

KC CHAMBER REMO VIRTUAL EVENT GUIDE



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PRIOR TO THE EVENT

Make sure your device is camera and microphone **enabled**.

- If you experience issues connecting, make sure your browser is enabled as well.
 - Click the Lock on the left-hand side of your address bar. This will bring up camera/mic settings— make sure “Allow” is selected.



live.remo.co/e/virtual-athena-awards-reception-

NOTE: The ATHENA Awards were used as an example for the purpose of this guide.

DEVICE COMPATIBILITY

- Remo works best on desktops, laptops. Mobile, Bluetooth, and tablets are **NOT** supported.

BROWSER COMPATIBILITY

Desktop and Laptop:

Remo is compatible with

- Chrome
- Safari
- Firefox

Make sure your browser is updated to the latest version

FIREWALLS

Some of our attendee companies may have firewalls that will prevent entry to Remo. If this happens to you, please go to <https://geartest.remo.co/> to ensure you are able to connect to Remo.

If Remo is unable to connect to your computer, please contact your IT Department to safelist Remo

If you are still experiencing issues, use the troubleshooting link:

<https://help.remo.co/en/support/solutions/articles/63000250996-how-to-troubleshoot-your-firewall>

TROUBLESHOOTING GUIDES

Windows 10: <http://win10.remo.co>

Mac: <http://mac.remo.co>

CHAT SUPPORT

Need
help?



- Chat with a Remo representative
 - Visit <http://live.remo.co>
 - Click on the Need Help button in the bottom left-hand corner

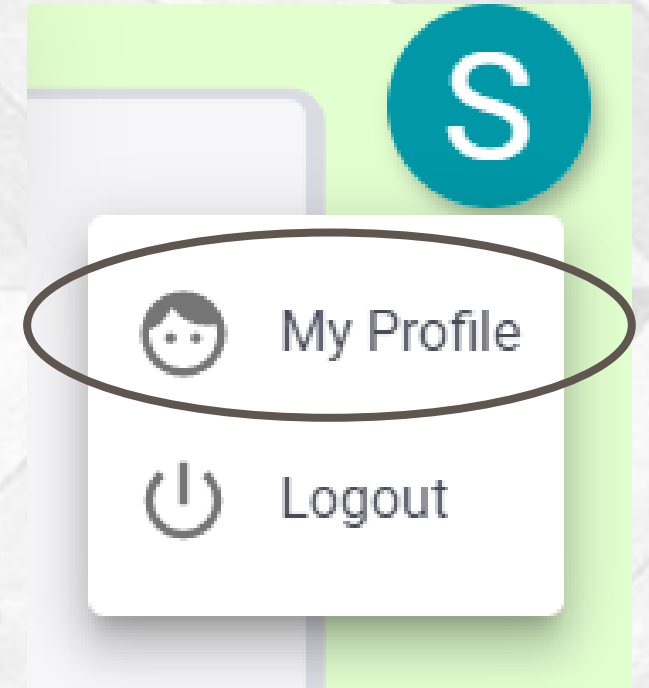
CREATE YOUR REMO ACCOUNT

- Click on the link provided by the KC Chamber in your event reminder email
- Enter your:
 - Name
 - Email address
 - Create a password (at least 6 characters long)

Enter the event!

USER PROFILE

- Click on the round “Profile” icon in the upper right-hand corner of your screen
- Click “Update Profile”
- Click the pencil icon to add your info!
 - Photo
 - Full Name
 - Brief headline about your role or company
 - Company name
 - Job title
 - Add links to your social media



SAVE CHANGES and click **Cancel** to click out of profile editing

FLOOR PLAN & SEATING

Now you're ready to attend your first event!

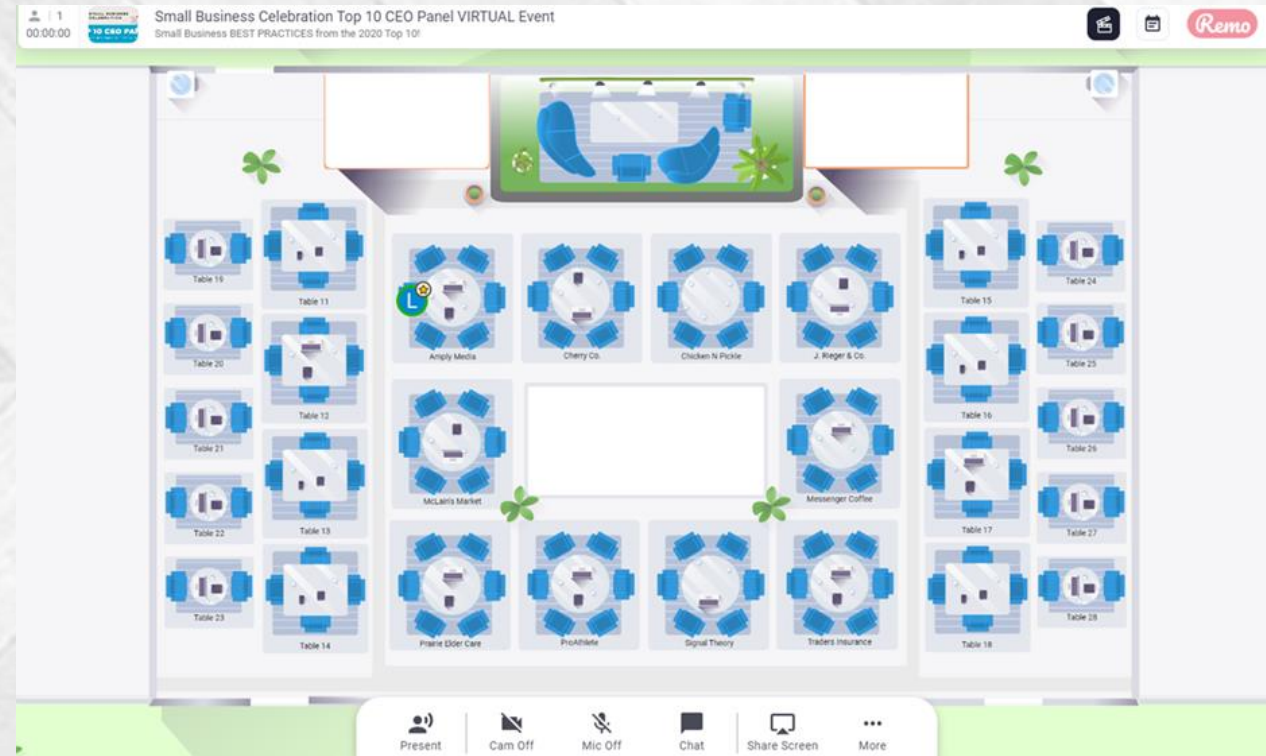
At the event start time, go to the event link and click "**Join event now**".

