

## General FAQs

### A. Checklist before attending a Remo event

1. As we use the latest video technology, 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)<br>13+ (Full compatibility) |
|         |            | Chrome  | 77+   |
|         |            | Firefox | 76+   |
| Windows | 10         | Chrome  | 77+   |
|         |            | Firefox | 76+   |

Remo currently only supports **Chrome, Safari, or Firefox** browser on your **desktop/laptop computer**



Mobile view can be accessed and is in beta! However, it has reduced functionality (for example you cannot share your screen or use the whiteboard)

### 2. **Microphone and camera:**

To get the full networking experience use a computer with a **camera** and **microphone**. It is not required but will let you have an amazing 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](#)

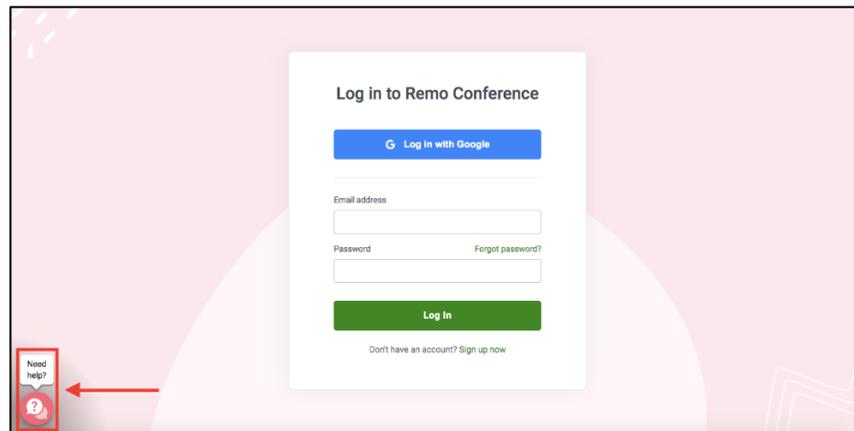
[My camera and microphone does not work on Android](#)

[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



## **B. How to use Remo?**

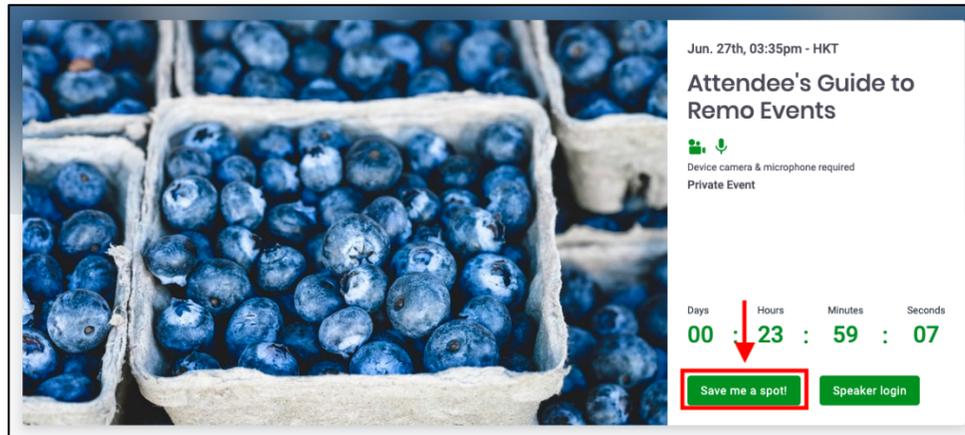
Watch the following YouTube videos for demonstrations on How to use Remo:

1. <https://www.youtube.com/watch?v=P01JxUBNU2Y>
2. <https://youtu.be/7MULDTn909k>

## **C. How to attend a session?**

We have scheduled each conference session as a separate Remo event. The URLs for all conference sessions (i.e., corresponding Remo events) will be provided on the conference website. To attend a session, click on the corresponding URL. Doing so will lead you to the event landing page (see below for an example). Follow the instructions on the landing page and the subsequent windows to eventually join the event. Note that you will be asked to sign in or sign up on Remo. Moreover, note

that you will not be able to enter the event before the event starts; however, you will be allowed to save a spot in advance.



