

HOW TO USE REMO.co, VIRTUAL NETWORKING PLATFORM

Remo.co is a platform allowing participants to network online. The interface is a virtual floor plan with tables and chairs. Each table represents a group of discussion and has between 4 and 8 chairs. Each chair can be occupied by one participant at a time only.

FUNCTIONALITIES:

Before the event:

- Click on the link provided to join the virtual room.
- **Connect and personalise your profile:** with a picture, name and job title (it's more fun!) [Click here for more info on how to personalise your account.](#)

Introduction using the webinar mode:

We will use the webinar mode for the introduction: speakers will appear full screen and can only see and hear the speakers 'on stage'. No one can see or hear you.

- You can [ask questions \(Q&A\)](#), [chat](#) and [view participants](#) in the side bar.
- Once the webinar mode is ended, please [turn your video & mic on](#) as you return to the floorplan.

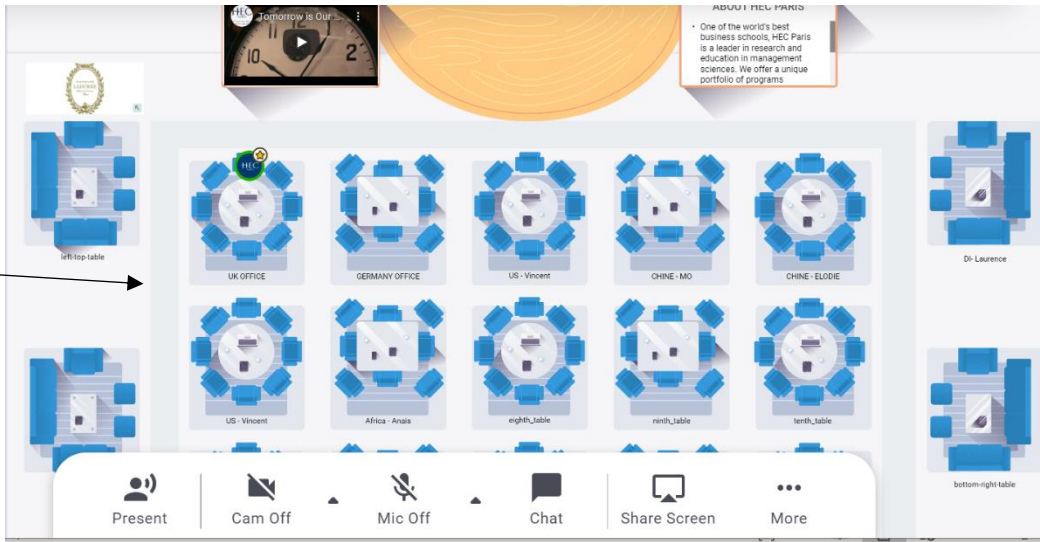
When networking begins on the floor plan:

- **Turn your video ON, and always keep it ON.** Otherwise you disappear from your table, you can still hear and see other participants at your table but they cannot.
- **Put your mic on MUTE** when not speaking, to optimize sound and avoid any echoes.
- **To change table:** Double click on any empty seat available at the table of your choice.
- **To change the display of how you see people at your table:**
 - o Click on **TILE PLAN** to view participants at your table in a better way.
 - o Click on **BACK TO FLOOR PLAN** to return to the floor and change tables.
- **To see who is who:** Hover you mouse on the initial or photo of a person to see their name. Double click to see their full details (company, job, etc.).
- **The tables have names** to allow you to join the table that interests you.
- **To view list of participants:** Click on chat icon to display the full list of participants.
- **To chat:** Click on the chat icon to send messages to all the participants, the participants at your table only, or private message to individual participants.

TECHNICAL TIPS if you are having technical issues (camera, mic, poor connection, etc.):

