

# Remo User Manual

for student users

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# Getting Your Device Ready

## I .Getting Your Device Ready

### 1 .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 tablets (iPad) is not supported.

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

**Important**

Please be sure to check the following requirements in advance. Remo may not work properly if your device does not meet the system requirements.

#### ●Compatible OS and browser

Please make sure to use the latest version of the following browsers.  
Any other applications or software are not necessary.

**Important**

Google Chrome、Firefox、Safari

※We highly recommend using Google Chrome.

OS	OSversion	Browser	Browser version
Mac	10.13+	Chrome	77+
		Firefox	76+
	10.14.4+	Safari	12.1+ (画面共有機能なし)
			13+
		Chrome	77+
		Firefox	76+
Windows	10	Chrome	77+
		Firefox	76+
iOS Mobile Web	12.4.1+	Safari	12.1+
Android Mobile Web	7+	Chrome	77+

※Please note though, when using mobile, you will not be able to share your screen, use the whiteboard, or go into presentation mode.

#### ●Bandwidth Requirements

If either download or upload is not above the minimum, video and audio quality will suffer

**Important**

Minimum of Download 8 Mb/s

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## I .Getting Your Device Ready

## 2.Access test before the event

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●Please try all the basic operations on the access test

●Whenever possible, please have two people or use two different devices to check the camera and microphone to make sure that the other person can hear and see you.

## I .Getting Your Device Ready

## 3.Attention! Common problems

\* Please also refer to FAQs on p. 22

### 【Recommended systems and devices】

- We recommend using PC. You might not be able to see the full screen with smartphones.
- You cannot use iPad.
- We recommend using Google Chrome, although FireFox and Safari are also compatible.

### 【Notes on login】

- Do not access the event URL directly from your email software or other apps. Please copy the URL and paste it into the address bar of the browser to access the event page. Clicking on the link in an email or an app (such as Google Calendar) may not properly work.
- If you forget your password, you will not be able to access Remo with your account. Please sign in with a different email address in such cases.
- Please do not use the translation function of the browser. The translation function might cause text garbling, and it would make it difficult to use Remo

### 【What to do when the connection is bad】

- If you find that your connection is unstable during the meeting, or when you experience audio feedback, please try out the following solutions in order.
  - ①Move to a different table and then go back to the original table.  
(If it doesn't work, repeat it two or three times.)
  - ②Reload (refresh) the browser.
  - ③Disconnect from Wifi and reconnect.  
(For Mac OS, turn Airplane Mode on and off.)
  - ④Shut down and restart your device.
- Shut down and restart your device.
- When you are unexpectedly disconnected due to poor connection, please calmly try to access the page and log in again.

# H o w   t o   U s e

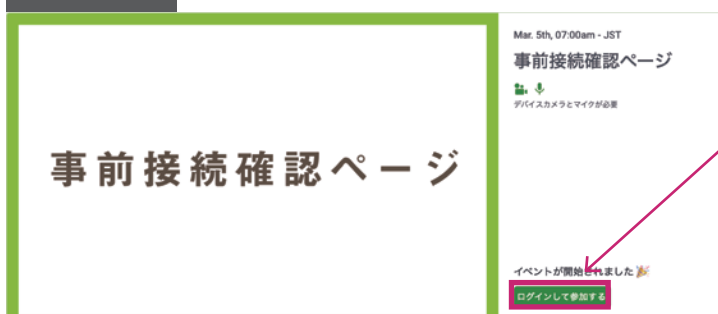
## II.How to Use

### 1.Access the event page

#### Log in to Remo

- \* If you have used Remo before, the page transitions will be different from the description below. Please use the password you have set previously.
- \* Do not access the event URL directly from your email software or other apps. Please copy the URL and paste it into the address bar of the browser to access the event page. Clicking on the link in an email or an app (such as Google Calendar) may not properly