#### **D. How to move between parallel sessions?**

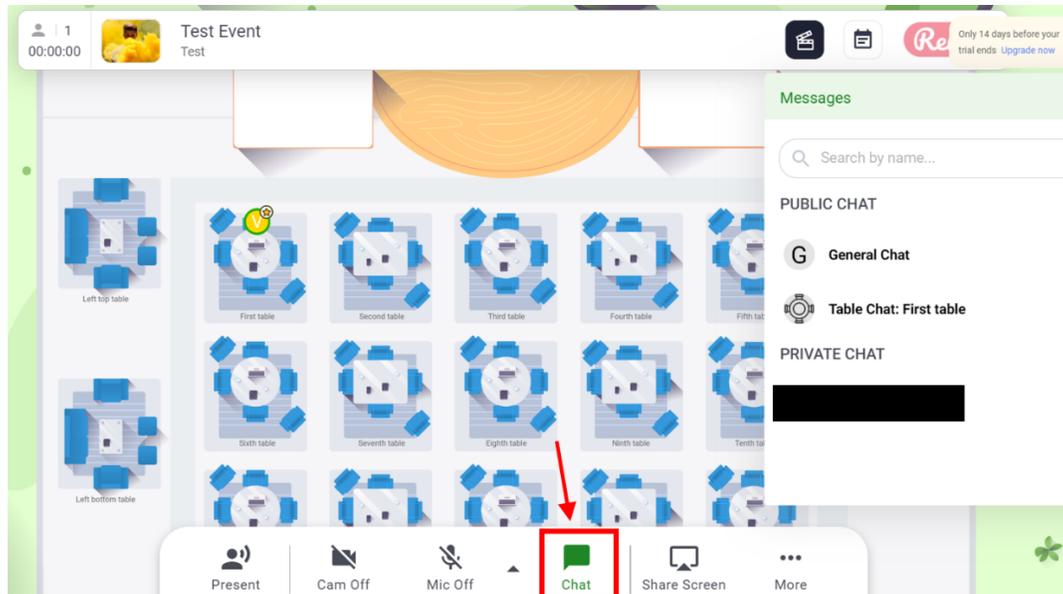
The URLs to different sessions (i.e., corresponding Remo events) will be provided on the conference website. So, if you want to attend a different session while you are already in a session, you need to quit the current session first by clicking on “Quit Event” on the panel at the bottom of your Remo event screen. And then, open the URL of the session you want to attend.

#### **E. What is the difference between Networking Mode and Presentation Mode of a session (a Remo event)?**

Only the event hosts (IGSC organizers) can switch an ongoing session between the networking and presentation modes. During Networking Mode, attendees can gather in small groups on various tables to meet/chat with other people, like how this can be done during an in-person networking event. During Presentation Mode, all attendees are forced to listen to the presentations/speeches delivered by speakers/hosts from the stage, again like what happens during a real in-person conference session.

## F. Types of Chats you can use while in a session

Chat window can be opened by clicking on the option “**chat**” at the bottom of the screen as shown below. After opening the chat window, you can look at three different chats namely general chat, table chat and private chat. Detailed description about each of the chats is provided below.



### 1. **General Chat:**

- This chat is **public**. Anyone (hosts, speakers or guests) in the event can write a message and it will be seen by everyone
- The Event Host can delete or export general chat messages, guests cannot

