Remo Software User Guide for
BIA-MO Education & Celebration
October 10, 2020
Online

Device Compatibility
Remo works on desktops, laptops and mobile phones. It does not currently support tablets. In order to connect to Remo, you will need to disconnect from VPN on your device.

Desktop/Laptop Compatibility

<table>
<thead>
<tr>
<th>Operating System (OS)</th>
<th>OS Version</th>
<th>Browser</th>
<th>Browser Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mac</td>
<td>10.13+</td>
<td>Chrome</td>
<td>77+</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Firefox</td>
<td>76+</td>
</tr>
<tr>
<td></td>
<td>10.14.4</td>
<td>Safari</td>
<td>12.1+ (no screen-sharing)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>13+ (full compatibility)</td>
</tr>
<tr>
<td>Windows</td>
<td>10</td>
<td>Chrome</td>
<td>77+</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Firefox</td>
<td>76+</td>
</tr>
</tbody>
</table>

Smartphone Compatibility

<table>
<thead>
<tr>
<th>Mobile Operating System (OS)</th>
<th>OS Version</th>
<th>Browser</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS</td>
<td>12.4+</td>
<td>Safari</td>
</tr>
<tr>
<td></td>
<td>13.0+</td>
<td></td>
</tr>
<tr>
<td>Android</td>
<td>7-10</td>
<td>Chrome</td>
</tr>
</tbody>
</table>
Accessing the BIA-MO Education & Celebration

Access Link: To access the events, click on the BIA-MO Education & Celebration webpage link. On the left-hand side, click on the link of the session you are attending.

This will enter you into the Remo software system.

You will be prompted for your name, email address and password. Log-in with the email address that was used to receive the confirmation email. Use password BIAMO20 or something of your choice.

At the start time, go to the event link on the right side of the screen and click “Join Event Now.”

Floor View
You will now see a bird’s eye view of the floor plan.

Joining the BIA-MO Education & Celebration

Seating
You will randomly join a table, but you are free to move around as you please. Simply double-click on an available seat at the table you wish to join. If you try to join a table that is full, you will receive a message stating that the table is full.

Create Your User Profile (optional)
Go to the upper right corner of your window and click on the profile icon. A drop-down menu appears. Click on “Update Profile.” The profile window appears.
Click on the pencil icon. The profile details window appears.
   Click on the “Add Your Photo” link. Select a profile image no larger than 512 kB.
   If desired, change your name under “Full Name.”
   Write a brief headline about your organization or role under “Headline.”
   Insert your organization name under “Company.”
   Insert your job title.
   Copy and paste any social media URLs (LinkedIn, Facebook, etc) if desired
Click “Save Changes” when finished.
Click “Cancel” to return to the previous screen.
Participating in the BIA-MO Education & Celebration

**Camera and Microphone:** The use of the camera and microphone will enhance your online experience. When on your camera and microphone will be green. When off they will be red and usually crossed out on your screen.

**Chat Function**
If your computer is not equipped with a camera or microphone, you may still ask the presenter questions and talk with other attendees at your table by using the Chat Function.

Click on the chat option in the bottom toolbar. A popup window appears with options:

- **Public chat** - use to ask a presenter a question since the Chat Message is visible to all event attendees.

- **Table chat** - use to talk with other attendees at your table only.

- **Private chat** - use to send a direct message to an individual. Click on “Search by name” at the top of the Chat window and enter the name of the person. The message will only go to that person. The name entered must match the name as registered.

**Rejoin the Education & Celebration**
The link for each block of sessions for the BIA-MO Education & Celebration is unique. Refer to the BIA-MO Education & Celebration (https://www.biamo.org/celebration-education/) webpage for the link to join or rejoin the event.

**Technical Support**

- **Remo Troubleshooting Guides**
  If your camera and/or microphone do not work, try these troubleshooting guides:
  - [http://win10.remo.co](http://win10.remo.co)
  - [http://mac.remo.co](http://mac.remo.co)
  - [http://iphone.remo.co](http://iphone.remo.co)
  - [http://android.remo.co](http://android.remo.co)

- **Remo Chat Support**
  If your camera or microphone still do not work, visit live.remo.co and click on the “Need Help” button on the bottom-left corner.

**Brain Injury Association of Missouri**
Will@biamo.org
1-800-444-6443 or 314-426-4024
Remo Software Troubleshooting

If your camera or microphone are not working, below are some troubleshooting guides to help you resolve common issues:

My camera and microphone does not work on Windows 10

My camera and microphone does not work on MacOSX

My camera and microphone does not work on iPhone

My camera and microphone does not work on Android

How to Allow Chrome Access to my Camera and Microphone

How to Allow Firefox Access to my Camera and Microphone

How to Allow Safari Access to my Camera and Microphone

If your camera or microphone still are not working, go to live.remo.co and click on the 'Need Help' button on the bottom left corner

Acknowledgment

Thank you to Remo.co for screenshots of the software and to NASHIA (National Association of State Head Injury Association) for wording and guidance for this resource.