VIRTUAL

BLC 20/21
BICYCLE LEADERSHIP CONFERENCE

REMO GUIDE

PREPARE FOR SUCCESS AT THE VIRTUAL BLC. DON'T BE SCARED—IT'S SUPER EASY + INTUITIVE.

TOP THREE TECH TIPS:

If your screen is showing blank or not responsive, do a hard refresh:

» On Windows, press control + shift + R (all at the same time).

» On Mac, press command + shift + R (all at the same time).

If you're having network connectivity issues, try:

» Sitting as close to your router as possible.

» Closing all unneeded tabs and restarting your computer.

If you're still experiencing problems, click the "Need help?" button on the bottom left of your screen. There will be a team of Remo professionals ready to assist you.

1) Confirm your system's compatibility.

» *Camera and Microphone settings:* To get the full experience of connecting with others, we recommend using a device with a camera and microphone.

» *Device:* Remo works on desktops, laptops, and mobile phones. Tablets are not supported.

» *Operating system:* On desktops and laptops, Remo is compatible with macOS and Windows 10. On smartphones, Remo is compatible with iOS and Android.

» *Internet browser:* **On Mac desktops and laptops**, Remo is compatible with the following browsers: Chrome, Safari, Firefox. **On Windows 10** desktops and laptops, Remo is compatible with the following browsers: Chrome, Firefox. **On iPhone**, Remo is compatible with the Safari browser. **On Android phones**, Remo is compatible with the Chrome browser.

» *How to test your system with Remo:* Make sure your browser, hardware and internet connection work properly on this page: https://hi.remo.co/geartest

2) Create a Remo User Account

Click on the link to the event you want to attend. Enter your name and email address that you used to purchase tickets on Eventbrite and create a password of your choosing. The password must be a minimum of 6 characters in length.
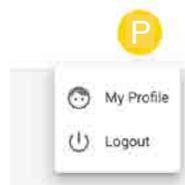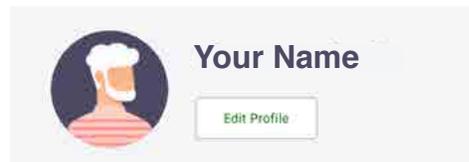
3) Create Your User Profile

In Remo, your user profile acts as your business card. This virtual business card allows for attendees to strategically network throughout the event. Edit your user profile with the following steps:
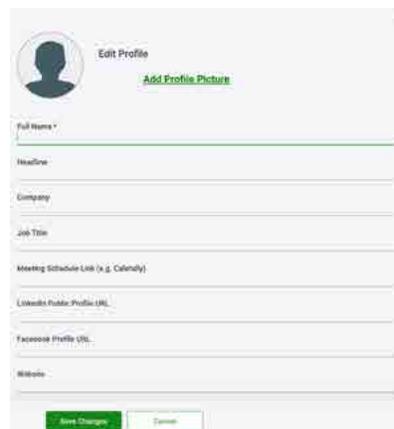
Step 1: Go to the upper right corner of your window and click on the profile icon.

Step 2: Click on "Edit Profile." The profile window appears.

Step 3: Here you can insert your name, company and title, add a photo and provide any other information you want to share with your fellow event attendees. Once you're done, press save and start networking!

NOW YOU'RE READY TO ATTEND THE VIRTUAL BLC!

» At the start time, go to the event link on your Remo account page and click "Join event now." Make sure to use the original email address that the host used to invite you.

» If you're doing this on Day 1, follow the pre-event steps above.

» Sign on at 8:30am PT to make sure you have time to create your profile, get to know the platform and network.

» If the event is private, and you have previously joined a Remo event, a window appears to enter your email address and password. Make sure to use the original email address that the host used to invite you.
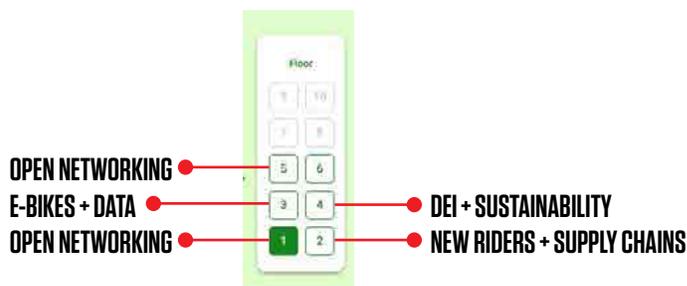
SEATING

You will randomly join a table, but you are free to move around as you please by double-clicking on a chair 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. Pick another table to join!


