

Remo User Manual

for student users

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I .Getting your device ready

System Requirements

Before attending a Remo event, please access the following URL and check that you are using a compatible browser and operating system (OS) that fulfils the versions listed in the table below.

* Access from smartphones/tablets is not supported.

Remo System Check URL: : <https://geartest.remo.co/>

Important

Compatible OS and browser

Please make sure to use the latest version of the following browsers.

Any other applications or software are not necessary.

Google chrome、Fire fox、 safari

重要

* We highly recommend using Google chrome.

OS	OS version	Browser
Mac	10.14.4 or later	chrome ^{*1} , Firefox ^{*1} , safari ^{*2}
Windows	10	chrome, Firefox

*1 To share your screen, please enable Chrome or Firefox at System Preferences > Security and Privacy > Privacy > Screen Recording.

You may be required to restart the system in order for the changes to take effect.


*2 If you are using Safari, you can only share screen on desktop mode.

II .Access test before the event

1. How to access the access test page

(1) How to sign in: If you have not attended a Remo event before


STEP1



Please open the URL of the access test page.

Click on "Sign in to join event!".

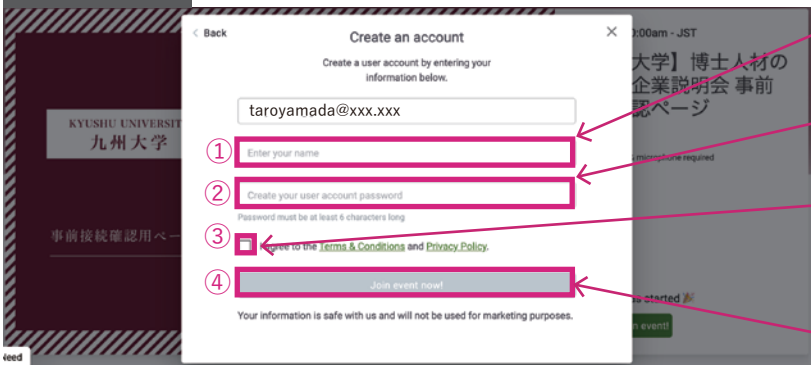
STEP2



① Enter your mail address.v

② Click on "Continue".

STEP3



① Enter your name and your Graduate School.

② Create and enter a new password.

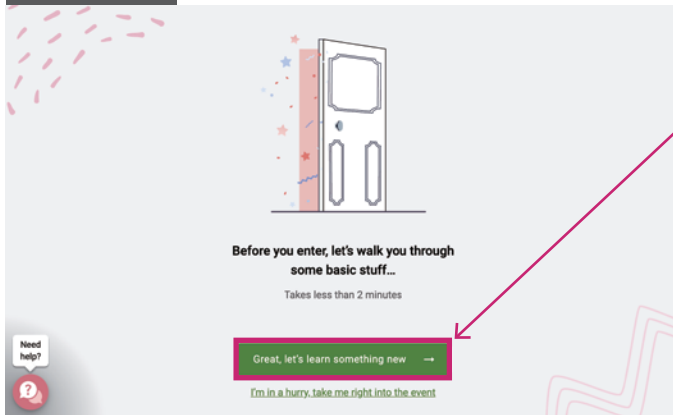
③ Put check to "agree to the Terms&Conditions and Privacy Policy".

④ Click on "Join event now!".

II .Access test before the event

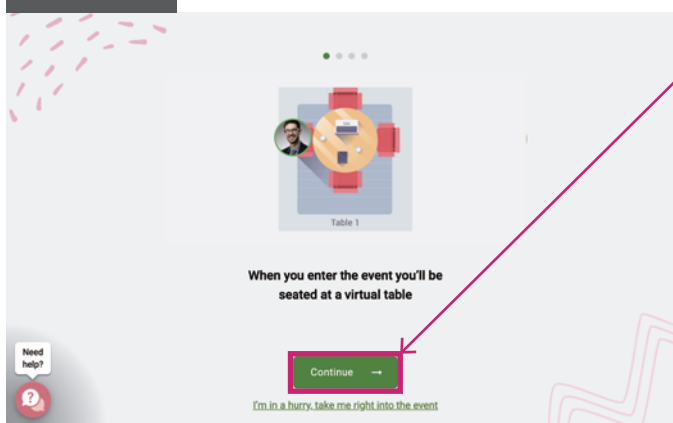
1. How to access the access test page

STEP 4



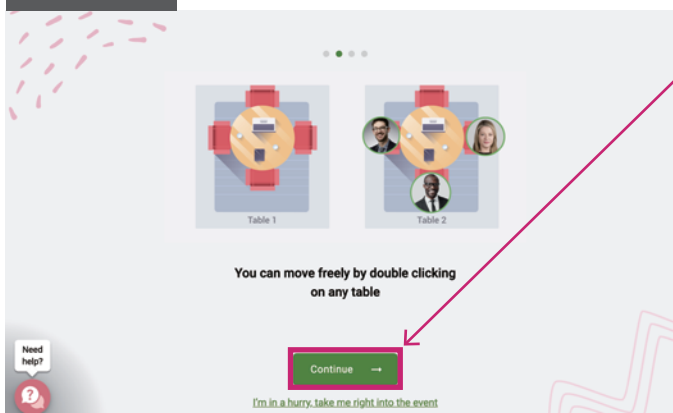
You will move to the tutorial screen.
Please click on "Great, let's learn something now→".

STEP 5



Click on "Continue→".

STEP 6

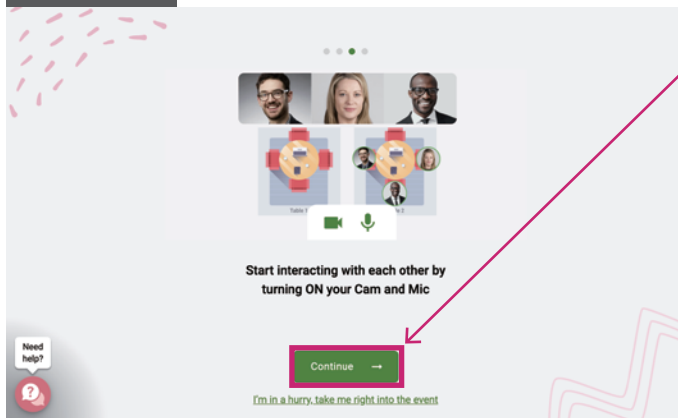


Click on "Continue→".

