

VIRTUAL COURSE INSTRUCTIONS

Please read these instructions carefully before joining the course

Supported Browsers:

It is highly recommended that you use a PC or laptop (Windows 10 or 11) or Mac (MacOS) to watch this virtual course and not a mobile device.

You will need to join the event using one of the supported browsers:

CHROME (Recommended)

MICROSOFT EDGE or SAFARI

Firefox should also work but isn't as reliable as Chrome

Internet Explorer is **NOT** supported and will not work with the platform

Please check that your browser is up-to-date as some older versions are unsupported.

Checks:

In advance of joining the course, please make sure that your camera, microphone, speakers and firewalls are working correctly and will allow you to access the platform.

This system checker link will do this for you: <https://onlinevirtualevents.org/systemCheck.html>

Unfortunately, it seems that some NHS Trust firewalls may block access to the platform. If this is the case, we hope that you can join from a personal computer or that your IT team can resolve the issue for you.

Course Link and Landing Page:

Link: <https://live.remco.co/e/medical-emergencies-for-trainees-1/register>

Following the above link will direct you to the landing page which will look like this:



Before you can access the virtual meeting, you will need to register for the event with Remo (unless you have attended a previous event and already done this). You can either do this in advance or on the morning of the event:

- Click the **Register for Event** button from the landing page
- Enter your email address in the **Your Email** box
- You will be asked to check your email Inbox for a magic link. If you are unable to find the email, please check your Spam/Junk email folder
- Follow the on-screen instructions to complete your Remo event registration
- Once you have registered successfully with Remo, you should see **Registration Confirmed** on the event landing page

Important: When registering for the event with Remo, please ensure that you use the **same email address** that you supplied to the event organisers when booking your place. This is also the email address that the event information has been sent to.

Joining on the of the Event:

When it is time for the event and you are ready to join, head back to the landing page (this is same link that you used previously – see previous page). Please check that the countdown has reached zero and then click the **Join Event** link.



Enter your email address.

You will then be asked to check your inbox for the sign in link.

Follow the on screen instructions to join the event.

Please see below for some suggestions and a link to contact the event support technician if you encounter any problems joining the event.

Please keep reading for some tips on **Navigating the Platform** which will explain more about Remo and it's features so that you can maximise your enjoyment of the course.

Troubleshooting:

If you have problems joining the event on the day, the link below contains several tips which will help with most issues:

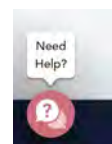
<https://www.onlinevirtualevents.org/help/troubleshoot-collaborative-conferences.html>

If you are still having problems after checking and following the tips listed in the troubleshooting link, you will need to get in touch with the support technicians directly. To do this, please use the **Contact Support** link below or the **CHAT NOW** button from the bottom of the troubleshooting page.

Contact Support

This is by far the quickest and best way to get assistance as it will put you in contact with the support technicians who will be running the event. The technician will be manning this function from 30 minutes before the event starts. Please note that he will only be able to answer one enquiry at a time so you may need to wait for a response. Outside of the event times, messages will be responded to as quickly as possible.

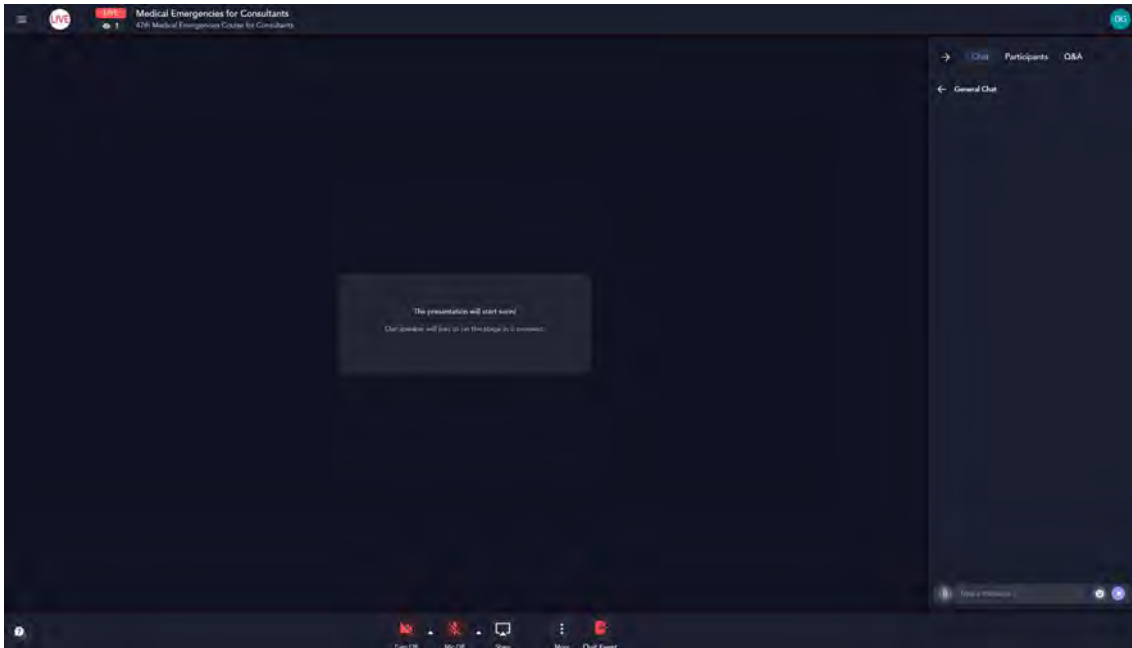
IMPORTANT: We strongly recommend that you **DO NOT** use the 'Need Help' feature from the event landing page (see right) as this will direct you to a general Remo chatbot who will have no knowledge of the event that you are trying to access and is unlikely to be able to help.