### 2. **Table Chat:**

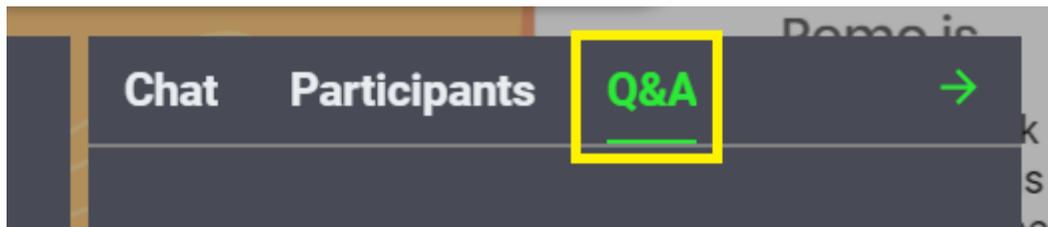
- This chat is **public**, but is used to communicate only with guests sitting at the same table. Anyone (hosts, speakers or guests) in the event can write a message on the table chat, but only those sitting at that same table will be able to see it
- When you move to a table, you will **not** see old messages that were written before you came
- Only Event Hosts can delete Table Chat messages, but these cannot be exported

### 3. **Private chat:**

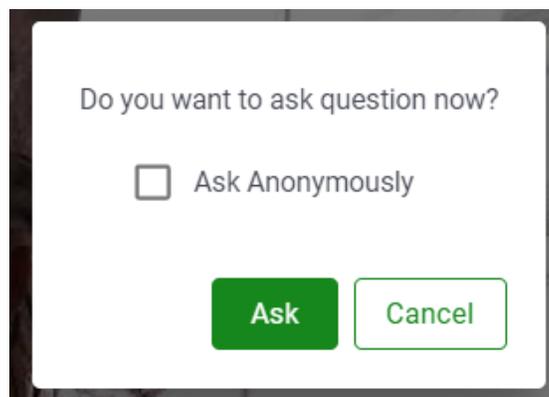
- This chat is **private**. Using the Private Chat, you can send a personal, direct message to anyone in the event, you don't need to be sitting on the same table
- Event Hosts **cannot** see any messages sent between guests using Private Chat
- These messages cannot be deleted by either Event Hosts or Guests

## G. How to ask questions during Presentation Mode of a session (Remo event)?

During Presentation Mode, general attendees can ask questions using the 'Q&A' tab



Attendees can also opt to ask *anonymously* if they wish to do so by checking the following box when they ask their question:

A screenshot of a dialog box titled 'Do you want to ask question now?'. Below the title is a checkbox labeled 'Ask Anonymously'. At the bottom of the dialog are two buttons: a green 'Ask' button and a white 'Cancel' button with a green border.

Other attendees can **upvote** the questions they want answered and it will go up on the list. This saves a lot of time for session chairs and event hosts because they automatically see the most important questions that guests want answered right there at the top.

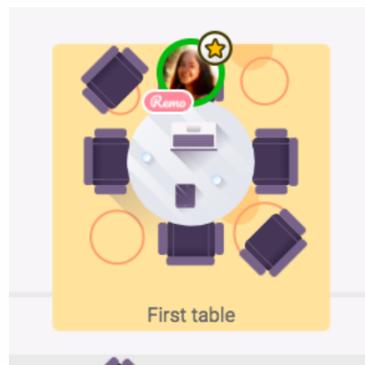
We encourage the attendees to ask the questions using this ‘Q&A’ tab only. Please don’t post your questions on the Chat box. That way the session chair can easily track the questions and ask them of the speakers on your behalf.

## **H. Whom to contact in case of a technical issue during a session?**

You can chat with one of the event hosts (IGSC organizers) during a session. To learn how to find an event host (IGSC organizer), please see the FAQ I below.