II .Access test before the event

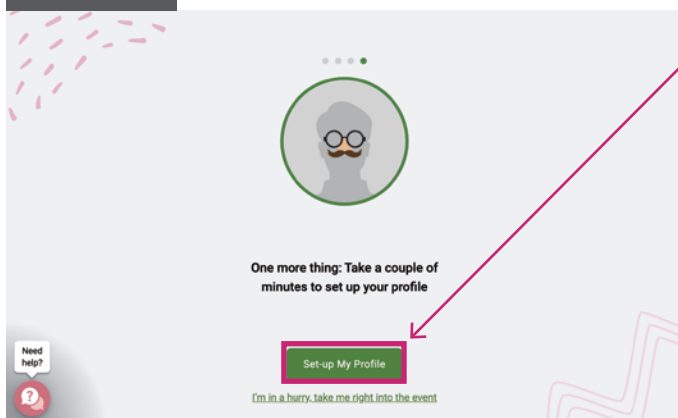
1. How to access the access test page

STEP 7



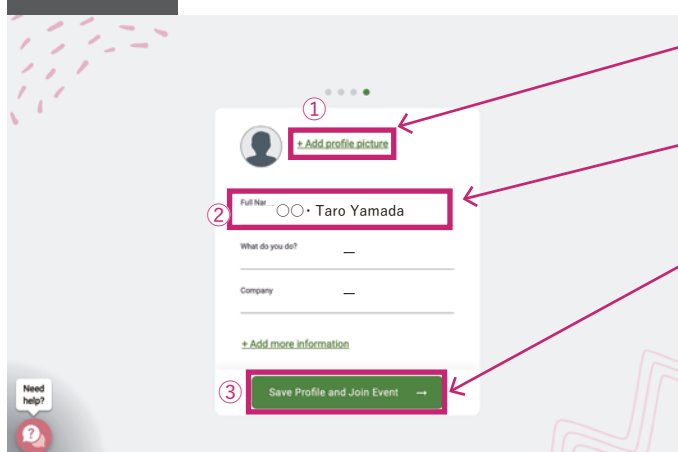
Click on "Continue→".

STEP 8



Click on "Set up My Profile→".

STEP 9



① Click on "+Add profile picture" to choose your profile picture (optional).

② Add your name and your Graduate School in "Full name" section.

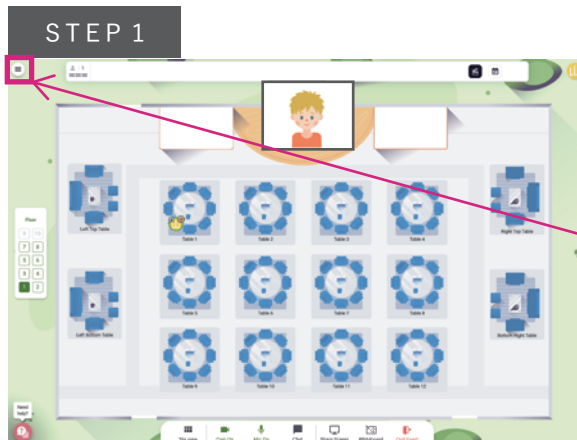
③ Click on "Save profile and join event→".

Now you can access the access test page.


II .Access test before the event

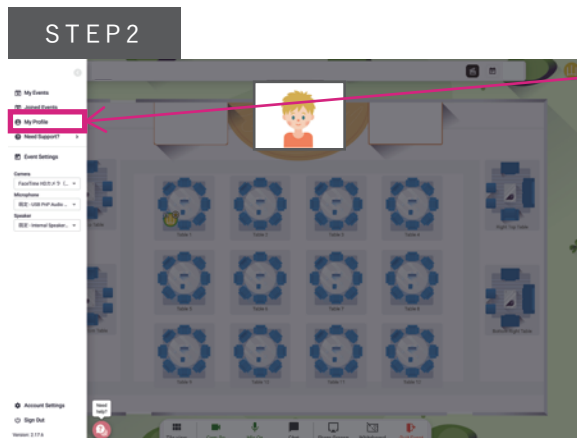
1. How to access the access test page

(2) How to sign in: If you have already attended a Remo event before

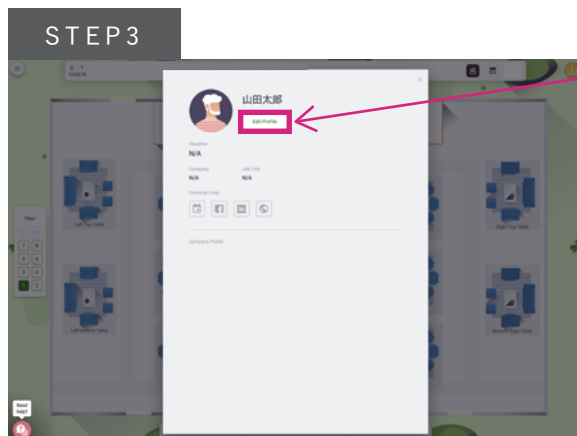


Please change your profile name to "your name + your Graduate School" even if you already have your Remo account.

Please refer to P1 ~ P3 and access the access test page. click on the three parallel horizontal lines () located on the upper left corner of the page to open the menu.



Click on "My Profile".



Click on "Edit Profile".



• You can change your profile image from "Add Profile Picture".

• You can change your profile name from "Full Name".

• Make sure to click on "Save Changes" when you finished changing your profile.


* Please refer to **【STEP 9】** in P4.


II .Access test before the event

2. What to check in the access test page

Menu bar and Function bar

Menu bar

Click on the three parallel horizontal lines () located on the upper left corner of the page to open the menu bar.



The menu bar is a vertical list of options on the left side of the screen. The options are: Joined Events, My Profile, Be a Host, Need Support?, Camera, Microphone, Speaker, Account Settings, and Sign Out. The 'Need help?' icon is at the bottom of the menu bar.

- My Profile**: You can change your profile here (refer to P5).
- Need Support?**: You can show links to the support pages.
 - ① "Learning Article": Help desk page * available in both English and Japanese
 - ② "Guided Tours": Online guide tours * available in both English and Japanese
 - ③ "Video Tutorials" * available only in English
- Camera**: If your camera is not working, please try other options in the list.
- Microphone**: If your microphone is not working, please try other options in the list.
- Speaker**: If your speaker/headphone is not working, please try other options in the list.
- Account Settings**: Click here to exit the event page.
- Sign Out**: You can chat with Remo's support team.

