



REMO

Tips & Tricks

ALL USERS:

Account creation: If you used REMO during SASFAA, you have an account and will need to use that account and password. For first time users, individuals can simply go to <https://remo.co/>, click on Login and create their profile. We recommend you use your work email address to create the account. This document is helpful if you need more information: <https://www.youtube.com/watch?v=yE3RKxJCXBM>

Accessibility issues: Make sure you are using Google Chrome or for Mac users it is recommended you use Safari. If you use a VPN, you may also have issues, so if working remotely at home you may have better success if you don't use the work VPN..

Joining a Session: When you first join, if the presentation has not started, you will be sitting at a table and able to talk with those at your table. To move tables, double click on another chair that is open. You can also go to different floors by clicking on the floors on the left side of the screen. Once the presentation is started, you will not be able to see or talk to those at your table, you will only be able to view the presentation.

To move tables: doubleclick on another open chair. We recommend turning on your speaker and microphone to converse with those at the table. Once a session formally begins, you will be automatically attending the session of the event you are in.

Wrong Session: If you are in the wrong session, you will need to exit completely and reenter the correct session. [Use the agenda](#)

Cannot see tables: Click on tile view at the bottom to change your perspective. (Tile view/Back to floor plan)

Can't go to stage: Only presenters and moderators for that particular Conference Session will be able to be on stage.

Chat: Everyone will see your chats you enter unless you chat privately to a specific person.

I'm in the Main arena but not on the first floor: There are also different floors so if the floor for the Main arena is full you may find you are on a second or third floor. You can move about if room on another floor opens up. The floor you are on does not matter to view the presentation for that event.

Need further Help: The HELP button is for technical set up, not for navigating the event. Administrators are: Mayra Vazquez, Andrew Quinn, Shannon Martinez, Janee Knippenberg, Patty Peterson, and Kaitlyn Lambert. You can also contact us contact us below.

PRESENTERS & MODERATORS:

Session invite indicates prior to my session time: Please note that we generally open the room about 15 minutes ahead.

Session not started: One of the Administrators assigned will formally start the session. Administrators are: Mayra Vazquez, Andrew Quinn, Shannon Martinez, Janee Knippenberg, Patty Peterson, and Kaitlyn Lambert. You can also contact us contact us below.

Entered but not on screen: Please make sure your Mic and camera are on. If you turn off both, you will no longer "show" on the screen.

Sharing screen for presentation: Use the "share application" feature, not the "share screen option! This document may be helpful: <https://help.remo.co/en/support/solutions/articles/63000250886-how-to-share-screen-in-remo-conference>

Questions: you can use the chat feature or the Question and Answer function within the presentation. Make sure the audience knows what you prefer.

Stage area: You can find the stage area located at the top middle of every event. Only destined speakers/moderators/tech can access this table. We recommend you and your moderator convene on the stage for any "prep" work prior to your session. However, if you are at a table, you will be immediately entered into the presentation as a speaker/moderator once it begins. Once you have your camera and microphone enabled everyone in the event will be able to see and hear you.

Need Help? Reach out to us!

Email: vasfaa.website@gmail.com
Call: (443) 850-4833
Text: 540-724-1784