

Technical guideline for REMO & ZOOM

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Technical Support:

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YOUR CHECKLIST:

- [Link to event](#)
- If you use a **VPN**, disable it so that the software may run smoothly.
- Use an **optimal search engine**:
 - Chrome 77 or higher
 - Firefox 76 or higher
- Use a computer not a mobile/tablet
- Make sure that you do not have too many tabs open at the same time. It would be great if you quit other (video) chat programs such as Skype, Microsoft Teams, etc.
- Create a profile:
 - Your Name, Surname, pronouns, Picture, LinkedIn

A. Remo

A.1. Before the Event

Which technical software is required?

A laptop or computer must be used in order to use all functions of Remo and have a great event experience. You should have one of the following browsers in the desktop version:

1. Chrome 77 or higher
2. Firefox 76 or higher

Please don't use Safari, as this browser is not fully compatible with the platform!

NOTE: If you use a VPN, deactivate it before logging in, otherwise you will not be able to connect properly to the camera and microphone and you will not be able to use Remo fully.

You can find further technical information on [Remo's](#) website.

Where can I participate from?

Anywhere where you have internet access and a comfortable chair, laptop or computer. Please make sure that you have a stable internet connection. If you should participate from your office, please speak to IT beforehand and check that Remo can run on your computer, that everything works and that nothing is blocked by the company's IT. You can use this [link](#) to do a system check in advance.

Do I have to install anything?

No, Remo runs through a website, nothing needs to be installed or downloaded. But please make sure that nothing is blocked by your PC settings.

When can I register for the online event?

2 days before the event you will receive an email from us with a registration link.

If you would like to receive a reminder email from Remo before the event, you can - as soon as you have received the invitation link - register for it (open the link and click on "Save me a spot"). You will then automatically receive reminder emails for the event.

Please make sure to save the email address and password you registered with, you will need these again later to log in.

How do I log in?

If you do not want to register beforehand, please click the link in your invitation email. Click on "Sign in to join the event" and log in with your e-mail address and a password (please remember the email address and password).

How do I use the camera & microphone?

Please make sure that you have a working camera and microphone on your laptop / PC for the event. You have to give Remo permission to access these. This happens immediately after registration.

Please note:

Since it can differ from computer to computer that systems interfere with each other, please make sure that you do not have too many tabs open at the same time. It would be great if you quit other (video) chat programs such as Skype, Microsoft Teams, Franz etc. so that the programs and Remo do not interfere with each other's access rights to the camera and microphone.

NOTE: Remo & Zoom can be used in parallel without any problems; however, it makes sense to open Zoom only when the Round Table sessions have started. Please turn off your camera and mute your microphone during the inspiration sessions in Remo so that there are no problems with access rights.

A.2. During the Events

Where can I find help? Who can be approached?

There is a RAHM HELP DESK in the online event

How will I recognize the RAHM team members?

You will recognize the entire RAHM team by the star icon that will be next to their profile picture.

How do I fill out my profile?

Once you are logged in and settled, you can fill out your own profile. To do this, click on the first letter of your name in the top right of the desktop window and then click on **"edit profile"**.

To make the networking experience as close as possible to a live event for everyone, we would ask you to **fill out your profile, include your pronouns and upload a picture.**

Under the **website category**, please enter the link to your **LinkedIn profile.**

When you have filled in your profile, click on **"save changes"**. Then click on the "X" in the upper right corner of the profile window to return to the event (**instructions**).

How do I move in Remo?

With Remo you can move just like in real life.

You can change the table by double-clicking a table when you see a free seat. If a table is full, you cannot change there. When someone comes to your table, this is announced by a knock.

You can visit two floors at our event.



You can go to another floor by using the elevator on the left edge of the screen. Click on the floor where you want to go and Remo will ask you if you want to use the elevator. Click on “Yes” and the elevator will take you to a free place on the selected floor. You can either stay at the table or simply switch tables by double-clicking another table ([video instructions](#)).

Your functions via the icon of other participants:

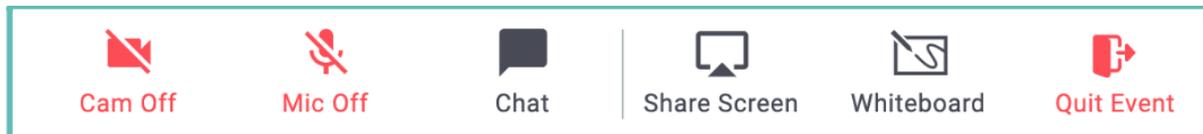
You can use the profile of other participants to access various functions that are directly related to this person. Right-clicking on another person at the table opens the following menu:

Send Message:

You can send a private message directly to the participant.