* "Camera," "Microphone," and "Speaker" options might not be displayed depending on the device/system you are using.

* Japanese support is available during 9:00 - 15:00 on weekdays.

Function bar

Make other attendees' screen bigger

Turn on/off your camera

Turn on/off your microphone

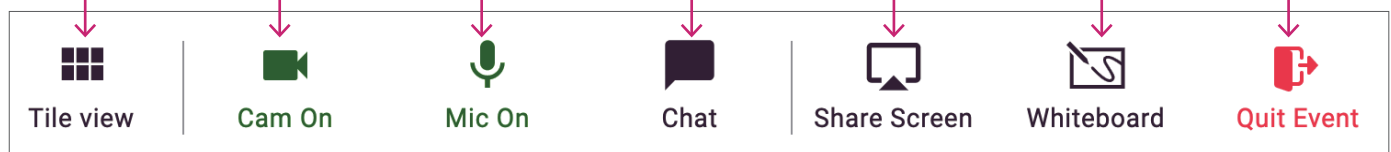
Chat

Share your screen

Use white boardscreen

Do not click on this icon.

* Please exit from "Sign Out" in the menu bar



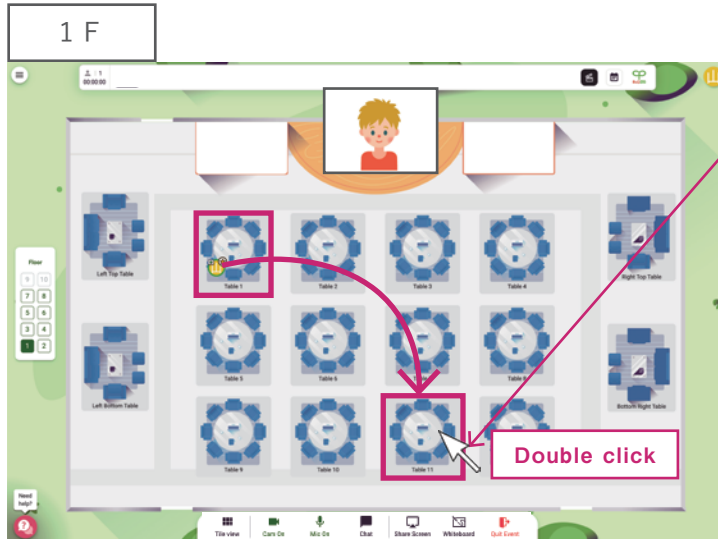
The function bar is a horizontal row of icons at the bottom of the screen. The icons are: Tile view, Cam On, Mic On, Chat, Share Screen, Whiteboard, and Quit Event.

- Tile view**: Make other attendees' screen bigger
- Cam On**: Turn on/off your camera
- Mic On**: Turn on/off your microphone
- Chat**: Chat
- Share Screen**: Share your screen
- Whiteboard**: Use white boardscreen
- Quit Event**: Do not click on this icon. * Please exit from "Sign Out" in the menu bar

II .Access test before the event

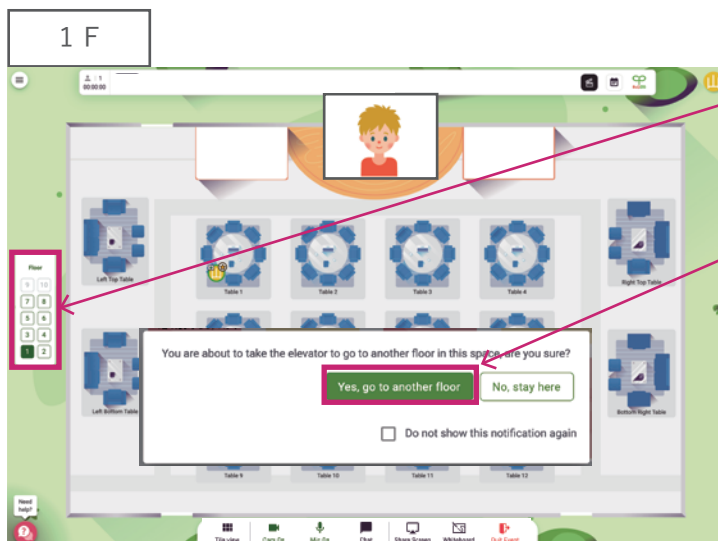
2. What to check in the access test page

(1) Move to another table



You can move to a different table by double clicking the table you want to join.

(2) Move to another floor



①Click on the button of the floor you want to go to.

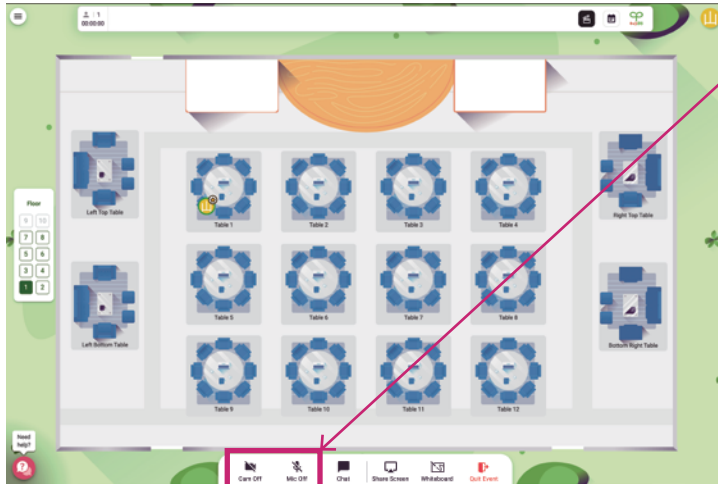
②Click on "Yes, go to another floor". Now, you can move to another floor.

When you move to another floor, you will be randomly joining a table/booth. For details, please refer to the remarks in P10 ②.

