

## FAQs for REMO

1. How can I access Remo? What if I forgot my password or cannot find it?
  - a. You will have to set up a Username and Password to log into Remo. We encourage you to utilize the same credentials that you've used for your main conference login so it's easier to remember. If you have forgotten your Remo password, you can utilize the "forgot password" feature on Remo to reset it.
2. How do I test my camera and microphone?
  - a. You can [run a system check](#) to make sure you are ready to use Remo. Remo works on PC and Mac Computers as well as iPhones and Android smartphones. Remo is not compatible with tablets currently. For the optimal experience we suggest using the Chrome browser on your computer.
3. How do I join an event in Remo?
  - a. The Welcome Reception will be linked to the main conference schedule. Once you click on the event link, you will be brought to a welcome landing page. Click on "Join the event now!" and enter your username and password or sign up if you have not [created a profile](#) yet. You will then be let into the event! (note: if you click on the link prior to the start time, you will see a "Save me a spot" button, which just means you will receive a reminder email 15 minutes before the session begins).
4. How do I interact with others in Remo?
  - a. You can communicate via video as well as the chat feature. Once you are at your desired table, turn on your camera and mic (both at the bottom of the screen). You can use the chat feature (also located at the bottom of the screen) to message all attendees in the event, just the attendees at your table, or to privately message another attendee one-on-one.
5. How do I move from one table to another?
  - a. As soon as you double click on another table, you will automatically be placed at that table if there is a vacant spot. It is recommended that you let your table know you are leaving, then turn off your camera and mic. Once you have decided you want to be at the next table you click on, turn your camera and mic back on to join the video chat.
6. How do I make the video chat screens larger?
  - a. When you are chatting with your table, click "tile view" to view all participants in an equal, larger format. If you want to view just one participant in the larger format, click on that participant after you are in tile view. You can also make one participant full screen. You can click "back to floor" if you want to resume back to viewing the floorplan while remaining in video chat.
7. What if I need help?
  - a. For technical issues specific to the platform, Remo tech support is standing by. Just select the "Need Help?" button in the bottom right-hand corner of your screen to speak with a tech