

Remo

Tips and Tricks

We hope you're excited to join your classmates in an interactive event on Remo! You'll be able to gather in small groups and fluidly move from conversation to conversation. It's just like Zoom breakout rooms, but better!

Log on from a Computer

iPads and Tablets WILL NOT work

Phones work but not well



Update your Computer!

Make sure your operating system is up to date

Use Google Chrome

Safari and Firefox also work well

Create an Account

You will use this username and password to access any event on Remo

Drop into the Event

You will be dropped into a floor plan view and placed at a table randomly

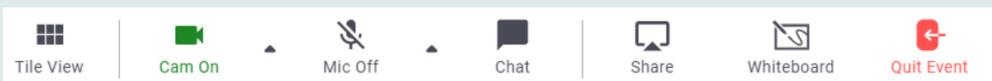
Click on an empty seat to move to another table



Hover over the bubbles to see who is at the event

Turn on your Camera and Microphone

On the bar at the bottom of the screen



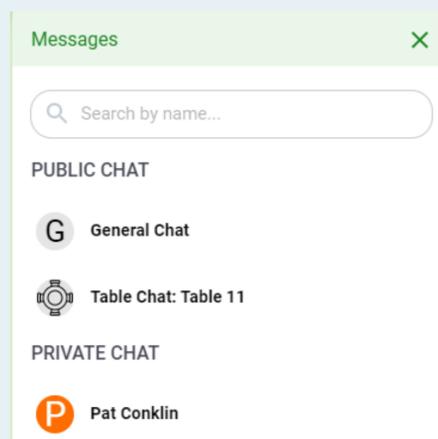
Want to See your Friends' Faces?

Also on the bottom bar, hit the 'Tile View' box. To go back to the floor plan, click 'Entire Floor View'

Chat with your Friends!

Also on the bottom bar, there is a chat button

You can send messages to the entire event, the table you are at, or direct message an individual person



During a Presentation

Your camera and microphone will be turned off

The Chat Box will still be active, so you can continue to chat and questions

Remo FAQs

Why is my camera, microphone, or speaker is not working?

REFRESH YOUR BROWSER!

This seems silly, but fixes most problems!

Check to see if the correct microphone and camera is selected. Remo may have selected the wrong default microphone or camera.

- Click the **triangle** next to the headphones or microphone, whichever is not working.
- Under "**Select Microphone**" or "**Select Camera**" select a different source.

Head to the link below that corresponds to the operating system that you are using.

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

Apple Computer: <http://mac.remo.co/>

iPhone: <http://iphone.remo.co/>

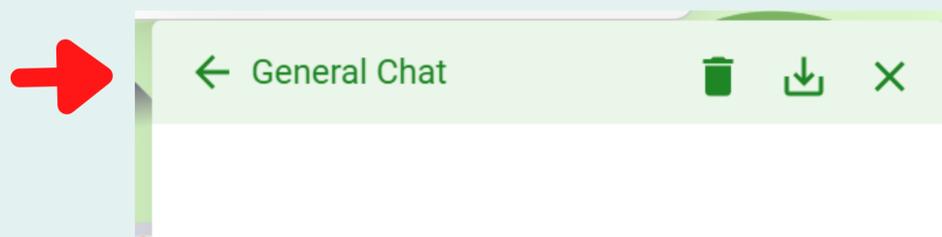
Android Phone: <http://android.remo.co/>

If none of these options work, visit live.remo.co and click on the "**Need Help**" button on the bottom-left corner.

Can I see if my friend is logged into the event?

When you click on "**Chat**," there will be a "**Search by name**" box where you can look them up.

If you do not see the search box, make sure that you have exited out of any messages that you sent by clicking the left arrow next to the name of the group or person you were chatting with.



What if I do not know anyone at the event?

We still encourage you to stick around and make new friends with old classmates! There will also be several current students for you to engage with, share your stories, and hear how campus has changed over the years. And, you never know who will show up!

Will there be any JHU staff at the event to answer questions?

Yes! JHU staff will be named "**JHU Staff**" and either "sitting" at a table named "**Tech Support**" or moving around the floor plan.