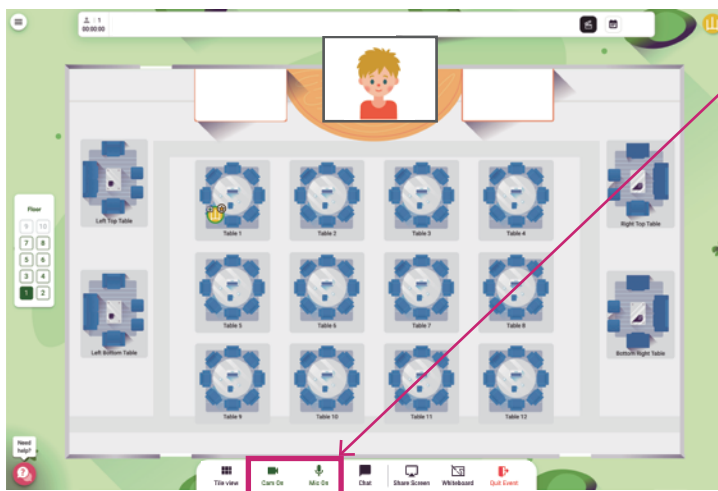
II .Access test before the event

2. What to check in the access test page

(3) Turn on your camera/microphone



① Click on the camera/microphone icons at the bottom to turn on your camera and microphone.

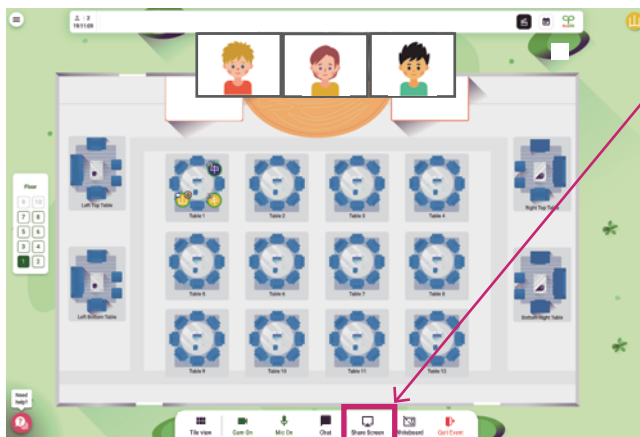



② The icons will turn into green when your camera/microphone are turned on.

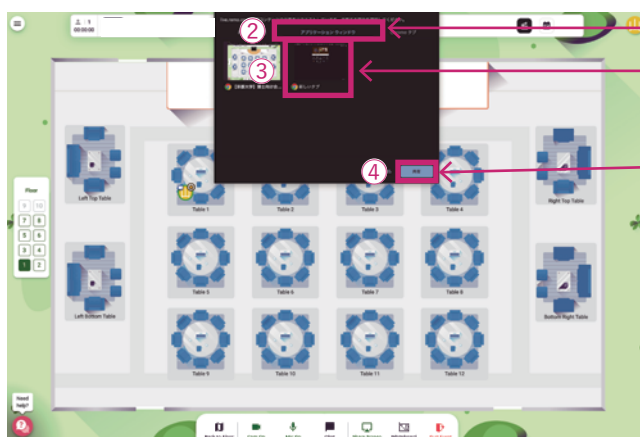
II .Access test before the event

2. What to check in the access test page

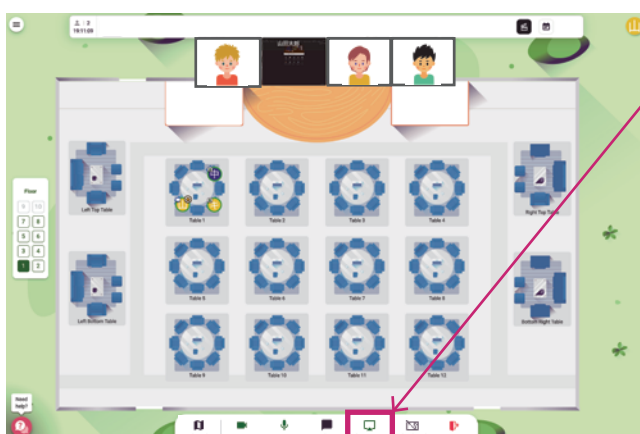
(4) Share screen/slides




- ① Click on the "Share Screen ()" icon in the function menu bar at the bottom.



- ② Select "Application Window".
 - ③ Choose the window/application you want to share.
 - ④ Click on the "Share" button.
- *You have to open the window you want share before starting the screen sharing.*

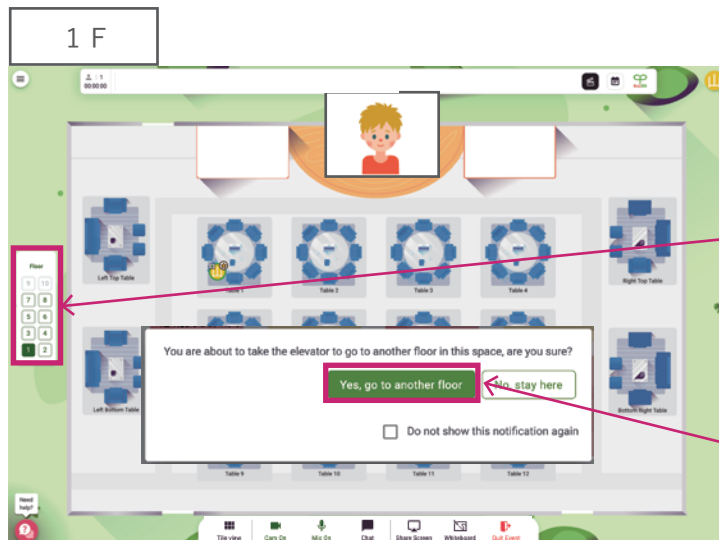


- ⑤ Click on "Share Screen ()" again to end the screen sharing.

III. During the event

1. Actions by each attendee

(1) Move to poster presentation booth/cooperate booth



You have to go to another floor to move to poster presentation booth/cooperate booth.

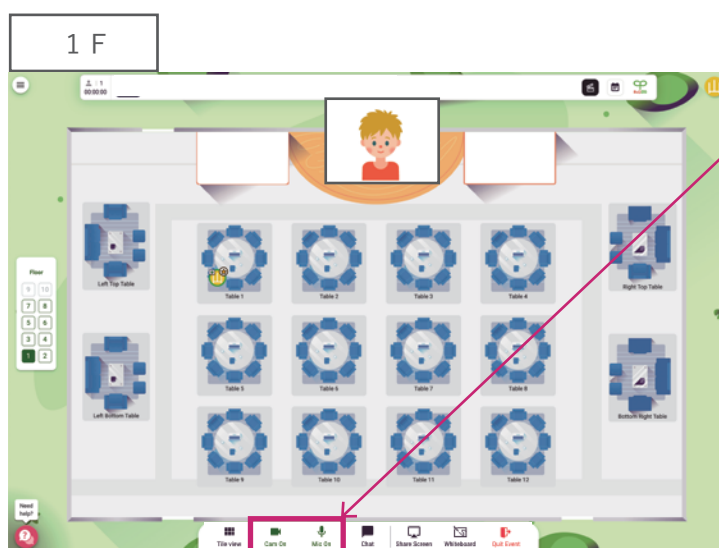
① Please check the floor map and click on the floor you want to move to.