##### STEP1



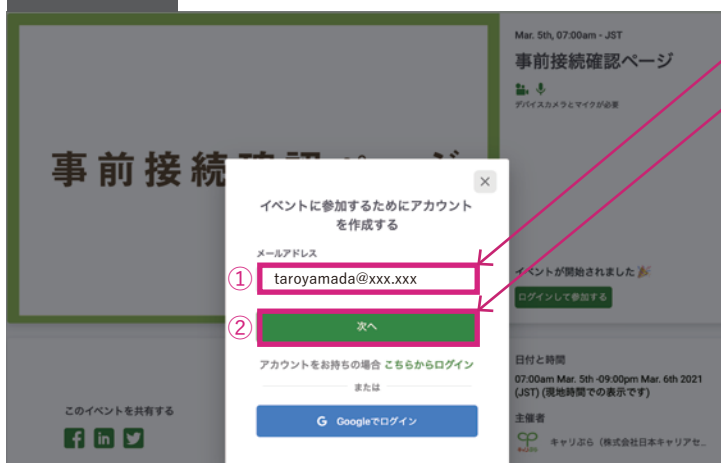
Please open the URL of the access test page.

Click on "ログインして参加する".

\* You will not be able to enter the actual event page until the day of the event.

※ Before the event page opens, "予約する" (Reserve) and "スピーカー参加" (Speaker participation) buttons will be displayed, but you cannot access the event page by pressing these buttons.

##### STEP2



① Enter your mail address.

② Click on "次へ".

##### STEP3



① Enter your name and your Graduate School.

② Create and enter a new password.

③ Put check to "以下に同意する：利用規約及びプライバシーポリシー" (I agree to the Terms of Use and Privacy Policy).

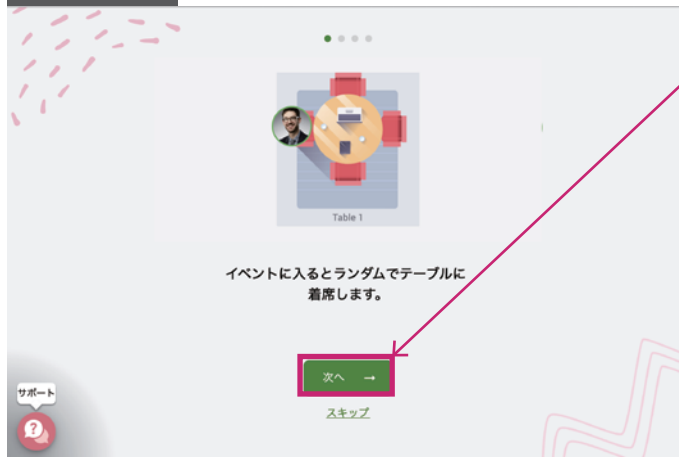
④ Click on "イベントへ参加する".



## II.How to Use

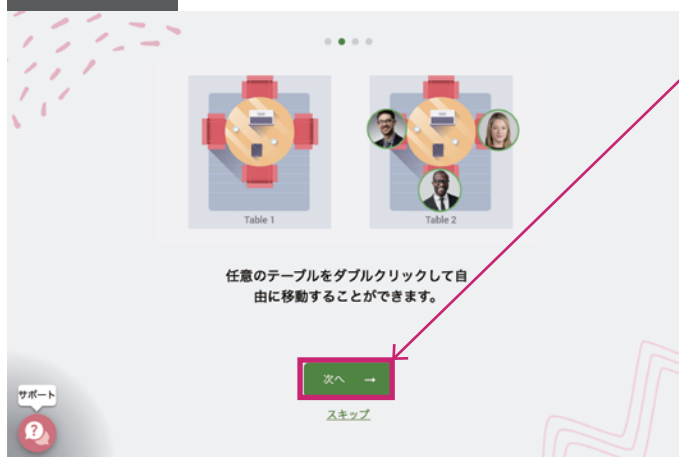
### 1.Access the event page

#### STEP 4



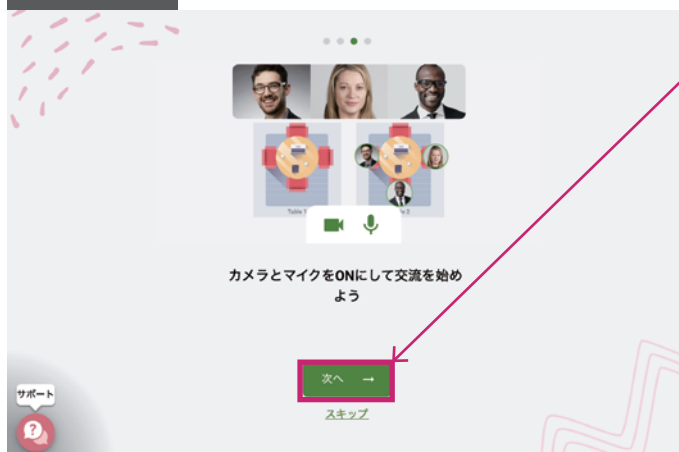
You will move to the tutorial screen.  
Please click on "次へ→"

#### STEP 5



Click on "次へ→"

#### STEP 6



Click on "次へ→"

## II.How to Use

### 1.Access the event page

#### STEP7



Click on "プロフィールの設定"

#### STEP8



①Click on “プロフィール画像の変更” to choose your profile picture(optional).

