

JOINING THE EVENT

Supported Browsers:

It is highly recommended that you use a PC or laptop (Windows 10) or Mac (MacOS) to watch this event 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 event, 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.

Event Link and Landing Page:

Event Link: <https://live.remo.co/e/uk-myeloma-society-spring-day-1/register>

The event link will direct you to the landing page for the event:



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 Day 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 above). 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.

The **Navigating the Platform** document which has been sent to you will explain more about Remo and it's features so that you can maximise your enjoyment of the event.

Troubleshooting:

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

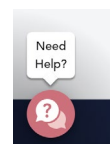
<https://www.onlinevirtualevents.org/help/troubleshoot-collaborative-conferences.html>

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 until the end of the event. 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.