## **I. How can I identify Event Hosts (IGSC Organizers) from the general attendees during an Event/Session?**

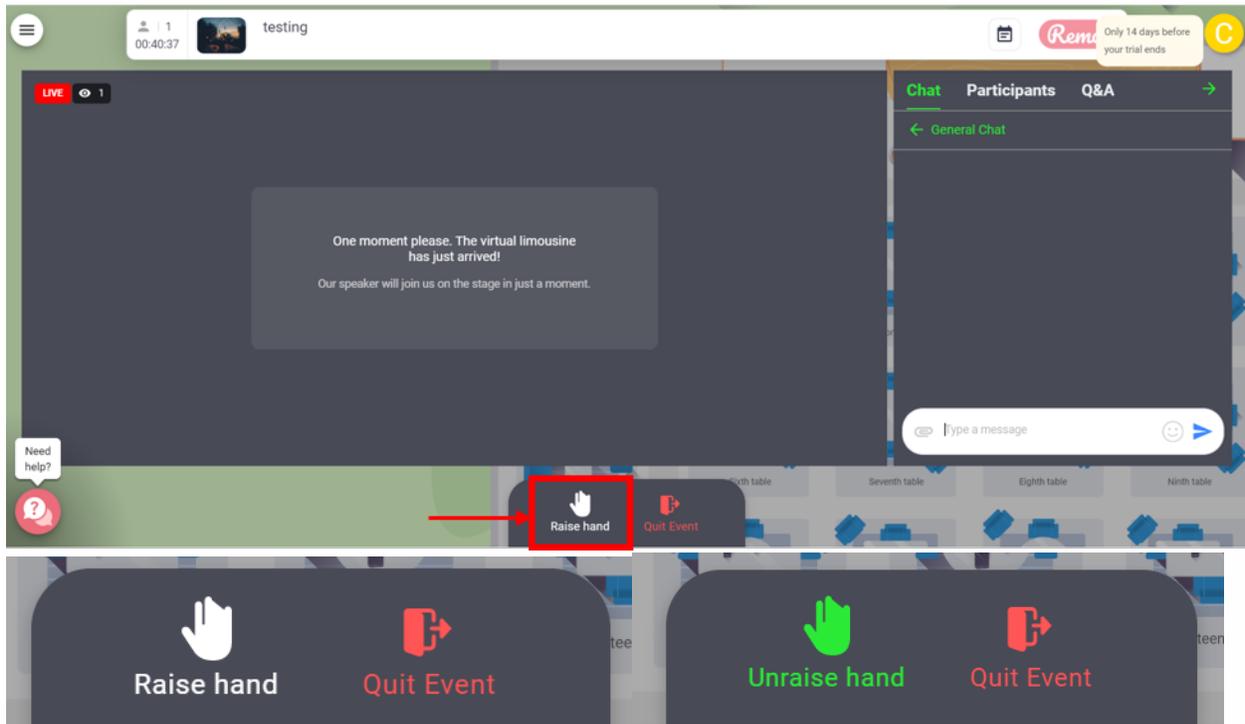
**Event Hosts** have a *star icon* next to their profile picture as shown below. So during Networking Mode you can identify them from this *star icon*. On the hand, during Presentation Mode, you can find Event Hosts in the Participants list visible on the right-hand side of your screen.



## **J. How to raise a hand during Presentation Mode?**

To raise a hand during Presentation Mode:

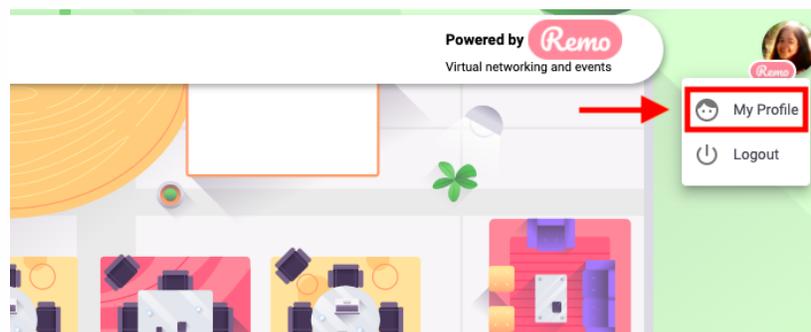
1. Select “**Raise hand**” icon from the bottom of the screen. Doing so would turn the icon into “**Unraise hand**”.
2. To undo, select “**Unraise hand**”.