* We will inform you of the details of the floor map in a separate email.

② Please click "Yes, go to another floor" to move to another floor.

When you move to another floor, you will be randomly joining a table/booth, so please move to the table/booth you would like to join.

(2) Talk with cooperate recruiters/staffs




Please turn on your camera and microphone by clicking on the camera/microphone icons at the bottom.

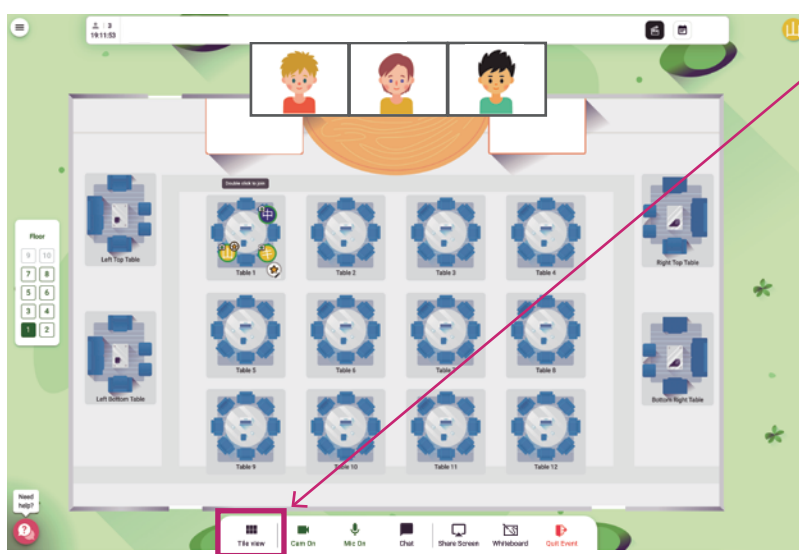
*The icons will turn into green when your camera/microphone are turned on.


III. During the event

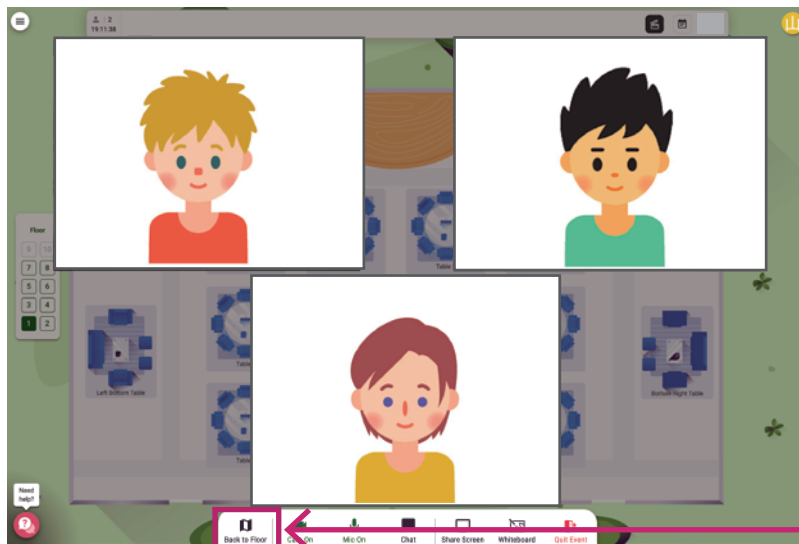
1. Actions by each attendee


(3) Make other attendees' image bigger

By clicking on "Tile View ()" at the bottom of the screen, you can see the images of the other attendees in larger size. In Tile View, you can have a conversation with other attendees just like if you are sat next to each other at the physical conference.



① Click on "Tile View ()" at the bottom to make the screens of the other attendees bigger.



② Click on "Back to Floor ()" to end the Tile View and go back to the floor map.

III. During the event

1. Actions by each attendee

(4) Share slides (only for students giving poster presentation)

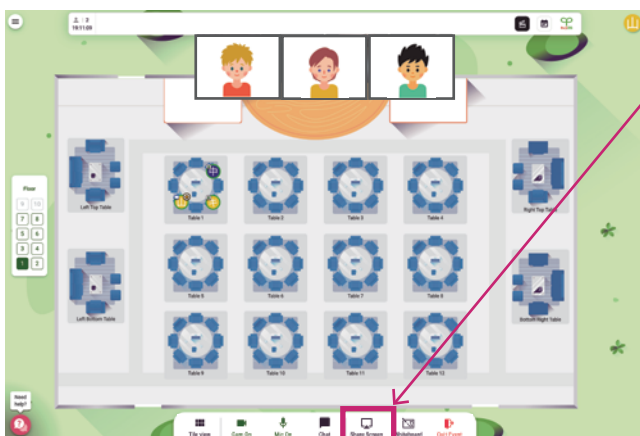
- * Please do not play video during the slide sharing.
- * Please open the file you want to share before starting the sharing.



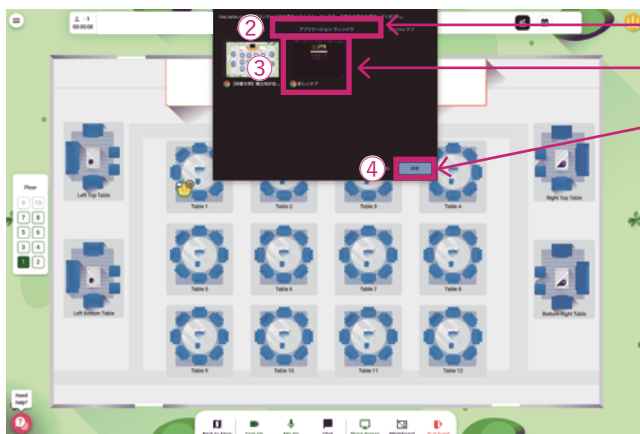
How can I share slides while showing the camera image of the audience at the same time?

