

# GRASFI 2020 CONFERENCE

SEPTEMBER 8-11, 2020

# A TECHNICAL GUIDE TO OUR VIRTUAL PLATFORM REMO



## GETTING YOUR DEVICE READY BEFORE THE GRASFI 2020 CONFERENCE

To get the full experience of connecting with others, we recommend using a device with a camera and microphone.

### DEVICE COMPATIBILITY

Remo works on desktops, laptops and mobile phones. Tablets are not supported at this time.

### OPERATING SYSTEM COMPATIBILITY

Make sure your operating system is updated to the latest version. On desktops and laptops, Remo is compatible with *macOS* and *Windows 10*. On smartphones, Remo is compatible with *iOS* and *Android*.

### BROWSER COMPATIBILITY

Make sure your browser is updated to the latest version.



On Mac desktops and laptops, Remo is compatible with: Chrome, Safari & Firefox



On Windows 10 desktops and laptops, Remo is compatible with: Chrome & Firefox



On iPhone, Remo is compatible with: Safari



On Android phones, Remo is compatible with: Chrome



## DETAILED COMPATIBILITY REQUIREMENTS

Operating System (OS)	OS Version	Browser	Browser Version
Mac	10.13+	Chrome	77+
		Firefox	76+
	10.14.4	Safari	12.1+ (no screen-sharing)
			13+ (full compatibility)
		Chrome	77+
		Firefox	76+
Windows	10	Chrome	77+
		Firefox	76+
iOS	12.4+	Safari	--
	13.0+		--
Android	7 - 10	Chrome	--

### SYSTEM TEST

Test your microphone, camera, speakers, browser, hardware and internet connection at:

<https://geartest.remo.co/>.

### TROUBLESHOOTING GUIDES

If your camera and/or microphone do not work, try these troubleshooting guides:

WINDOWS 10: [HTTP://WIN10.REMO.CO](http://win10.remo.co)

MAC: [HTTP://MAC.REMO.CO](http://mac.remo.co)

IPHONE: [HTTP://IPHONE.REMO.CO](http://iphone.remo.co)

ANDROID: [HTTP://ANDROID.REMO.CO](http://android.remo.co)

If it still doesn't work, please contact Remo's [Technical Support](#).

## JOINING THE GRASFI CONFERENCE 2020

### OPTIMIZE YOUR EXPERIENCE

For the best experience, we recommend following these steps:

- Close all other video applications, as well as memory-intensive programs (especially in Windows 10)
- Close other browser windows
- Close other tabs in your browser
- When possible, use your Desktop/Laptop rather than mobile phone

### JOINING THE CONFERENCE

In your joining instructions email you will find the password to access the links to the various panels, paper presentations, and side events.

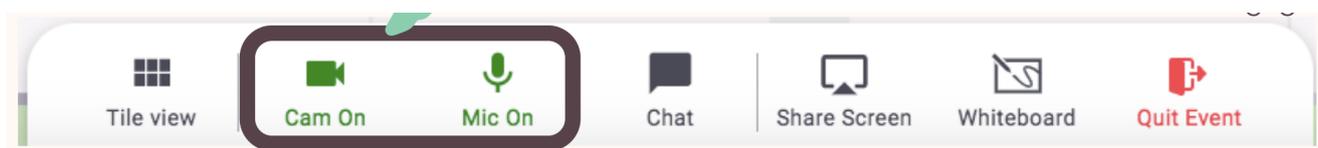
- Click on the link for the event you would like to join.
- On the event page click 'Join Event Now!'

\*If you access the page ahead of the conference you will notice two options under the countdown clock: 'Save me a spot' and 'Speaker Login'. Please disregard these options, once the countdown reaches 00:00:00 a "Join event now!" button will appear.

- Click through and follow the Remo set up tutorial
- Ensure you allow the browser to access your camera and microphone
- Once inside the platform, update your profile by going to the upper right corner of your window and click on the profile icon. A drop-down menu appears, click on edit profile and enter the information you would like to share. This will be your 'business card' and will be accessible by all attendees.

### MOVING AROUND REMO

- Once you enter the platform, you will randomly join a table. You can see the entire floorplan by clicking on the grid and moving it around with your mouse
- You are free to move tables as you please, simply double-click on 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
- Turn on the 'Cam and 'Mic' buttons in the menu on the bottom of your screen to start networking with members at your table.



## Chat

You can send attendees messages by using the Chat function available in the menu on the bottom of your screen.

- Click on the 'Chat' and select one of the 3 chat options:
  1. General Chat - Visible to all attendees
  2. Table Chat - Visible to only members in your current table
  3. Private Chat - Direct private message to selected recipients (You can search using the search bar)

## Share Screen

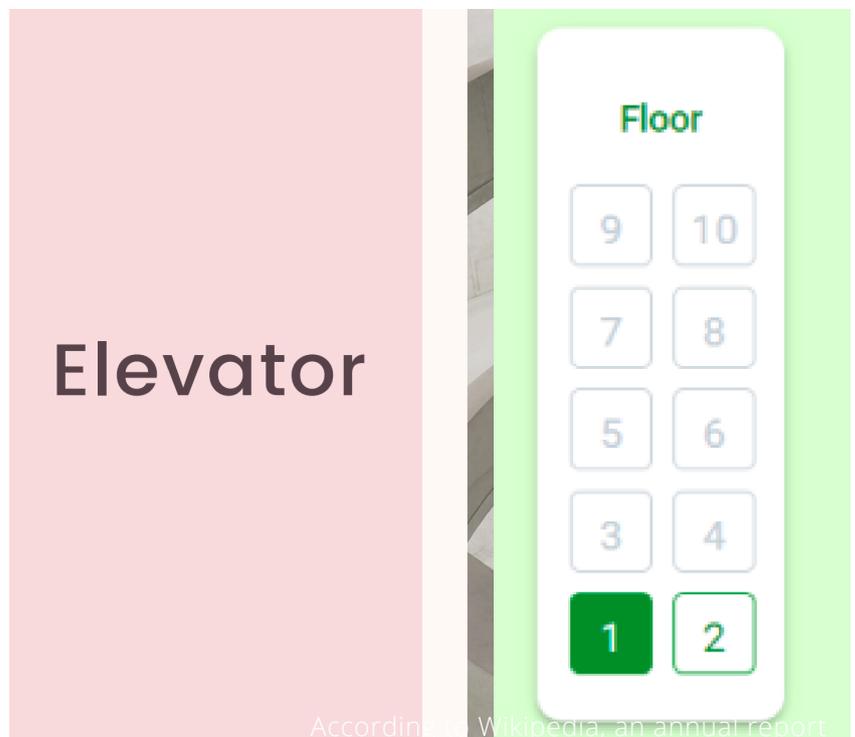
You can also choose to share screen with the other members at your table

- Click on the 'Share Screen' button in the menu on the bottom of your screen (or press Alt + S)
- Select what you want to share (your entire screen, a specific application or an individual browser tab)
- Hit the blue 'Share' button

## Navigate between floors

You can navigate between floors using the elevator dial on the left side of your screen.

To see how many attendees are on a particular floor, hover your cursor over the floor button.



## LEAVING AN EVENT

The event has ended? We hope you enjoyed it!  
To leave the event, just click on '**Quit Event**' in the bottom toolbar.



## CONTACT US

If you have any questions before the event, please contact us at [columbia2020@sustainablefinancealliance.org](mailto:columbia2020@sustainablefinancealliance.org)

If at any point during the Conference you experience difficulties, or if you have any questions, come find us at our virtual **Helpdesk** located on the top right of the floor plan.