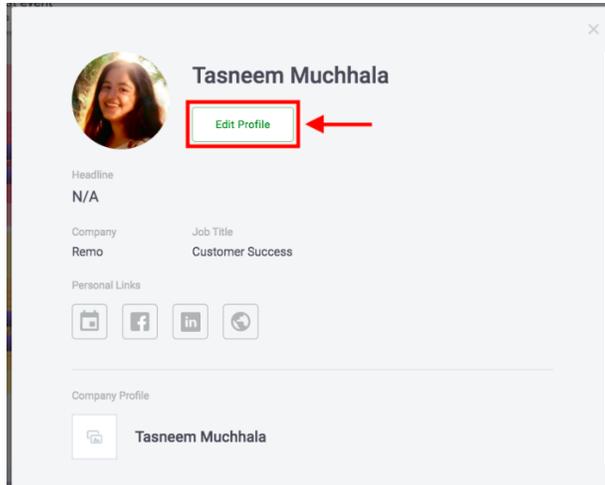
## K. How to complete your User Profile?

To start filling in your profile:

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



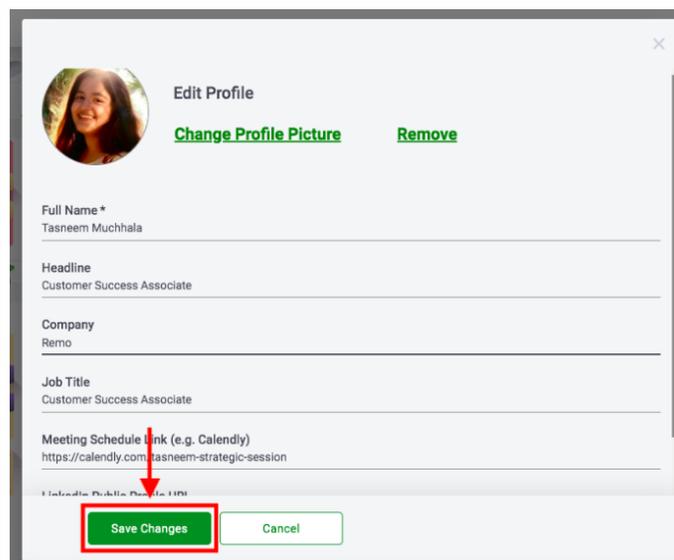
3. Once on your profile page, click the '**Edit Profile**' button



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 (you can use this to link to your Instagram if you wish!)

4. Once you have filled everything you want, make sure to click '**Save Changes**' at the bottom of the page



## FAQs for Session Chairs and Speakers:

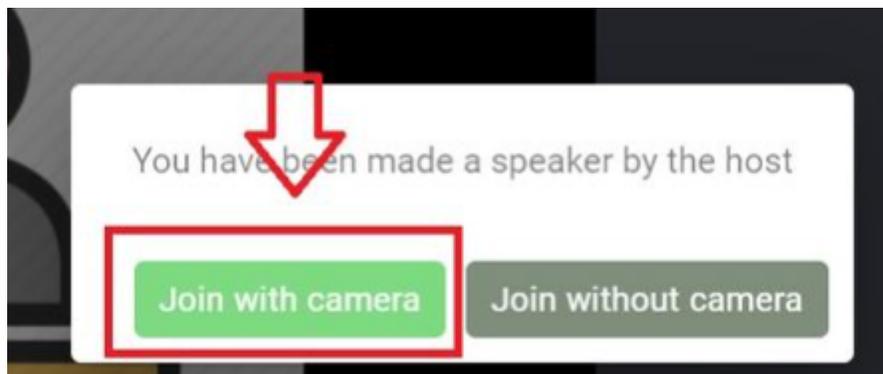
### **A. How to come on stage for a presentation?**

Once the Event Host (IGSC Organizer) starts the Presentation Mode, all attendees' microphones and cameras will be disabled automatically. But the Event Host can invite Session Chairs and Speakers to join the stage. Once a Speaker (or Session Chair) joins the stage, he/she can follow the FAQ B,C,D (see below) to turn on audio/video and share the screen for presentation.