If you are using PowerPoint, please change to Reading View mode.

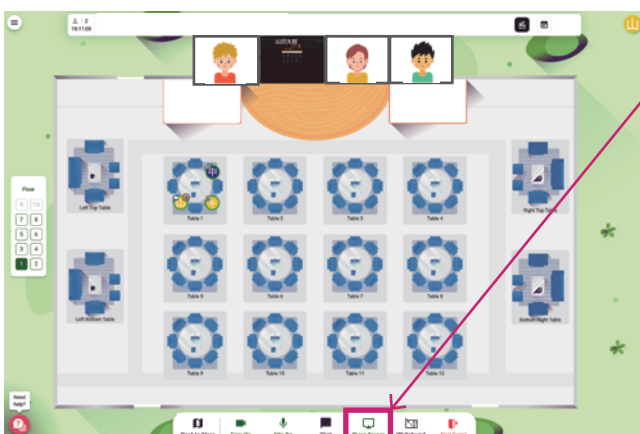
Select "View (表示)" in the Ribbon > Select "Reading View (閲覧表示)" in Presentation Views > click on "Resize ()" button to go back to the Remo's event page.



- ① Click on the "Share Screen ()" icon in the function menu bar at the bottom.



- ② Select "Application window".
 - ③ Choose the window/application you want to share.
 - ④ Click on the "Share" button.
- * You have to open the window you want share before starting the screen sharing.

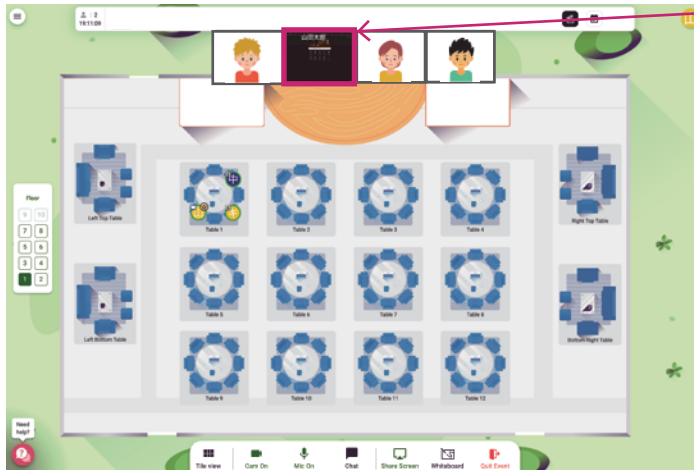


- ⑤ Click on "Share Screen ()" again to end the screen sharing.

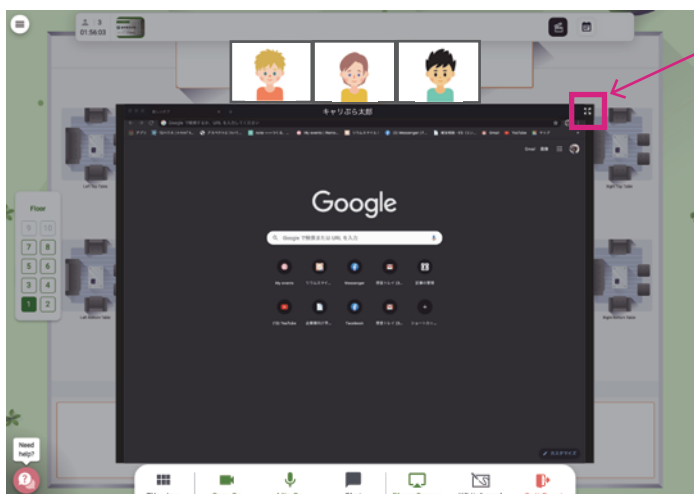
III. During the event


1. Actions by each attendee

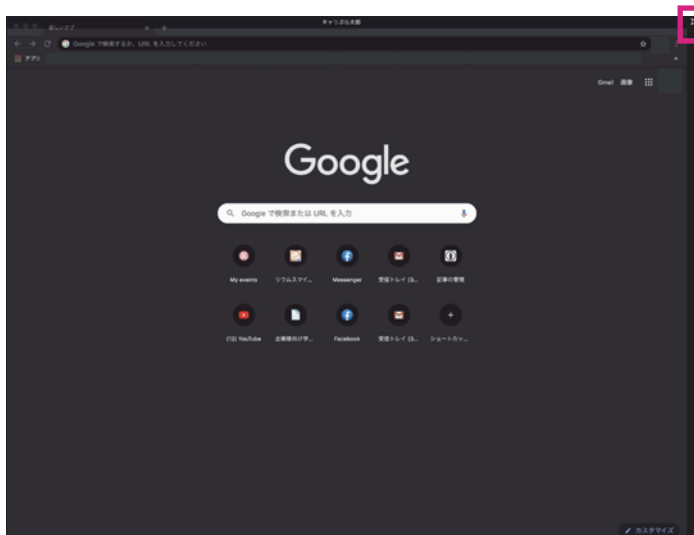
(5) Maximize shared slides and listen to a company introduction




- ① When a screen is shared with you, the shared screen will be displayed as shown in the left picture. Please click on the screen..



- ② You can maximize the shared screen by clicking on the "Maximize button ()" in the upper right corner of the screen.



- ③ Please click on "Resize button ()" in the upper right corner of the screen to resize the screen.