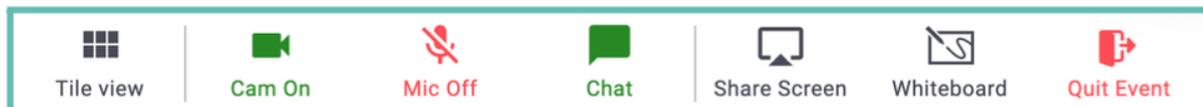
Your functions at the bottom of the screen:

To enable a great user experience, Remo has added various functions for you as a user:



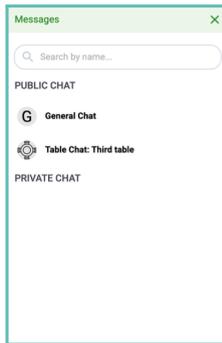
Camera & microphone:

You can turn your camera and microphone on and off. When you have your camera on, you can switch to the tile view (view as tile images) or stay in the normal view.



Chat

Remo has three different chat options. The **general chat**, the **table chat** and the **private chat**. If you click on the chat icon, a window will open.



General Chat: Is the event's public chat, everyone can write and everyone can read. Messages cannot be deleted.

Table Chat: Is the public chat **for the table you are currently sitting at**. Only people sitting at a table can read this chat history. If you move to a new table, you will not be able to see any old messages that were written in the table chat before you arrived. Messages cannot be deleted.

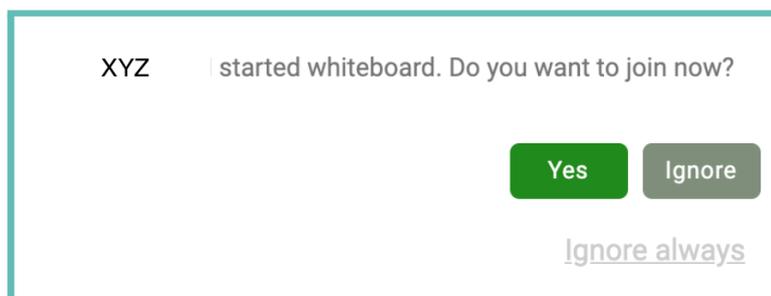
Private Chat: This chat is private and can be used by everyone. To send a personal message to another person you don't have to sit at the same table, you can simply click on the name of the person you want to write to (people can be found using the search function). Hosts cannot see the private chat messages. Messages cannot be deleted.

Share Screen

If you want to share your screen, click on "Share Screen". Decide on the monitor you want to share or just share an application window. With "tile view" you get a larger view. To stop sharing, click on "share screen" again. Problems? Find the solution [here](#).

Whiteboard

Each participant can start a whiteboard for their table. To start a whiteboard, click Whiteboard. The board takes a moment to load. All people sitting at the table are asked if they would like to take part in the whiteboard as well. The invitation can be accepted or declined. The whiteboards are saved on the table and are visible to every participant who comes to the table.



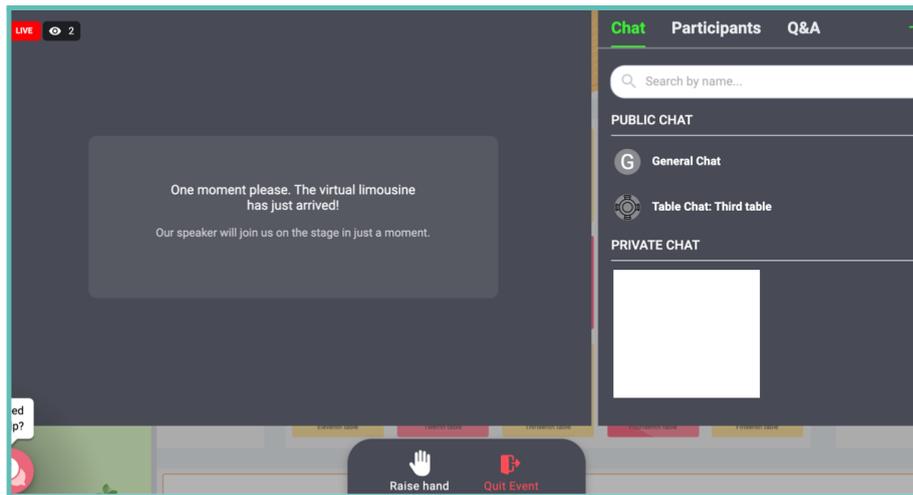
Quit Event

To quit the event after it has ended, click on “Quit Event”. Did you accidentally click on it? You can log in again as normal using the Remo login button on the event page (you will receive the link in the Last Information email).

