

## New User Guide to accessing the Remo Platform

In Remo, you will have your own avatar, which you can move from table to table just by clicking on a chair icon. As soon as you join a table, you will be able to see, hear, and interact with whoever is already in that space in real-time. We have provided a quick, step by step guide to help you expertly navigate this interactive platform.

Are you an auditory learner? [Here is 3-minute video guide by Remo for new users](#)

## Where do you begin?

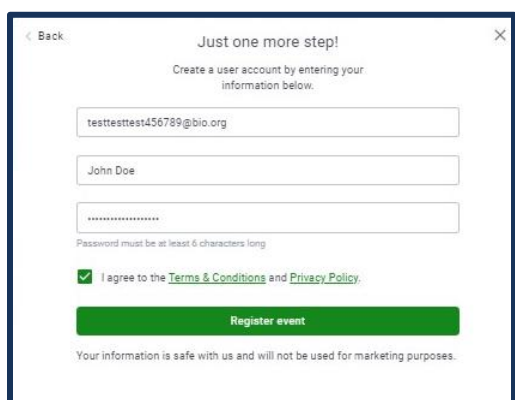
**1)** When accessing Remo, the platform is only supported on the following browser applications, and must be accessed via a computer – NOT a phone or tablet (including iPads): Chrome, Firefox, or Safari. Microsoft Edge or Internet Explorer are not supported and may not work.

**TEST YOUR SYSTEM AND HARDWARE HERE:** <https://remo.co/mic-cam-test/>

## Setting up your Remo account

**2)** When first directed to Remo, you will arrive to the event landing page. By clicking 'Sign in to join event', you will be prompted to create your Remo account, using your email address.

If you're already signed into Remo, the button will read 'Join Event Now'

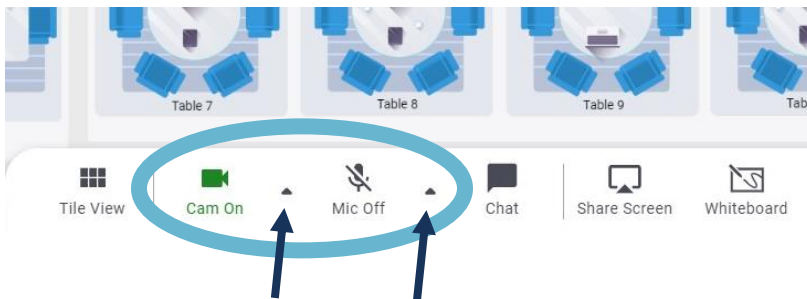
**3)** After entering your email, you will be prompted to enter your name and create a password. That is all. The system will remember your login information on your browser for when you return.

**4)** When using Remo for the first time, Remo will guide you through how to set up your system to connect to your video and camera. **We strongly recommend you do not skip this step.**

**Tip:** If there is an issue with your microphone or camera, try a 'hard refresh' of your browser. Press CTRL-SHIFT-R for Windows users, or Command-SHIFT-R for Mac computers

## 5) Turn on your microphone & camera

You can toggle your camera and microphone on and off using the icons on the lower part of your browser. You may need to permit access on your browser. To do this, click on the 'Lock' icon by your URL line, and set Camera and Microphone to allow.



**Tip:** If you are encountering microphone or camera issues, try toggling between your system's hardware via the carrot arrows by the respective 'Cam' and 'Mic' icons. Your browser may be trying to connect to an incorrect camera or microphone.

**Still encountering technical issues?** Look for the help icon in the bottom left of your browser.

