



Frequently Asked Questions



Below are some of our Frequently Asked Questions for Remo, the virtual platform used for **GRC Connects**. If you do not see the answer below, please reply to the registration email (connects@grc.org) or join the Technical Support table during the meeting. The Technical Support table is located in the top left-hand corner during the meeting.

For a virtual walk-through, please be sure to watch the **GRC Connects Remo Tutorial** linked in your registration email.

Login and Set-up

Which browsers and devices can I use to access Remo? Remo works best in Google Chrome, Mozilla Firefox, and Safari. You may use a phone or computer. Remo is not compatible for tablets.

How do I update my profile information? Prior to the start of the meeting, you will be able to enter your business card information. If you have already joined the meeting, you can update your information by selecting your profile icon on the top right-hand side of the screen. You will be able to add a profile picture, your contact information, and link certain social media accounts such as LinkedIn and Facebook.

Networking

How do I join a different table? You can join a different table by clicking on an open “seat” at any of the tables in the platform.

The platform is telling me the table is full. What should I do? If the table you would like to join is full, please join an alternative table and wait for a seat to become available. The tables can seat a maximum of 6 participants, and event organizers will periodically request attendees shift to different tables.

Can I search for a specific attendee? Yes, there are ways to search for a specific attendee. If you are in the table-view, you can see each attendee at the tables. You can also open the chat box and scroll through the list of participants. If the presentation begun, you may click on the “Participants” tab and search for a specific name.

Can I zoom in on a specific table or video? Yes, you can use two fingers to zoom in on a mouse tracking pad like you would on a cell phone camera. Each video and screensharing feature has a button in the top right-hand corner that allows you to make the video full-screen.

How do I view the Chat? There is a Chat icon in the toolbar which will open your Chat window. You are able to filter the chat to send a message to the entire group, to only members of your table, or to privately chat with another attendee.

How do I open the Whiteboard Feature? There is a Whiteboard icon in the toolbar which will open the Whiteboard for your table. If someone begins working in the Whiteboard, you will receive a notification asking if you’d like to join.

Presentation Mode

How do I submit a question for the Speaker? During the presentation mode, you will be able to access the Q&A section and submit a question by typing your question and selecting the “Ask” button. You will also be able to vote for a question here and move it up the list to be answered sooner.

I submitted a question, but I no longer see it in the queue. There may have been a similar question already submitted and it was combined with the other one. It may have been answered already as well and then removed from the queue.

Can the speakers hear me when I am not on screen? No, unless you are promoted to a speaker role and brought on screen, your microphone and camera are disabled during the presentations.

Can I close the General Chat window during the presentation? Yes, you can collapse the Chat, Participant List, and Q&A section during the presentation. Please select the arrow on the top right-hand corner of the window. To reopen, there will be a green arrow on the right-hand side of the presentation window.

How do I make a speaker or presentation visible in full screen? Use the full screen button in the upper righthand corner of the window that you would like to expand. If you press it again, you will compress the view and see all windows again.

General Technical Issues

I am having connection issues. How can I ensure my system is working properly with Remo? Please use the [Remo Gear Test](#) to test your system settings if you are experiencing technical difficulties. This will help to diagnose the problems you may be experiencing. Additional information on system requirements for Remo can be found [here](#), and you can utilize the Technical Support table within Remo or message a staff member for further assistance.

Why is my audio echoing? If your audio is not working properly, it may be due to your browser. Please try another browser to correct this.

My name has disappeared from the participant list, but I am still here. How do I fix this? If your name disappears suddenly, please try exiting the meeting and re-entering to correct this.

Why can't I view my table's whiteboard updates? If you are having difficulties viewing what is being added by other attendees, click the Whiteboard button in the toolbar to return to the table view. Then click to open the whiteboard again. If this does not resolve this issue, please refresh your browser page.