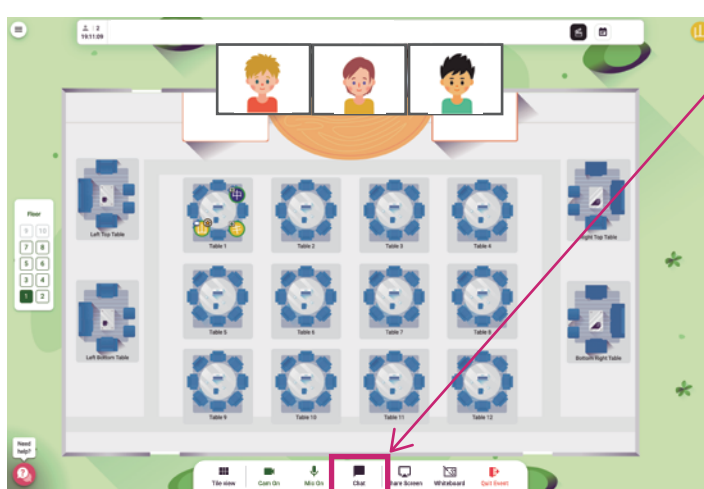
III. During the event

1. Actions by each attendee

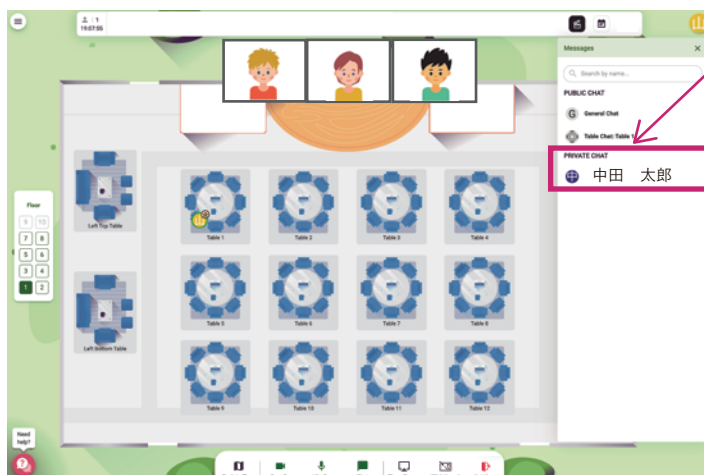
(6) Use chat

Please use "PRIVATE CHAT" to exchange personal information.

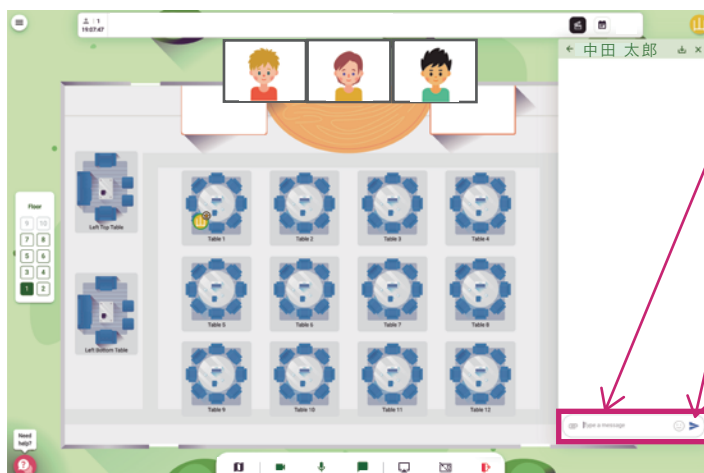
* Please **do not use** "General Chat" (the message will be sent to all the attendees) in the event.



① Click on "Chat ()" in the function menu bar at the bottom.



② Choose the person you would like to send a message from "PRIVATE CHAT" section in the chat window.



③ Enter your message in the text area at the bottom of the chat window.

④ Click on the SEND button ().

* You can attach files by clicking over the clip icon () in the left of the text area.

* Please make sure to double check that you are sending a message/files to the right person before clicking the SEND button .

III. During the event

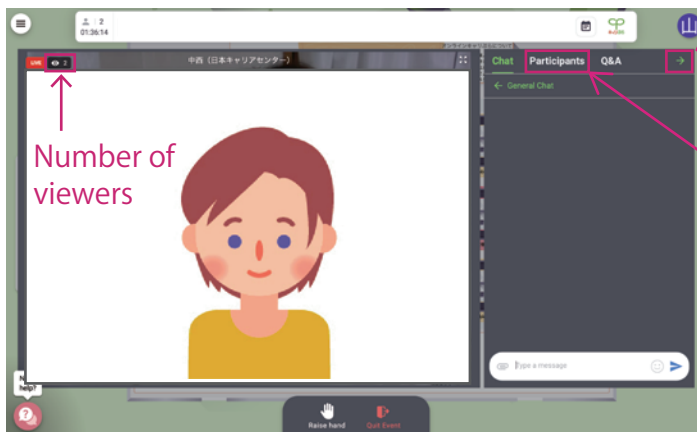
1. Actions by event management staffs

(1) Webinar

We may use webinar feature to hold a seminar session or to share greetings and introductions from the university.

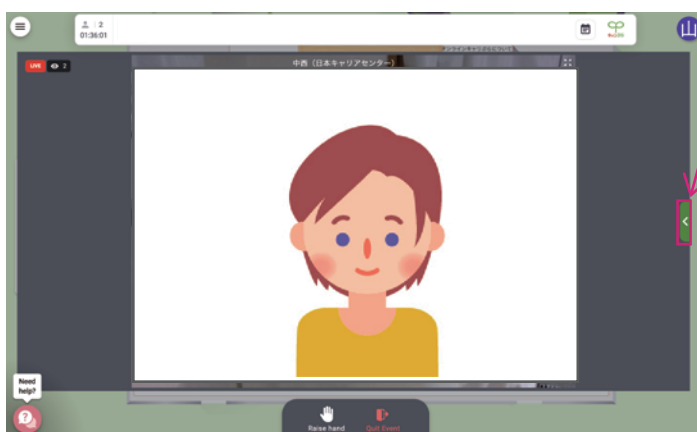
* We will launch the webinar screen according to the time schedule of the event. The conversation on your table/booth will be suspended during the webinar, and the whole screen will switch to the webinar screen. You can resume the conversation on your table/booth when the webinar is finished.

< What you can do during the webinar >



You can maximize the webinar screen by clicking on " ➡ ".

You can check the participants of the webinar.