The presentation mode:

During the event, as with the offline event, there will be a moderator and various agenda items in the large plenum on the stage.

The practical thing about Remo is that you don't have to go to the stage, you are automatically placed in the audience.



In this mode, the following functions are available to you as a participant.

Chat

You can also use General, Table and Private Chat here. Just click on the respective chat or person and start typing.

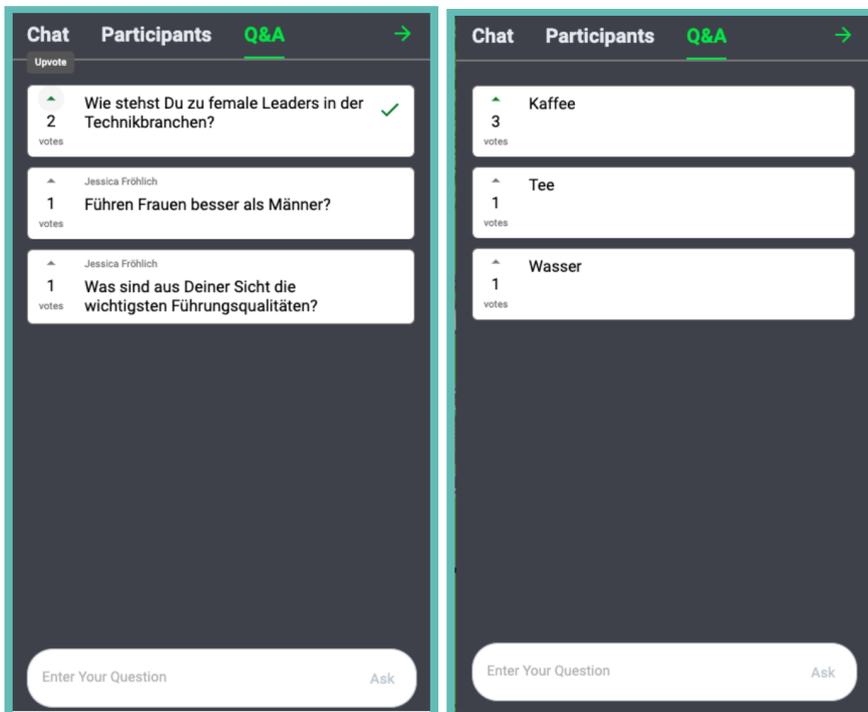
Participants

If you click on Participants, you will see a list of all participants. If you are particularly interested in someone, you can use the i-button to call up the person's profile information or use the letter symbol to communicate directly with the person.



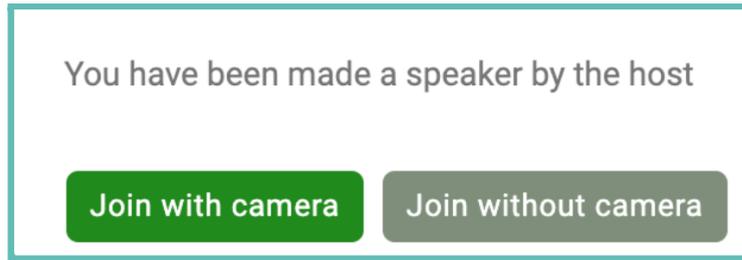
Q&A

In the Q&A section, questions (also anonymously) can be asked during the agenda items in plenary. Other participants can upvote these questions and the questions will automatically move up the list. Even if the speaker asks a question, it can be answered using the answer options in the plenary (see below: “Which is your favorite drink, there are three to choose from”).



Raise Hand

You can use this function to ask questions directly and live to the speakers or moderators. A host will bring you onto the stage and a window will appear where you can choose “**join with camera**” (please select with camera so that everyone can see you on stage). After you've asked your question, the host will take you off the stage again. If you want to put your hand back down, just click on “**unraise hand**”.