Once the Presentation Mode starts, attendees will no longer be able to stay on the floor for networking. They will be taken to the presentation, where they will only be able to view the presentation screen.

### **B. How to turn on video?**

When the Event Host invites you on stage, a window pops up which has an option of “**Join with camera**”. Please click on that in order to use the camera after entering the stage.



While on the stage, there is an option on the bottom left corner of your screen which shows “**cam on**” with a crossed-out camera symbol. Use that to switch ON/OFF your video.

### **C. How to turn on audio?**

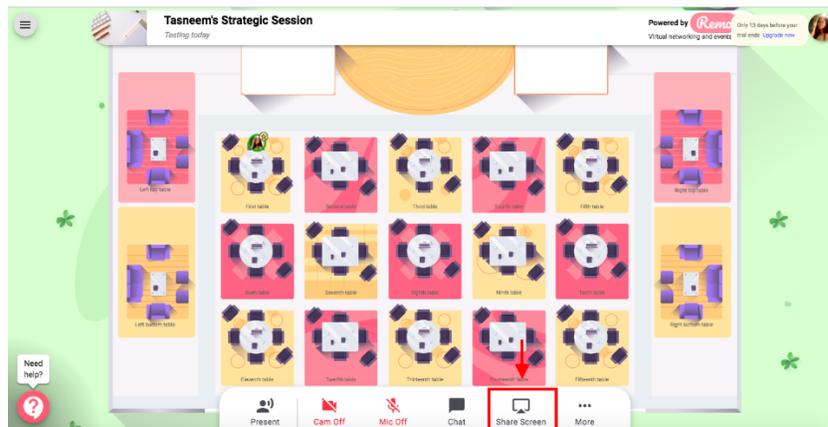
While on the stage in Presentation Mode, there is an option on the bottom left corner of your screen which shows “**mic on**” with a crossed-out mic symbol. Please click on that to turn on your audio.

## D.How to share screen?

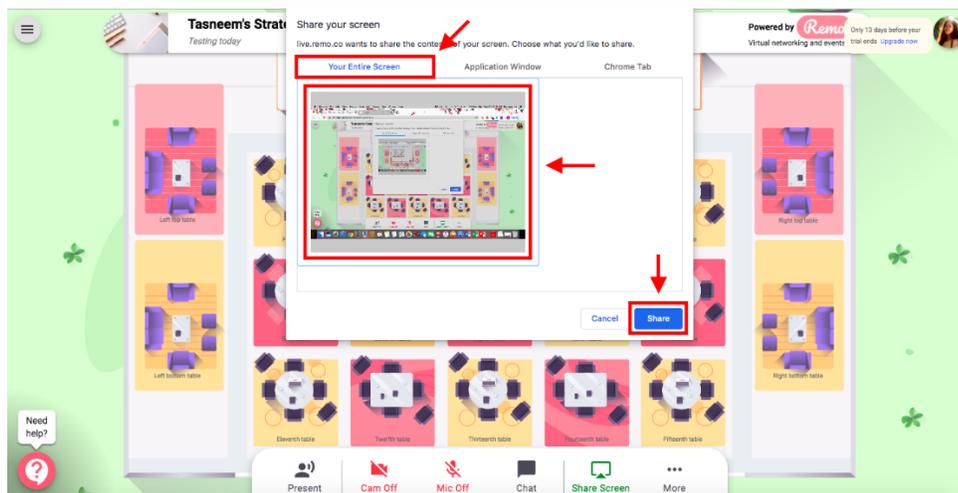
Currently, Remo allows you to share your screen on Chrome, Firefox or Safari on a computer/ laptop. However, it currently does not support screen sharing on a Phone or other browsers.