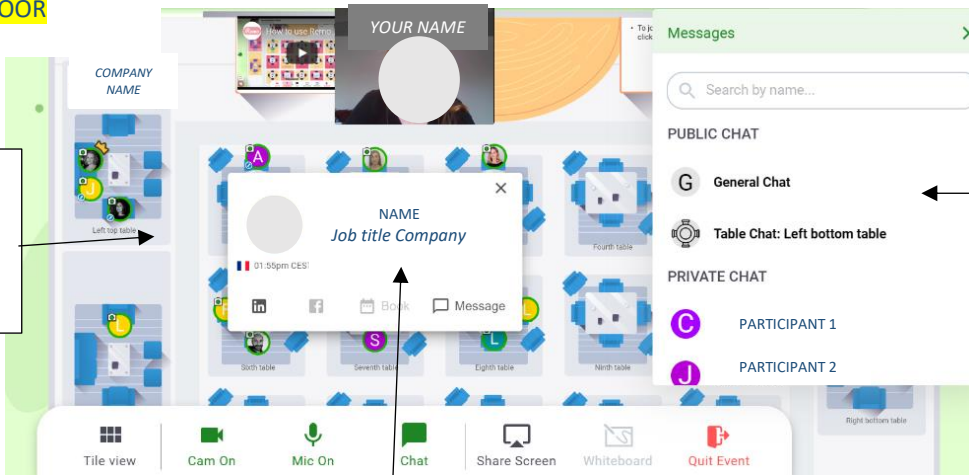
- Use your computer or laptop; mobile is not great (still in Beta); Ipads & tablets are not supported.
- Best browser: Chrome (BEST); Safari, Firefox. Click here to check [What Computer Devices and Browsers are Supported on Remo Conference?](#).
- Switch to another browser if the one you use does not work.
- Try doing a Hard Refresh on your browser (PC: CTRL + SHIFT + R; MAC: CMD + SHIFT + R)
- Complete the [geartest](#) to detect any issues with Operating System, Browser, Internet Connection, and Firewall, as well as to test Mic and Cam
- Try using Private, Incognito, or Guest Mode on the browser
- Move to another table and back again
- Review your Device's, Browser's Camera and Microphone Settings: [PC](#) / [Mac](#) (if device issue); [Chrome](#) / [Firefox](#) / [Safari](#) (if browser issue)
- Review REMO's Camera & Microsoft Settings: Click on the button (3 parallel horizontal lines) in the upper left corner of the screen & select a different microphone & camera source
- Log out and log back in
- Restart the computer.

This is what the floor plan looks like.



WHEN ON THE FLOOR

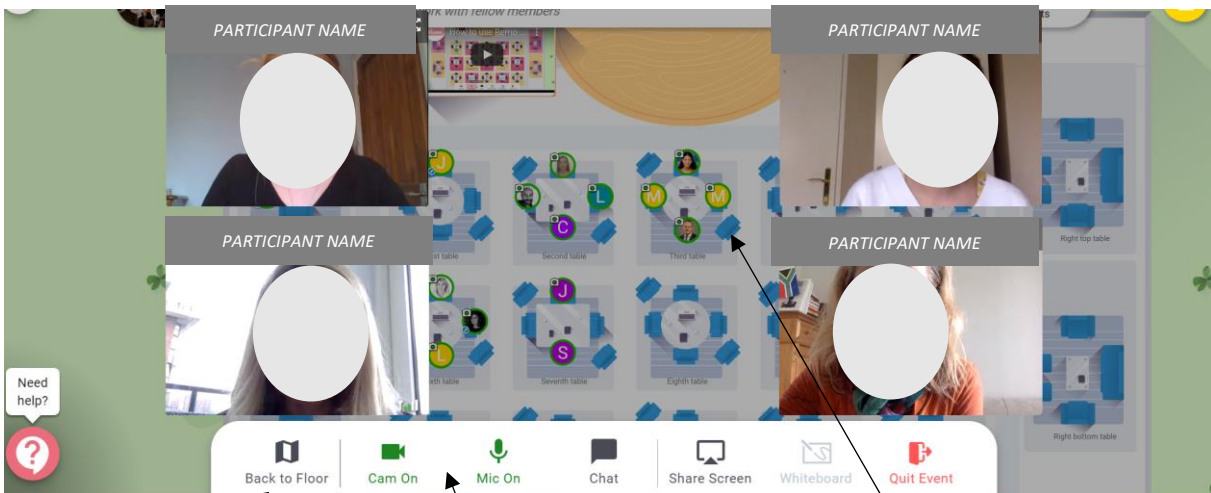
Tables have names so you can choose where to go.



Chat box for public or individual chat between participants

You can see the NAME of a person sitting at a table by hovering your mouse over the participant's initial or picture; You can CLICK to see their full details.

WHEN AT YOUR TABLE



Click on **tile view/back to floor** to change the way you view the floor.

Make sure your camera is on; your mic can be on mute to avoid echoing.

Empty chair on another table, feel free to grab! (switch to Back to Floor view)