B. Zoom

The round-table discussions will take place in Zoom in order to offer each speaker the optimal stage.

B.1. Before the event

The zoom link to events can be found on the event page (you will receive the link in the last information email).

As soon as we declare the event session open, turn off your camera and microphone at Remo (both characters are then highlighted in red as in the screenshot).



In fact, you are still sitting at the same table, but at the time you are not available at Remo, but at Zoom and follow the round-table discussions.

B.2. During the round-table discussion

As soon as you have opened the link to the round-table discussion, a Zoom Meeting opens (in the browser or in the app)..

Which technical software is required?

For optimal use, you should use one of the three following browsers in the desktop version:

- Chrome 77 or higher
- Firefox 76 or higher

You can also find further technical information on the [Zoom](#) website.

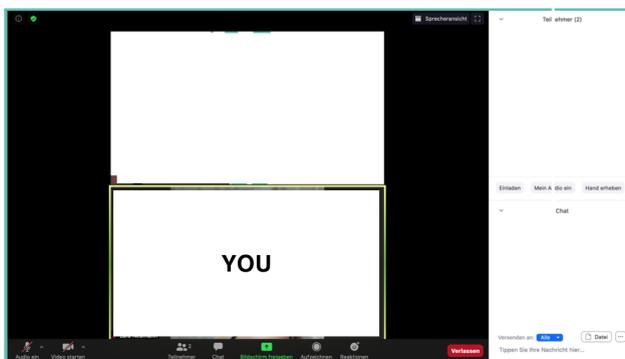
When making your settings, please note whether you have set your system to German or English. The function diagrams are the same, but the functions then have an English name.

Do I have to download Zoom?

No, you can use Zoom in the browser version, but we would recommend that you download the program beforehand. You can download the “Zoom Client for Meetings” from this [link](#).

B.2.1 Zoom App (recommended)

If you are already using Zoom as a desktop app, the round-table discussion will open in the app.



What functions do I have in the desktop Zoom App?



Audio on:

You can turn your microphone on and off. Please mute your microphone during the round-table discussion.

After the impulse from the speaker, there is the opportunity for questions or a discussion. Please do not activate your microphone until you have shown the speaker by raising your hand (see below, “raise your hand” function) that you want to participate and that she has given you the floor.

Camera on:

To start your video, please click on "Start video". In order to give the speakers the feeling of an audience and to be able to have a personal discussion, it would be nice if you also had your video open during the session.

Participants:

So that you can see all participants in a list, click once on the "Participants" button in the lower function bar. The list opens on the right edge of the application.

Raise hand:

If someone has a word / question, please report using the "**raise your hand**" function. In order for you to be able to use the function, the list of participants must be open on the side. As soon as you click the "Raise Hand Button", a blue hand will appear next to your name. The speaker will then ask the person to make their contribution at the next opportunity (after you have spoken, the speaker takes your hand back down or you can remove it yourself by clicking on "**lower hand**").

Chat:

So that you can use the chat, click once on the "Chat" in the lower function bar. This also opens on the right edge of the application.

Reactions / Reaktionen:

Reactions are important because there is no loud applause in the virtual environment.

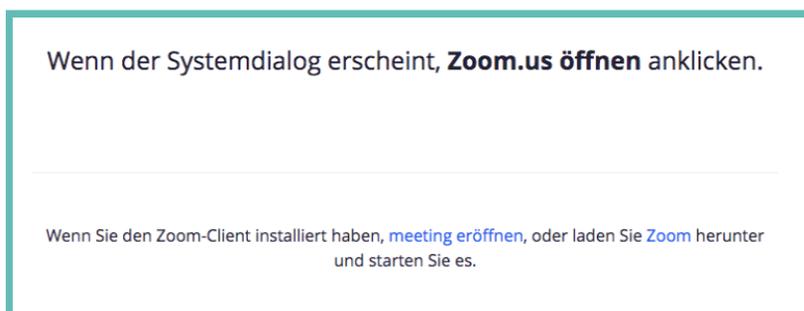
Please use the reactions in the function bar diligently to indicate if you particularly like something, if you want to give your consent or just applaud. This will make our speakers happy, too! The reactions are shown next to your profile picture.