Here is how you can start screen sharing on Remo Conference:

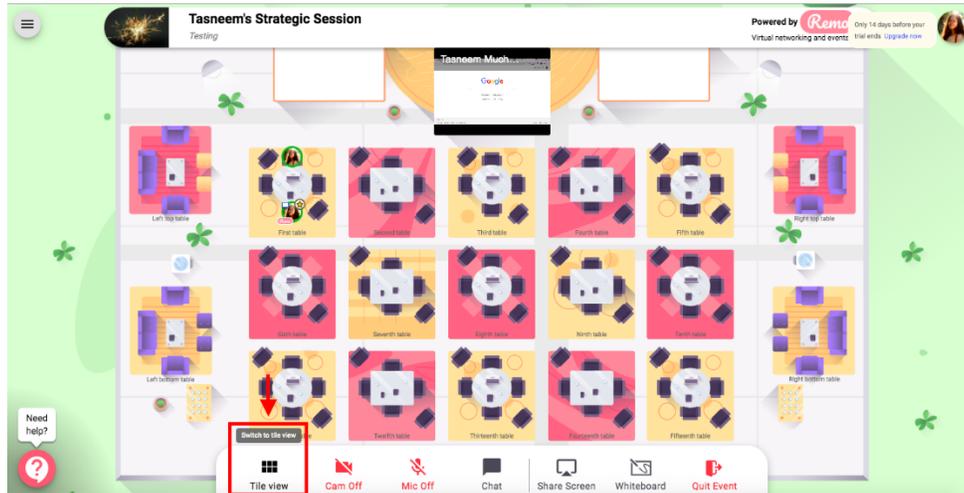
1. Click the '**Share Screen**' button in the menu bar located at the bottom of the screen



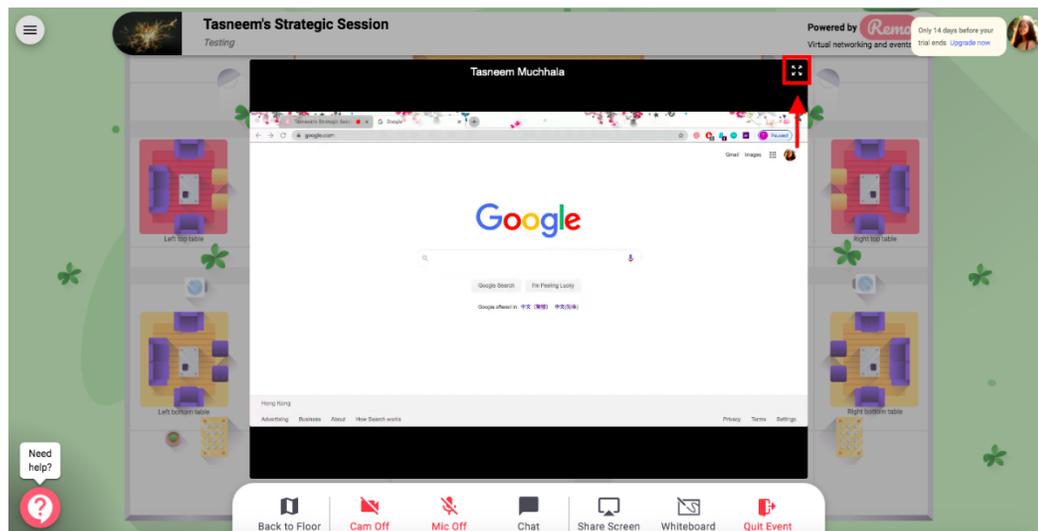
2. Select the screen you want to share and click the '**Share**' button. You can also choose an individual application that is already open on your computer