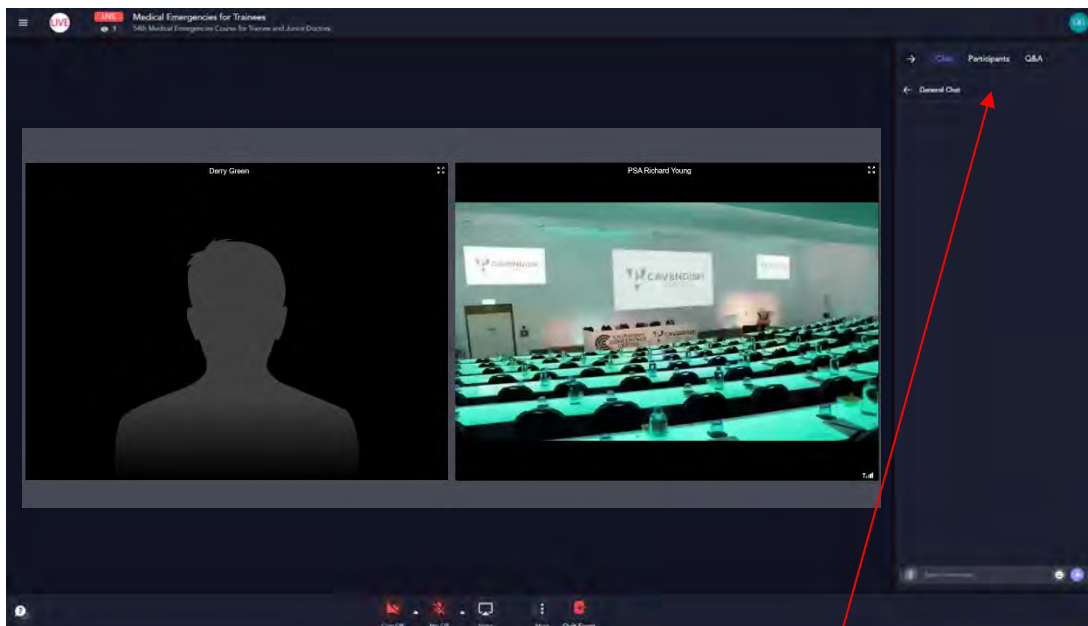
Occasionally problems are down to an individual's internet connection. Internet traffic can vary throughout a day and bandwidth may be a factor at peak periods – unfortunately no programme you run can overcome this issue.

Navigating the Platform:

When you arrive in the virtual course, you should see a screen which will look something like this until it is time for the first talk:



As each session starts, you will see the course lead, speakers or presentations in the main window (as below):



Your camera and microphone will be turned off.

To the right of the main window, you will see a second window with four features:

Live-Captions:

The Live Captions function provides a text-based interpretation of anything that is said during the presentations. Simply click the button to turn this feature on and off.

Chat:

This feature can be used to send messages to the other course attendees. Options are:

General Chat – everyone attending the course will see your message

Private Chat – select another participant from the list to send a private message

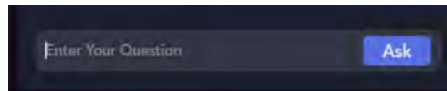
Participants:

Clicking here will display a list of everyone who is present at the course at the time of viewing. Speakers will appear at the top and Participants underneath. You can search for someone by starting to type their name into the 'Search people' box which you will see under the Participants heading. Click on a name to send a private message to that person.

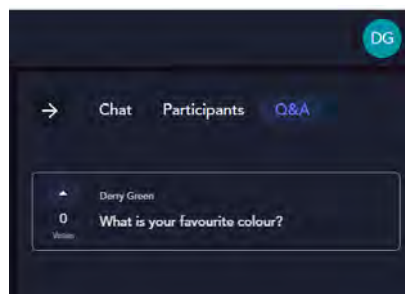
Q&A:

This is the most important feature and is where you can submit questions during each presentation to be answered by the speaker and/or course lead. Please remember to use the Q&A tab and not the general Chat as questions entered in the wrong place are likely to be missed.

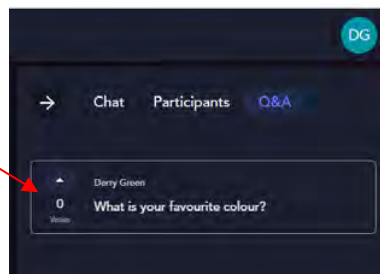
Submitting a question: To submit a question, make sure that you are in the Q&A screen, look towards the bottom for the *Enter Your Question* box, type your question and click Ask



You will then be asked to confirm that you wish to submit your question before it appears on-screen:



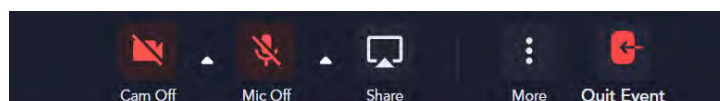
Voting on questions: If another participant submits a question that you are interested in hearing the answer to, please use your vote rather than asking the same question again. Each participant can vote once on any question. The more votes a question receives, the higher up the list it will move.



Questions will be cleared at the end of each presentation to make it easier for the next speaker to see the questions that relate to their session.

Leaving the Course:

If you are unable or prefer not to listen to all of the talks while they are taking place, you can quit the course at any time (click **QUIT EVENT** from the toolbar at the bottom of your screen) and then re-join using the same link when you want to return. There is no limit to the number of times that this can be done.



It is important to QUIT EVENT when you need to leave and not just close the window.