Remo Event Guide for Guests

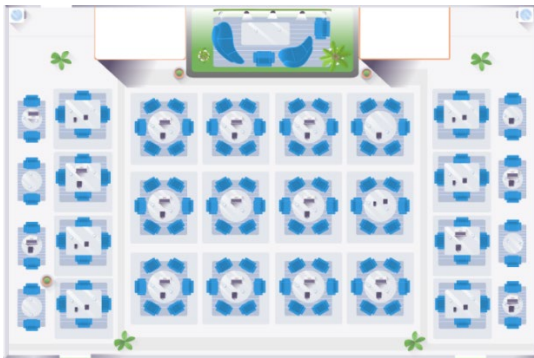## ABC Keystone is now using the Remo platform!

To ensure you have the best virtual networking and event experience possible, **please see the tips below and set your Remo account up prior to the event date.**

If you have questions, please contact emily@abckeystone.org

1.   Getting your device ready before the event:

Run a One-click System Test: HTTPS://GEARTEST.REMO.CO

Test your microphone, camera, speakers, browser, hardware and internet connection on this page.
This is essential to have an enjoyable event experience.

To get the full experience of connecting with others, please use a device with a camera and microphone.

If your camera and/or microphone do not work, try these troubleshooting guides:

WINDOWS 10: HTTP://WIN10.REMO.CO

MAC: HTTP://MAC.REMO.CO

Device & Browser Compatibility

- Remo works best on **desktops/laptops** (not mobile) and with a **Chrome browser**. Please make sure your Chrome browser is updated to the latest version.
- **Close all other video applications**, as well as memory intensive programs and other browser windows.
- Connect to the internet using a **wired connection** (faster and more stable than WiFi)
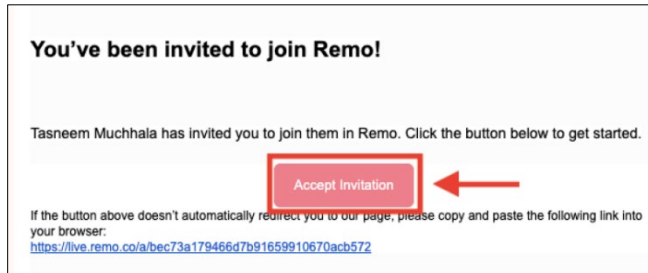
Read on for event set up information!

2. Register for the event on Remo – It's as easy as 1, 2, 3!

(You will need to register for access on the Remo platform; this is separate from your ABC Keystone event registration, and it is quick and easy!)

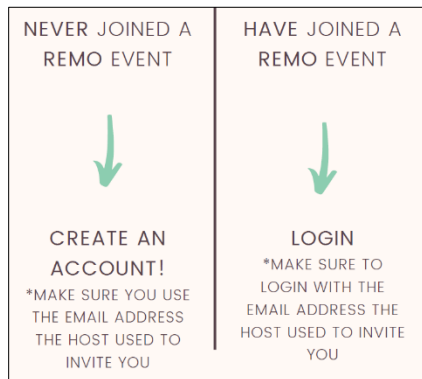### Step 1: Accept the email invitation

Check your email from ABC for the Remo event invite and click the button "Accept Invitation."
Alternatively, if the host directly gave you the event URL, click that!

Step 2: Register for or Confirm your spot at the event

Click the "Save me a spot!" or "Confirm my attendance!" button
(This can be done before the event starts) Now you'll be asked to either **login** or **create an account**!

Step 3: Set up your Remo profile – *Maximize your networking by fully completing your profile!*

Watch this video on how to set up your very own Remo profile.
If the link does not work, please try: https://hi.remo.co/yourprofile

Watch this video on how to use Remo as a Guest
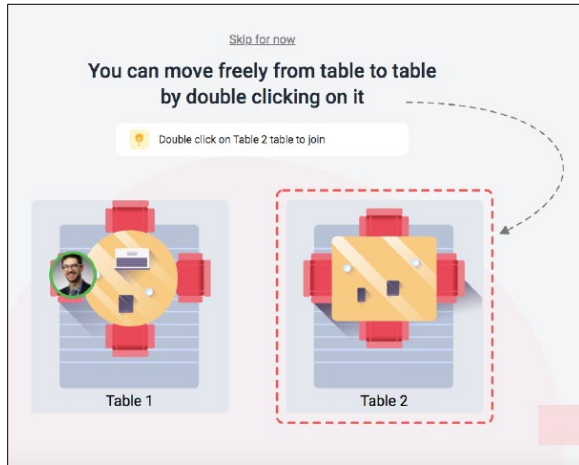If the link does not work: https://www.youtube.com/watch?v=P01JxUBNU2Y

New to Remo? Read on for virtual networking tips!

Moving around Remo:

You will randomly be placed at a virtual table when you enter the event, but you are free to move around as you please. Simply wrap up your conversations and double-click on the next table you wish to join at any time.
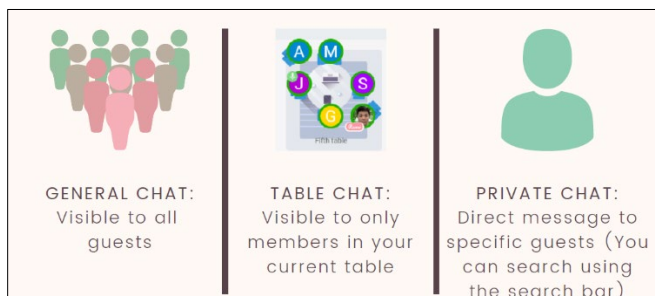
Your event may have multiple floors to visit!
You can navigate between floors using the elevator dial on the left side of your screen.

During Remo events you can chat with others:

Step 1: Just **click on the 'chat' button** in the menu on the bottom of your screen

Step 2: Select one of the 3 chat options:

GENERAL CHAT: Visible to all guests

TABLE CHAT: Visible to only members in your current table

PRIVATE CHAT: Direct message to specific guests (You can search using the search bar)

REMEMBER FOR A TRULY INTERACTIVE EXPERIENCE,
PLEASE TURN ON YOUR MIC & CAMERA

If at any point during the event you experience difficulties, feel free to contact the Remo support team:

Step 1: Click the 'Need help' icon in the bottom left corner of your

screen

Step 2: Search our help articles to see if they answer your question

-or-

Chat with our team directly!

ABC Keystone team members will be in your virtual networking event and are available to answer your questions at any time.