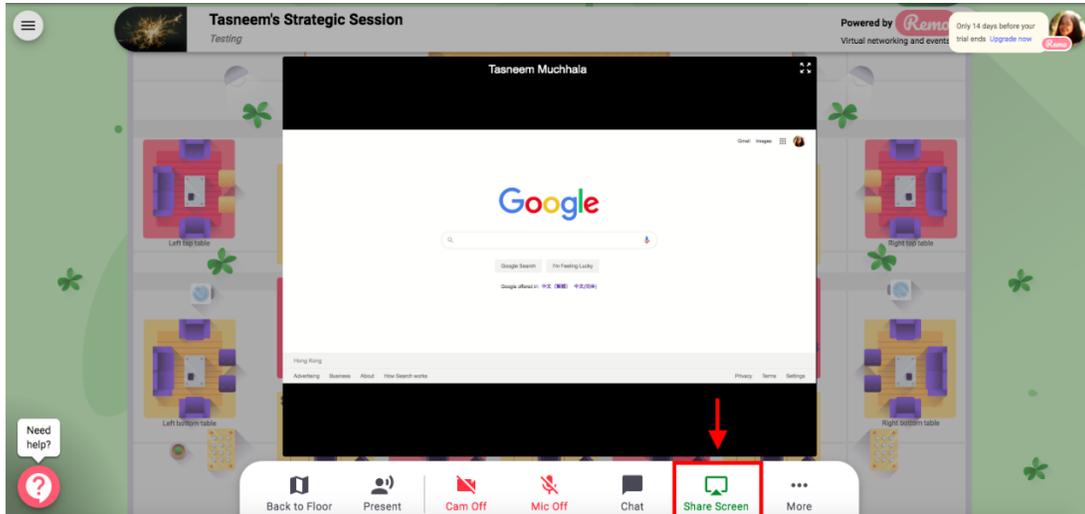
3. You can make your share screen bigger by clicking on the **'tile view'** button on the menu bar



You can also maximize your share screen by clicking on the **maximize button** on the upper right corner of the share screen box.



4. To stop screen sharing, you can click again on the **'Screen Share'** button



## **E. How to share a Powerpoint in Presentation Mode?**

For detailed instructions, please visit the following link:

<https://help.remo.co/en/support/solutions/articles/63000250658-how-to-share-a-powerpoint-in-presentation-mode>

## **Misc. FAQs**

### **K. How to Access Remo from China?**

Unlike proxies and browser extensions, a good VPN will encrypt your data so that it is virtually unreadable to hackers and government surveillance programs. You'll also have your choice of virtual locations across the globe so you can easily bypass geo-blocking

Although there have been strict government crackdowns on VPNs, there are still a select few providers that will work in China

If you're looking for a great VPN to use in China and across the globe, check the link below:

<https://remo.co/blog/the-best-virtual-private-networks-vpns-to-use-from-china-for-video-calls/>

Above all else, we recommend installing a VPN before you travel to China. But do not worry if you are in China already, most VPN providers have a secondary alternative website that is not currently blocked by the Great Firewall. The VPN providers occasionally change the domain name of that secondary website so that they can continually avoid the censorship.

## L. Using a VPN to Access Remo

### For Firewall Issues

If you are using a VPN to access Remo, you should first conduct a mic-cam test at <https://geartest.remo.co/> to make sure the firewall setting allows you to connect to Remo. If the firewall has blocked Remo, please safelist our connection and remove authentication logic for VPN.

In more detail, here are the steps you should take:

1. Check your system settings using <https://geartest.remo.co/> to make sure the firewall setting is okay
2. If the Firewall setting is identified as an issue, then ask your IT department or your VPN provider to help
3. Once you contact your IT department or VPN provider, ask them for guidance on these following tips:
  - Open TCP port 443
  - Safelist the following domains:
    - <https://tokbox.com>
    - <https://opentok.com>
    - <https://firebasestorage.googleapis.com/>
    - <https://www.googletagmanager.com/>
    - <https://fonts.googleapis.com/>
    - <https://sessions.bugsnap.com/>
    - <https://remo-conference.firebaseio.com/>
    - <https://firestore.googleapis.com/>
    - <https://www.googleapis.com/>
  - Open UDP Port 3478
  - If possible, open UDP ports 1025 - 65535
  - Remove the authentication login for the VPN