Video Layout / Ansicht einstellen:

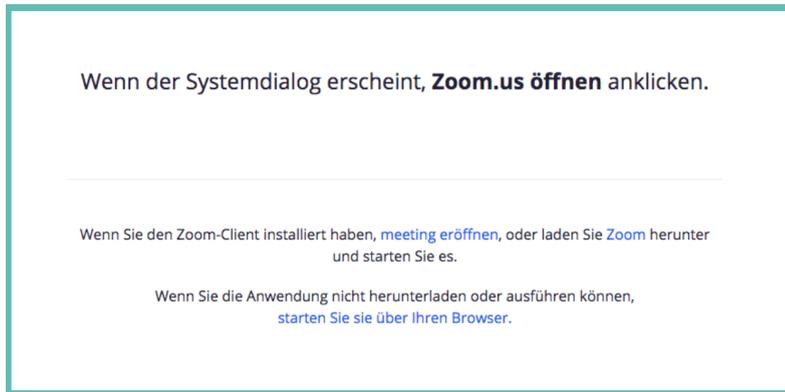
In the upper right corner of the zoom window you can switch the "speaker view" between the active speaker view (only the speaker can be seen) and the gallery view (you can see all participants).

B.2.2 Zoom in the web browser (limited functions)

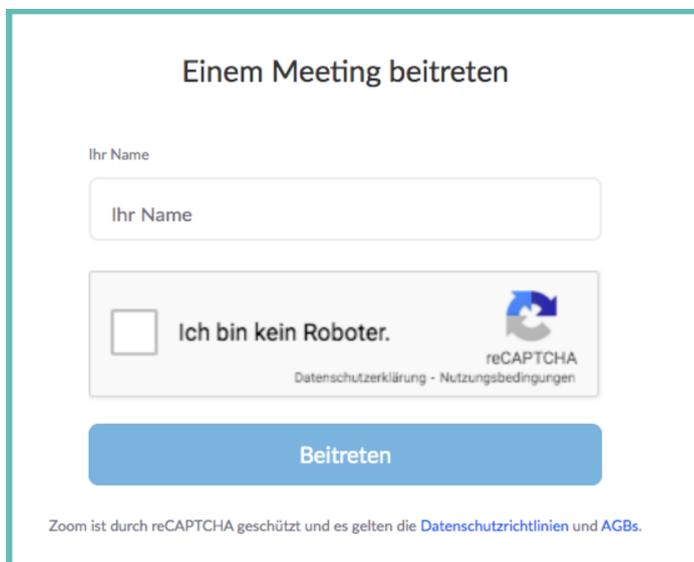
If you click on a zoom link, this window will open.



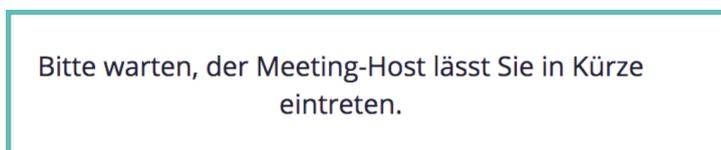
To start Zoom in the web browser you have to click on “open meeting” and the following text will appear.



Then click on “Start from your browser” and the application window will change:

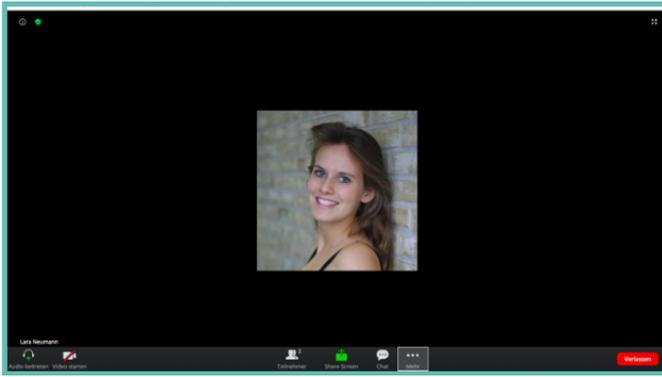


Please enter your name here and click on “I’m not a robot”. Then click on “Join”. The following text appears:

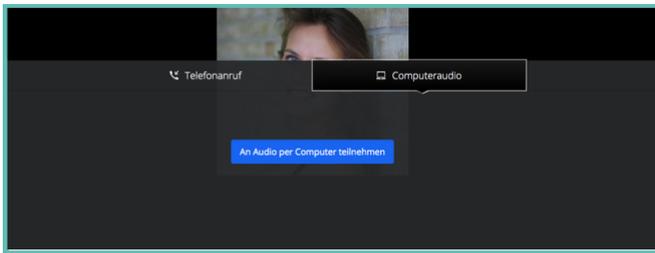


Please wait until you are admitted to the call by the speaker. This may take a moment, but please leave the window open.