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

③Click on "プロフィールを保存してイベントに参加する→"

#### STEP9



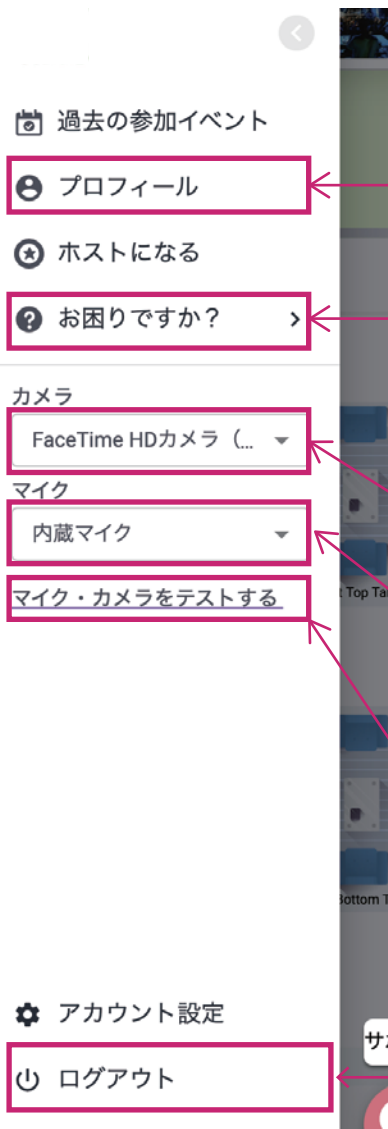
① Make sure the "システムチェック成功" checkbox is checked.


② Click on "参加する"

Now you can access 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.

You can change your profile here (refer to P8).

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

If your camera is not working, please try other options in the list.

If your microphone is not working, please try other options in the list.

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

If your camera/microphone does not work even after changing the above settings, please check if there are any problems with the connection and system environment. (Internet connection,

Click here to exit the event page.

### Function bar

Make other attendees' screen bigger



タイルビュー

Turn on/off your camera



カメラオン

Turn on/off your microphone



マイクオフ

Chat



チャット

Share your screen



画面共有

Use white boardscreen



ホワイトボード

Do not click on this icon.

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

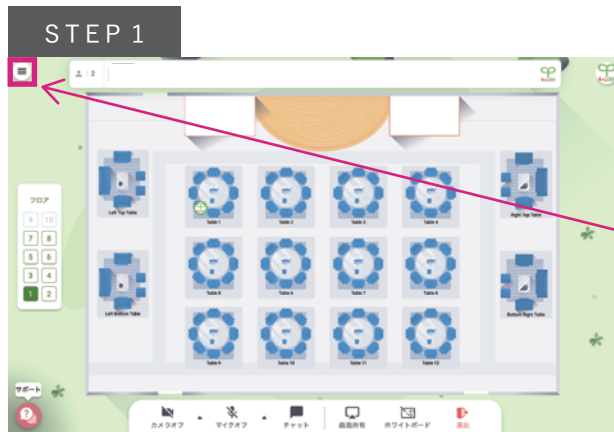


退出


## II.How to Use

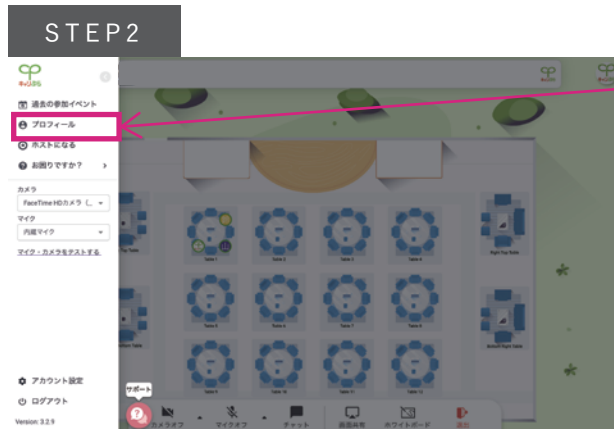
## 2.Basics

### (1)Edit profile



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

Please refer to P4 ~ P6 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 "プロフィール".



