TIP SHEET
FOR ATTENDEES

CPSI Legacy Event
September 17, 2020
12:00 p.m. – 1:00 p.m. MT

Remo is a virtual platform that helps create easy, face-to-face interactions just like in real life. We know trying new things can be tricky, here are a few tips to help you make the most of the event! If you are still stuck after reviewing these tips, you can refer to the comprehensive **first-time users guide**.

Tips | Before the Event

Tip #1   **Use your best internet connection.** This will improve the video and audio experience for both you and other attendees.

Tip #2   **Use a desktop or laptop computer.** Smartphones will not create the best possible experience and Remo does not work on tablets yet.

Tip #3   **Test your video and audio connection before the event.** Use this **30-second test** to ensure your device is set up properly. Sometimes you have to allow your browser to have access to your webcam and microphone before proceeding. We recommend you test your audio at least a day before the event and the day-of.

Tip #4   **Ensure you can access the event site.** Visit the **event website** to ensure you can see the landing page. If you can't, and just a white screen appears, try copy and pasting this URL link: **https://live.remo.co/e/cpsi-legacy-event-1** into your web browser. Remo works best on Firefox or Chrome webrowsers.

Tip #5   **If you still can't get your video and audio to work, visit http://remo.co/** and click on the 'Need Help' button on the bottom-right corner.

The icon looks like this.

Tip #6   **Watch this 3-minute video on how to use Remo** so you know what to expect on the day.

Tip #7   **Pick out a small sized photo of yourself for your profile.** You will be asked to set up a short profile when you log into the event for the first time. A JPEG file is best.

Tips | Day of the Event

Tip #8   **Quickly double-check your audio and video connection** using the **30-second test**.

Tip #9   **Join the event early!**

After a quick profile set-up (have a small sized photo of yourself ready!), you will randomly join a table with 7 other guests. You are free to move around 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.

Tip #10   **Each floor is themed** to make it easier to connect with your old friends and collaborators.

    Floor 1 & 2 - Research, Education, Reports and Committees

    Floor 3 & 4 - Safer Healthcare Now (2005 – 2016)

    Floor 5 - Current and past staff and board members

Tip #11   **Find your friends using 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.

Tip #12   **Remember there is always tech 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. Once you're in the event, tech support staff will be at the first table on each floor and you can request help through the general chat as well.

The icon looks like this.

Tip #13   **Have fun!** The hour will fly by.