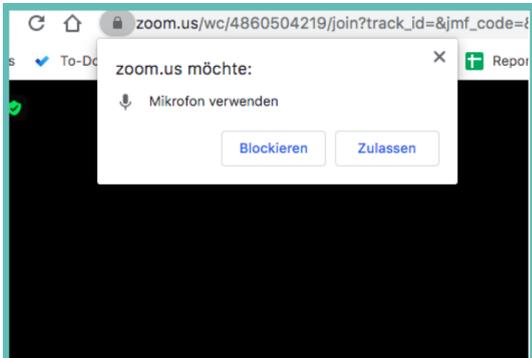
After the speaker has let you in, the application window changes:



Please click on “Join Audio” and the following pop-up window will open:



Click “Participate in audio via computer” and give permission in the browser window.



Please mute the microphone immediately afterwards.

What functions do I have when using Zoom in the web browser:



Audio on:

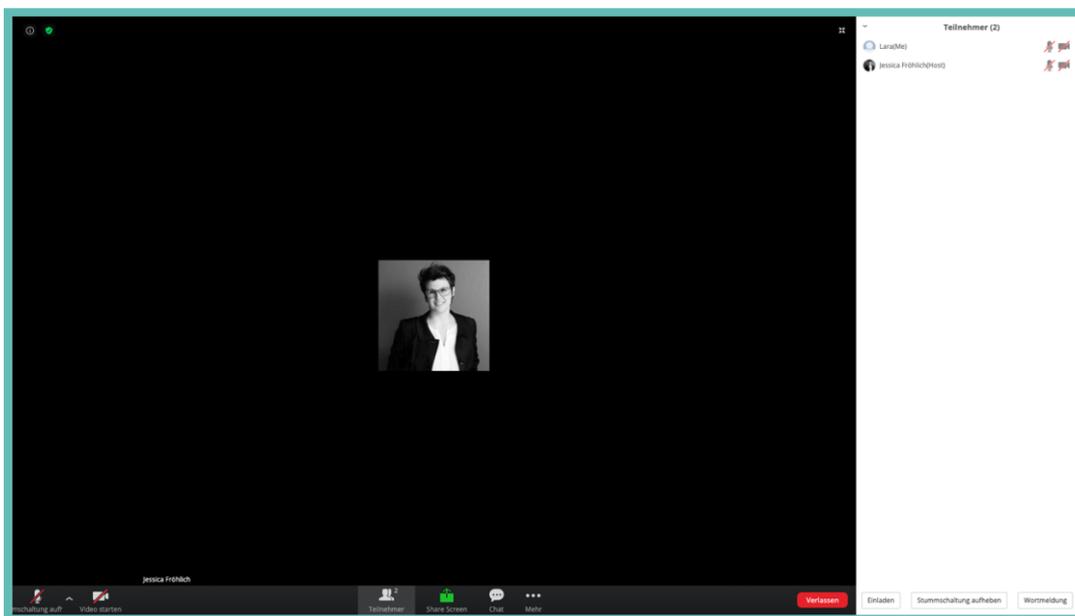
You can turn your microphone on and off. Please mute your microphone during the round-table discussion.

After the impulse from the speaker, there is the opportunity for questions or a discussion. Please do not unmute your microphone until you have shown the speaker by raising your hand (see below, “raise your hand” function) that you want to participate and that they have given you the floor.

Camera on:

To start your video, please click on "Start video". In order to give the speakers the feeling of an audience and to be able to have a personal discussion, it would be nice if you also had your video open during the session.

Participants:



So that you can see all participants in a list, click once on the "Participants" button in the lower function bar. The list opens on the right edge of the application.

Request to speak:

If someone has a comment / question, please report using the "**request to speak**" function. In order for you to be able to use the function, the list of participants must be open on the side. As soon as you click the “Request to speak” button, a hand will appear next to your name. The speaker will then ask the person to make their contribution at the next opportunity (after you have spoken, the speaker will take your hand back down or you can remove it yourself by clicking on “**lower hand**”).

Chat:

So that you can use the chat, click once on the “Chat” in the lower function bar. This also opens on the right edge of the browser window.

Reactions:

There are no reactions in the Zoom web browser version.