Click on "編集".



You can change your profile image from "プロフィール画像を変更".

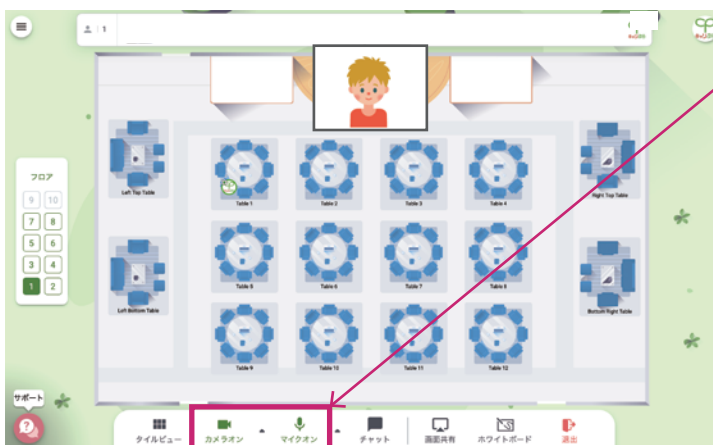
You can change your profile name from "氏名".

• Make sure to click on "保存内容を変更" when you finished changing your profile.

## (2)Turn on your camera/microphone



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



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

### (3) Move to another table

※You cannot move to another table when the "Tile View (  )" is on.

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

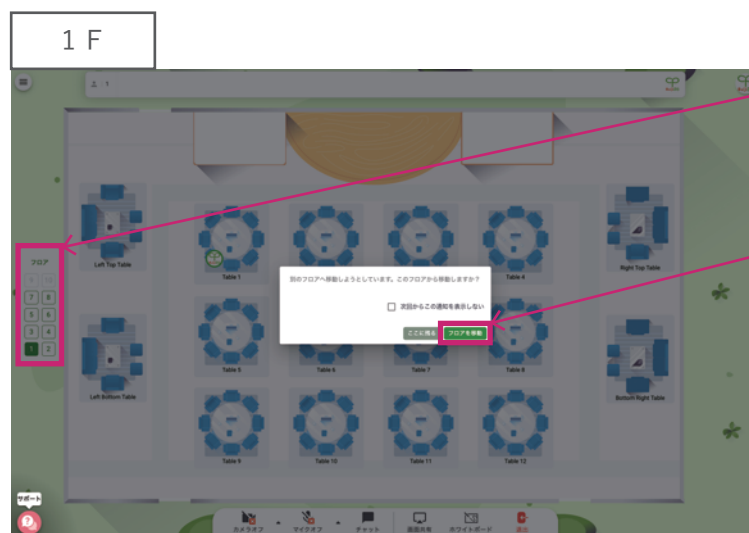


You can move to a different table by double clicking the table you want to join.

### (4) Move to another floor

※When you move to another floor, you will be randomly joining a table/booth.

※Please make sure to turn off your camera and microphone when moving to another floor.




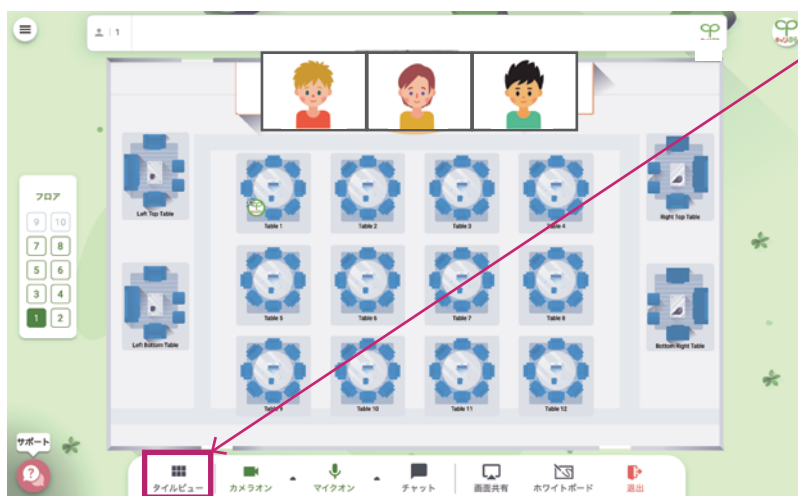
①Click on the button of the floor you want to go to.