You will now see a bird's eye view of the floor plan.

You will randomly join a table, but you are free to move around as you please.

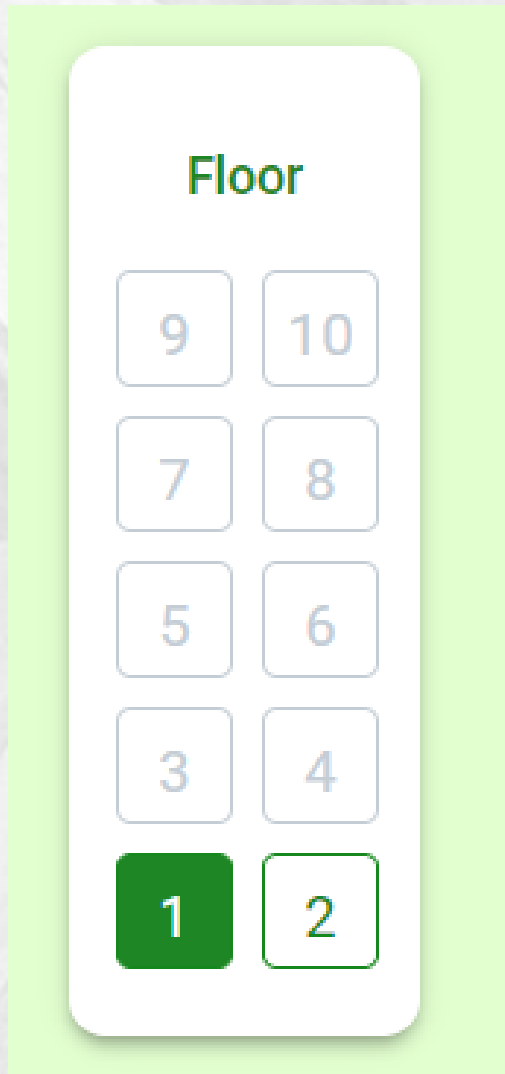
Simply **double-click** on the table you wish to join.

If you try to join a table that is full, you will receive a message stating that the table is full.



Note: You will hear knocking as people enter your table. This is Remo's way of letting you know someone new is here to network!

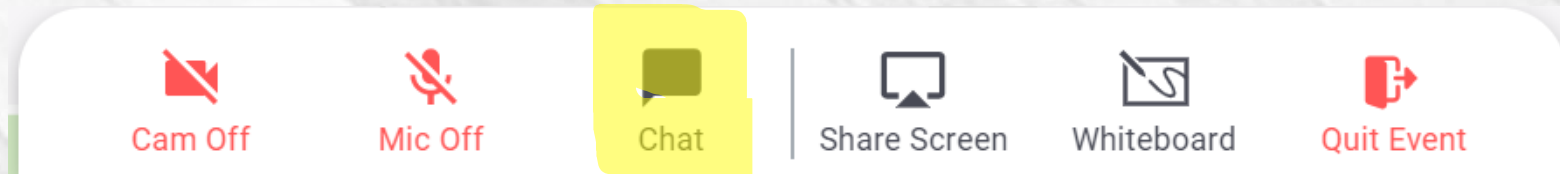
ELEVATOR & ACCESSING OTHER FLOORS



There are multiple floors of networking!
Use the elevator buttons on the left side of your screen to move between them. To see how many attendees are on a particular floor, hover your cursor over the floor.

CHAT FUNCTION

You may also choose to chat with other users by text via the chat function. Click on the chat option in the bottom toolbar.



A popup window appears with option for public chat, table chat, or private chat. Select the chat function you would like to use:

- **Public chat** is visible to all event attendees
- **Table chat** is visible only to the members of your table
- To send a **direct message to an individual**, click on “search by name” at the top of the window and input the name of your desired recipient.