GUIDELINES FOR ACCESSING REMO
Platform for the DBIA Florida Region’s 2020 Virtual Conference

To offer you the best virtual conference experience, we have put together these guidelines. Remo is similar to Zoom but offers you the opportunity to jump from table to table to interact with other guests. You have the flexibility to move from floor to floor, if multiple floors are used. Remo provides an enhanced opportunity for engaging with others.

Please join us for our **Open House** event on **Thursday, Sept. 24 from 3:00 p.m. to 4:00 p.m. EST** to test your equipment and create your profile. While the platform works with mobile phones, you will experience reduced functionality. A desktop/laptop computer is highly recommended. Tablets are not supported at this time.

1. Please be sure to use the same e-mail address that you used to register for the event. You will not be allowed to enter if your email address is not recognized.

2. Make sure your operating system is updated to the latest version and that your browser is supported. An updated version of Chrome is recommended.

3. Microphone and camera are required. A headset is suggested.

   **TEST YOUR SYSTEM HERE:** [https://geartest.remo.co/](https://geartest.remo.co/)

4. Here are some troubleshooting guides to resolve common technology issues:

   - [Camera and microphone do not work on Windows 10](#)
   - [Camera and microphone do not work on MacOSX](#)
   - [How to Allow Chrome Access to my Camera and Microphone](#)
   - [How to Allow Safari Access to my Camera and Microphone](#)

5. Using a VPN to Access Remo is not recommended. You may want to use a hotspot to bypass the VPN. If you must use one, [please view this article](#).

6. If you still have issues, visit [live.remo.com](http://live.remo.com) and click the “Need Help” button in the bottom-left corner.

7. Watch this short video to learn how to setup your profile and connect with others.

   **WATCH INSTRUCTIONAL VIDEO**

8. Login and Enjoy!

Additional Information: [The Remo Event Guide for Guests](#)