②Click on "フロアを移動".

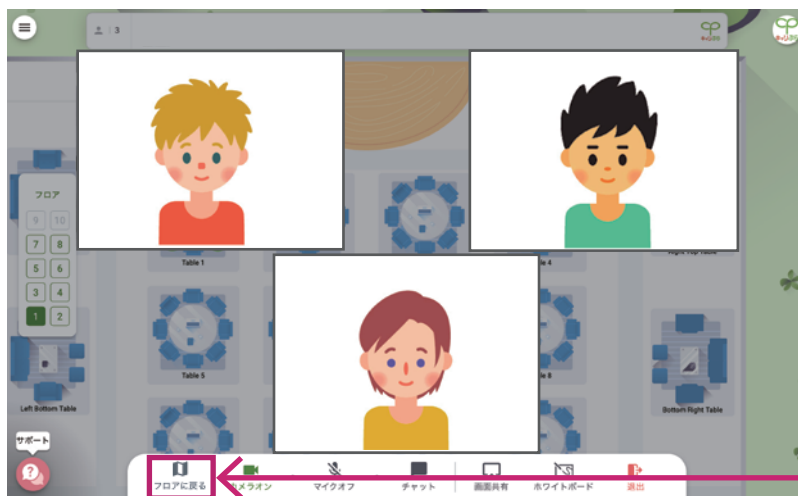
Now, you can move to another floor.


### (5)Make other attendees' image bigger

By clicking on " タイルビュー (  )" 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 " タイルビュー (  )" at the bottom to make the screens of the other attendees bigger.

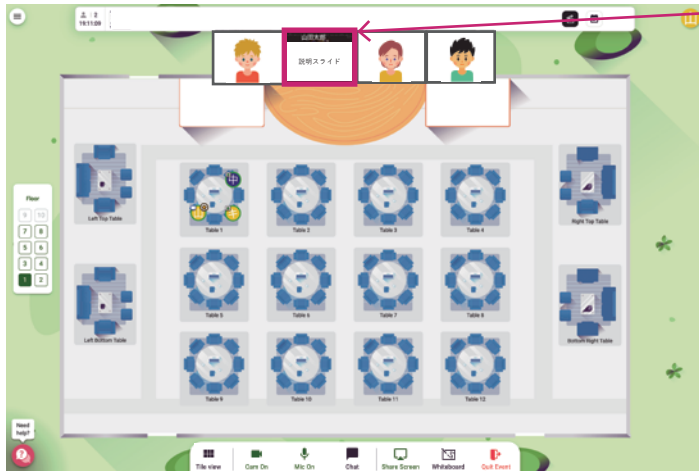


② Click on " フロアに戻る (  )" to end the Tile View and go back to the floor map.