ELEVATOR

There are multiple floors, use the elevator buttons on the left side of your screen to move between them. To see how many attendees are on a particular floor, hover your cursor over the floor button.

OPEN NETWORKING
E-BIKES + DATA
OPEN NETWORKING
DEI + SUSTAINABILITY
NEW RIDERS + SUPPLY CHAINS

BILLBOARDS

Billboards to the left and right of the stage may display a video and/or other information.

» If the billboards are covered by the row of video tiles of attendees at your table, you can shrink the floor plan.

» If you are using a mouse, rotate your mouse wheel to zoom out and view the billboards.

» If you are using a touchpad, pinch to zoom out.

BILLBOARDS
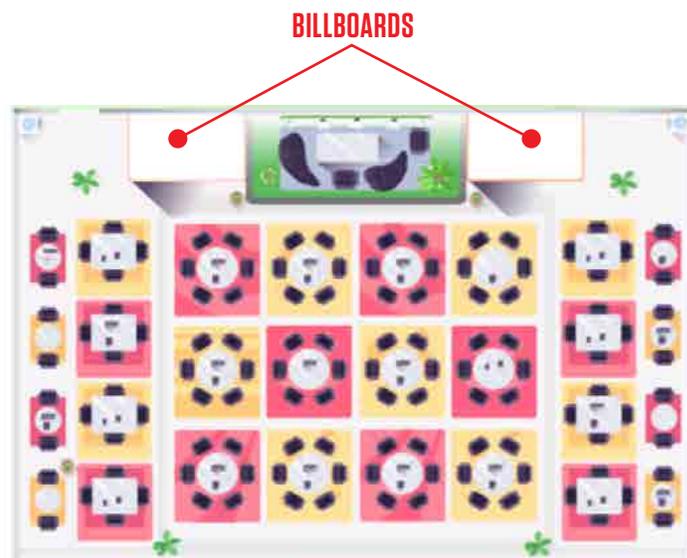
CHAT FUNCTION

» You may also choose to chat with other users by text via the chat function.

» Click on the chat option in the bottom toolbar. A popup window appears with options for public chat, table chat, or private chat.

» **Select the chat function you would like to use.**

» Public chat is visible to all event attendees.

» Table chat is visible only to members of your table.

» To send a direct message to an individual, click on "Search by name" at the top of the window and input the name of your desired recipient.
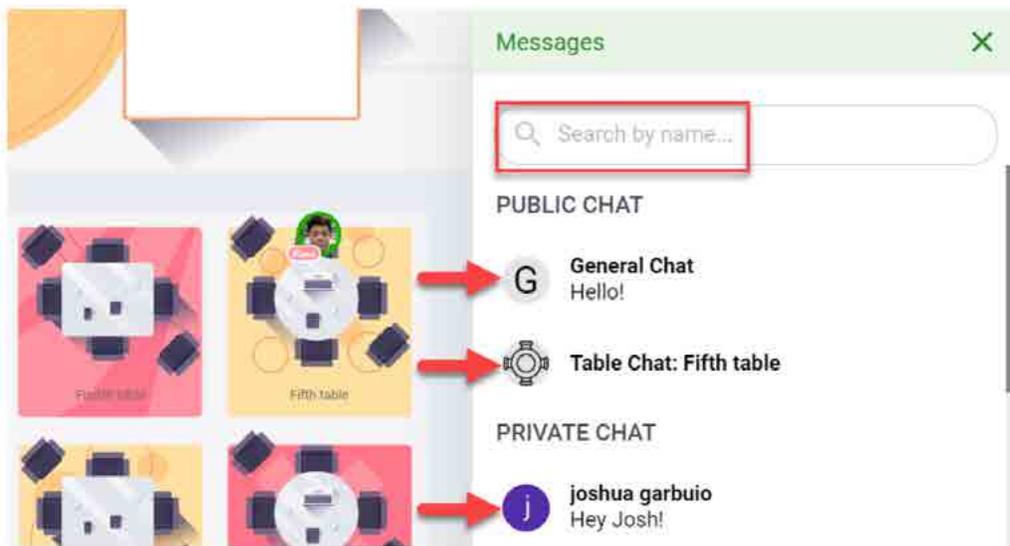
CHAT SUPPORT

If you experience technical difficulties at any point, feel free to select the "Need help" icon in the bottom left corner for access to the Remo support team.