chairs. When people enter the event, they will start by having a small circle filled with either a person's picture or initial. This will serve as the person's marker, so while everyone moves around during the event, you can still tell who is who based on this marker. People attending an event will look down onto the platform from a birdseye's view, so you can see the whole area and immerse yourself in the event.



**2: Tables** – Remo allows people to experience a tableside talk while virtual. The table model allows for more intimate and focused conversations all the while providing plenty of space for all the participants. When you enter, all you have to do is click on a table and start talking. To switch to a different table and conversation, just double click the table you want to move to, it's that simple!

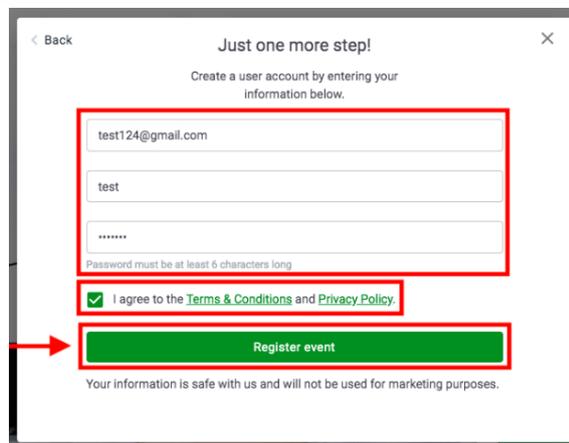
**3: Communication** – In addition to the live video communication at each table and the presentation mode, Remo offers multiple other ways for delegates to communicate with each other. You can use the interactive “Whiteboard”, which allows you to sketch, diagram, upload videos, press post-its, and more. You can chat on three different levels group chats for the whole event, individual table chat, and direct messages. Explore the different views by clicking Tile View/Back to floor.

**4: How to Register for a Remo Event?**

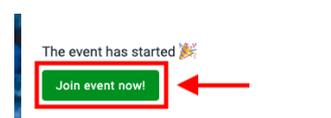
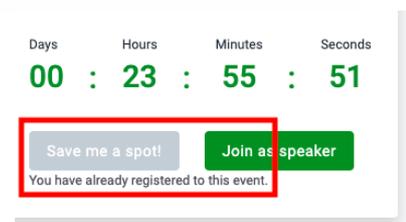
- If you have the event URL you can directly click on that link to go to the registration page.
- Click **'Save me a spot'** to register for the event (this can be done before the event starts)
- If you **have** attended a Remo event before, you will then be asked to **register** for the event using an email address or quick register with Google



If you **have not** attended a Remo event before, you will be asked to **create** an account first. To do this, just input your *email, name, password* and click **'Register event'**



- The **'Save me a spot'** button should then become greyed out with a message saying *'You have already registered for this event'* as shown:
- 15 minutes before the scheduled event, you should receive an email with the link to the event space. Click the **'Click here to access the event'** button
- If you did not receive this reminder email, just use the original link to the registration page
- You will be directed to the event’s landing page. Click the **'Join event now!'** button (this will only show once the countdown reaches 0)
- If the countdown is 00:00:00, but the “Join event now!” button still doesn’t show try refreshing the page



## 5: Checklist before Attending a Remo Event

Follow this checklist and get your computer Remo ready

### a) Browser and Operating System (OS) Compatibility:

As Remo uses the latest video technology, please make sure your **browser** and **operating system (OS)** is updated to the **latest version**. Please check that you are using a **compatible browser** and operating system (OS) that fulfils the versions listed in the table below

OS	OS Version	Browser	Browser Version
Mac	10.13+	Chrome	77+
		Firefox	76+
	10.14.4+	Safari	12.1+ (No screen share) 13+ (Full compatibility)
		Chrome	77+
		Firefox	76+
Windows	10	Chrome	77+
		Firefox	76+

### [Check your OS and browser version](#)

Remo currently only support **Chrome**, **Safari**, or **Firefox** browser on your **desktop/laptop computer**. Mobile view can be accessed but it is in beta mode. It has reduced functionality (for example you cannot share your screen or use the whiteboard).

Before the event, please check that your microphone and camera works and that your browser, hardware and internet connection fulfils Remo's requirements on this [test page](#).

### b) Microphone and Camera:

To get the full networking experience use a computer with a **camera** and **microphone**. It's not required but will let you have a complete experience. If your camera or microphone does not work here are some troubleshooting guides to help you resolve common issues:

[My camera and microphone does not work on Windows 10](#)

[My camera and microphone does not work on MacOSX](#)

[My camera and microphone does not work on iPhone](#)

[My camera and microphone does not work on Android](#)

[How to Allow Chrome Access to my Camera and Microphone](#)

[How to Allow Firefox Access to my Camera and Microphone](#)

[How to Allow Safari Access to my Camera and Microphone](#)

If your camera or microphone still does not work, go to [live.remo.co](https://live.remo.co) and click on the '**Need Help**' button on the bottom left corner.