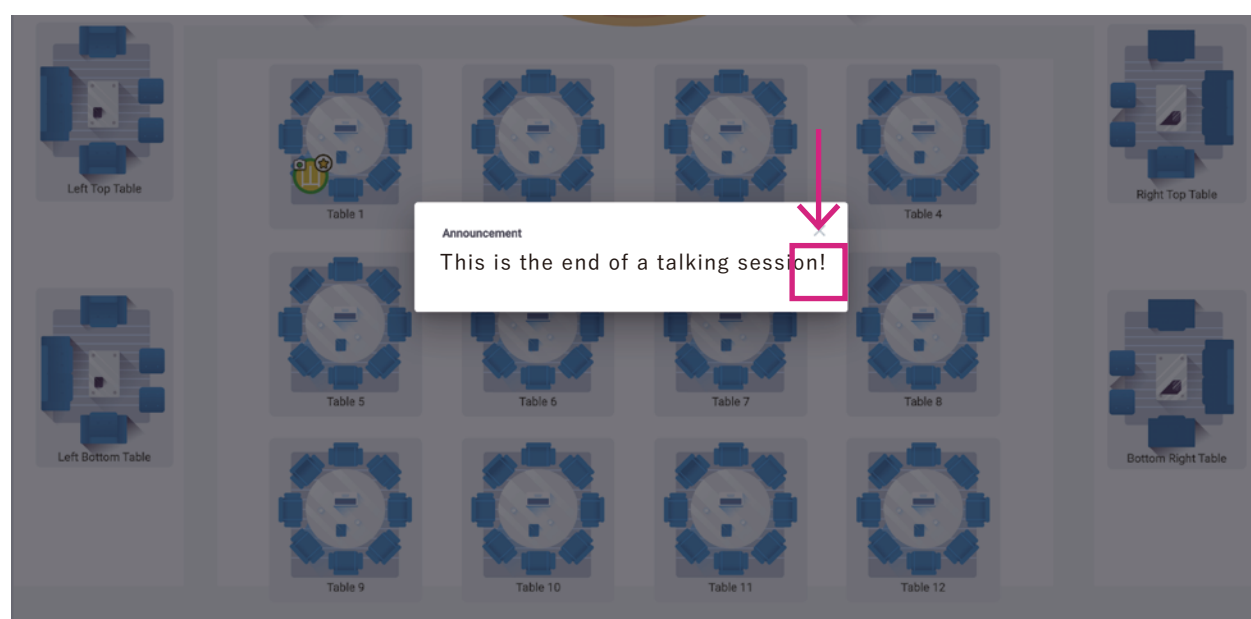
You can resize the webinar screen by clicking on " < ".

III. During the event

1. Actions by event management staffs

(2) Text announcement

A text announcement may sometimes pop up with ringing sound during the event. We will announce important information related to the progress of the event (e.g. start/end of a talking session), so please make sure to check the text announcement and follow the directions. The whole screen will turn into grey during the announcement. You can close the "Announcement" window by clicking on "×" in the upper right corner.



IV. F A Q

1. Frequently asked questions and causes

(1) I cannot access the Remo event (job fair event)

Case 1	The screen is white.
Causes	You might be using incompatible browsers. You may have a bad internet connection. Your company's security policy might be preventing your access to Remo.
Case 2	The page doesn't exist.
Causes	You might entered a wrong URL.
Case 3	I get an error after entering my email address and password.
Causes	Your password might be wrong (You might have used Remo before and created a different password).
Case 4	The event is already finished.
Causes	You might accessed the access test page by mistake. You might accessed the page on a wrong date.
Case 5	The event has not started yet.
Causes	It might not be the reception time yet. You might accessed the page on a wrong date.

(2) Other attendees cannot see your camera image

Case 1	I cannot turn on the camera.
Causes	You might be using incompatible browsers. You might be using a device without camera.
Case 2	The camera is turned on, but other attendees cannot see me.
Causes	You might be selecting wrong camera options (please refer to P6). You might be using incompatible browsers. You may have a bad internet connection.
Case 3	An error message is displayed, and I cannot see the camera image.
Causes	You may have a bad internet connection.

* If you cannot see the camera image of other attendees, please notify the attendee about the situation. You cannot resolve the problem on your side in this case.

(3) Other attendees cannot hear my voice/I cannot hear other attendees' voice

Case 1	I cannot turn on the microphone.
Causes	You might be selecting wrong microphone options (please refer to P6). You might be using a device without microphone. You might be using incompatible browsers. You may have a bad internet connection.
Case 2	The microphone is turned on, but other attendees cannot hear my voice/I cannot hear other attendees' voice.
Causes	Your earphone/headphone might not be connected correctly to your device. The speaker of your device might be turned off. The noise on your side might be drowning out the voice of other attendees. You might be using incompatible browsers. You may have a bad internet connection.
Case 3	There's a feedback and I cannot hear the voice of other attendees.
Causes	There might be another attendee around you. You might be using incompatible browsers. You may have a bad internet connection.

IV. F A Q

2. Solutions for each cause

● Device and software

Cause	You are using incompatible browsers.	Frequently happens
Solution	Please use the compatible browsers and access the page again (please refer to P1).	
Cause	Camera/microphone/speaker settings	
Solution	Click on the three parallel horizontal lines located on the upper left corner of the page and check settings (please refer to P6).	
Cause	Your earphone/headphone might not be connected correctly to your device.	
Solution	Check the device settings, stop using the earphone/headphone.	
Cause	The speaker of the device you are using is turned off.	
Solution	Turn on the speaker of the device you are using. If you are using Windows, please check the settings at Setting > System > Sound.	
Cause	You are using a device without camera/microphone.	
Solution	Please change the device or use external camera/microphone.	

● Internet connection (we recommend preparing two or more internet connections to reduce risk)

Cause	You have a bad internet connection.	Frequently happens
Solution	Please connect to the internet with other ways (for example, if you are using Wi-fi, try out using wired connection), move to another place/room, try the access again after a while, or restart you PC.	

● Troubles caused by carelessness

Cause	You are not used to Remo.	
Solution	Please check how to use Remo at the access test page, or join the access test event.	
Cause	Your password is wrong (You have used Remo before, and created a different password).	
Solution	Please use another email address and create a new Remo account.	
Cause	You might the access test page by mistake.	
Solution	Please check the correct URL of the event in the university's website or portal notification, and access the correct page.	
Cause	You accessed the page on a wrong date.	
Solution	Please check the correct date of the event in the university's website or portal notification, and access the page on the correct date.	

● Surroundings

Cause	The noise on your side is drowning out the voice of other attendees.	
Solution	Please move to quieter place, or use earphone/headphone.	
Cause	There is another attendee around you.	
Solution	Please use earphone/headphone, move to another place/room, or mute your microphone (or ask the other attendee to mute the mic).	

* The translation feature of Google chrome may sometimes cause text garbling or other troubles. Please do not use the translation feature.

Customer helpdesk

■ Inquiry about the event

Kyushu University

Career and Scholarship Support Division,
Student Affairs Department

T E L : 092-802-5903

E-mail : gascareer3@jimu.kyushu-u.ac.jp

■ Inquiry about Remo

Nippon Career Center Inc.

Event management office:
Matsumoto, Nakanishi, Tenjin

T E L : 06-6484-7595 (13:00 - 17:00 on weekdays)

E-mail : info@nippon-careercenter.com

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