## 6: How to Connect with Guests during a Remo Event

There are a number of ways you can connect with people during a Remo event:

- Switch your mic on
- Switch your camera on

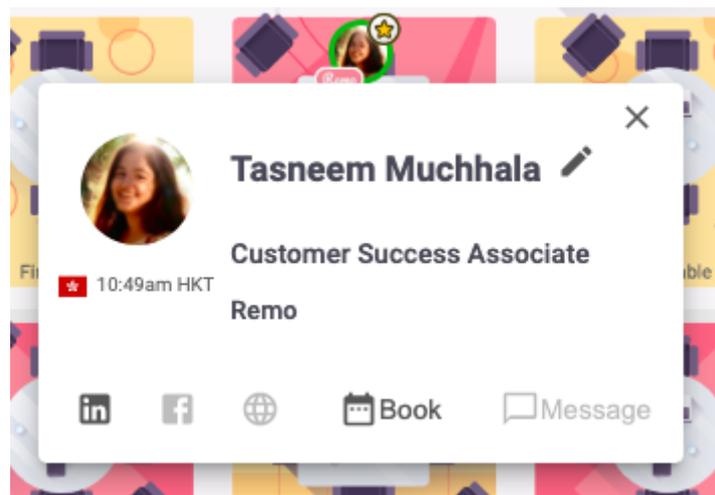
If you are having issues with your microphone or camera, please [check out this test page](#)

- Chat with others. You can choose to chat using...
  - General Chat:** All guests in the event
  - Table Chat:** Those guests only at your current table
  - Private Message:** 1:1 direct message with another guest
  - [Check out this article for the differences in the types of chats](#)



- Connect with guests on LinkedIn or Facebook
- Book/schedule a meeting with another guest. When arranging a meeting Remo, it works best with [Calendly](#), a free online appointment scheduling tool

To do any of these things, all you need to do is click a guest's profile image and their profile ('virtual business card') will appear

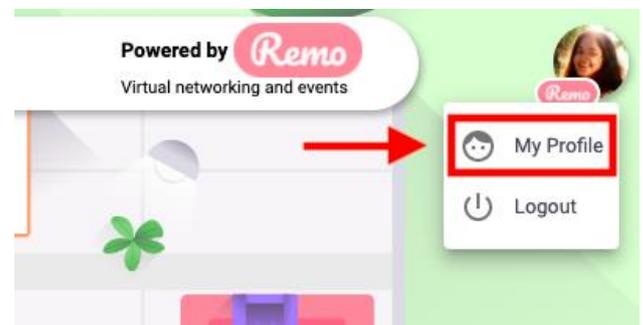


## 7: How to Fill in your User Profile

You can add to different fields on your Remo business card, including LinkedIn, to share more information about yourself, which can help other delegates get to know you better and can lead to more meaningful conversations.

To start filling in your profile:

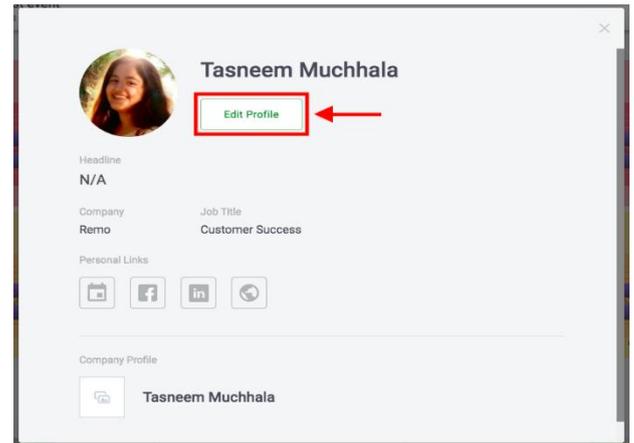
- Click on your image/image icon in the right-hand corner
- From the drop-down menu select '**My Profile**'



Once on your profile page, click the '**Edit Profile**' button

To edit your profile you can:

- Add your Full Name
  - Add a Profile Picture
  - Add a Headline and your Job Title
  - Add a URL to schedule meetings, e.g. a [Calendly](#) link
  - Connect to your LinkedIn or Facebook Profiles
  - Add a link to your Website
- c) Once you've filled everything you want, make sure to click '**Save Changes**' at the bottom of the page



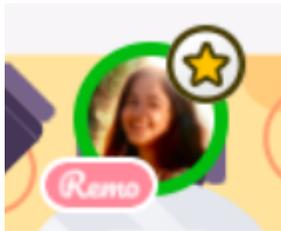
### 8: How can I Distinguish Event Hosts or Speakers during an Event?

To help you distinguish specific guests easily during an event, there are special icons to their profile picture:

**Event Hosts** have a *star icon* next to their profile picture as shown below

**Speakers** have a *microphone icon* next to their profile picture as shown below

This helps you easily identify them from the other guests in the event.



### 9: Using a VPN to Access Remo

Generally, Remo does not recommend users access Remo via Virtual Private Network (VPN) because their video streaming host provider does not work well with VPNs. However, if you have to use a VPN to access Remo, please visit this help article to get started:

<https://help.remo.co/support/solutions/articles/63000240970-using-a-vpn-to-access-remo>

### 10: How to Access Remo from China

If you want to access Remo from China, please refer to the following link for instructions:

<https://help.remo.co/support/solutions/articles/63000240971-how-to-access-remo-from-china->