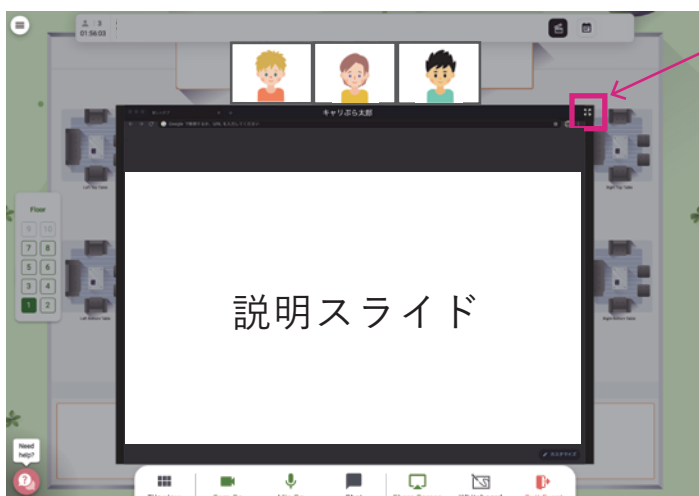
## II.How to Use


## 2.Basics

### (6)Maximize shared slides and listen to a company introduction




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



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



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

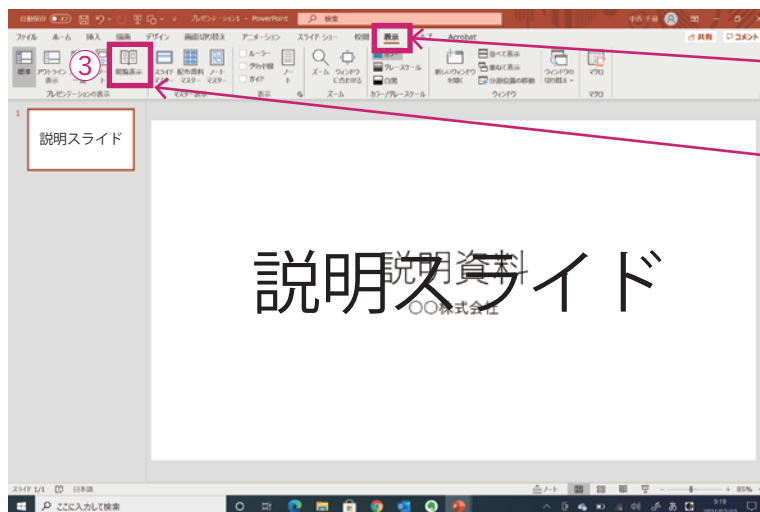


## (7)Share slides: for Google Chrome and Firefox

\* Please do not play video during the slide sharing.


\* If you are using Google Chrome or Firefox, you can share screen while seeing the camera image of the audience at the same time.

**Important**




①Open the PowerPoint file you want to share.

②Click on "View ( **表示** )" in the Ribbon

③Select "Reading View (  )" in Presentation Views




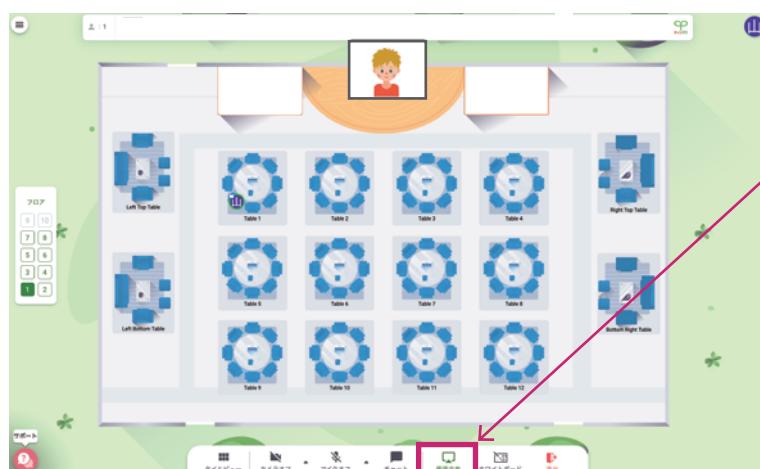
④Click on "Resize (  )" button to resize the window of the PowerPoint file.

説明スライド



⑤Go back to Remo's event page.

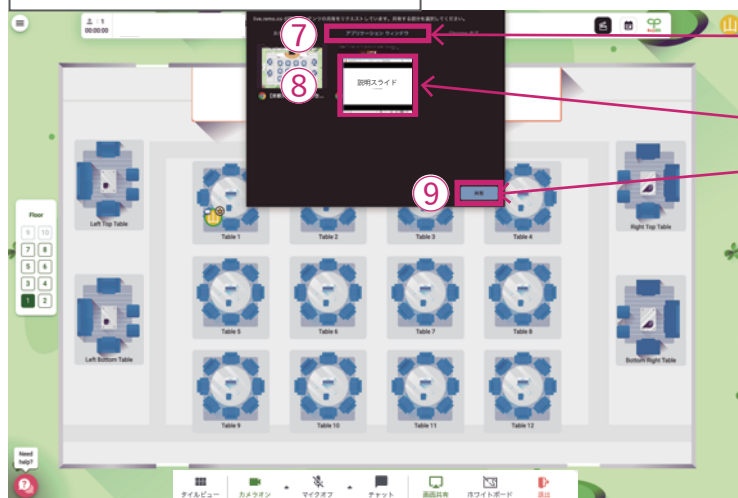
⑥Click on the "画面共有 (  )" icon in the function menu bar at the bottom.



## II.How to Use

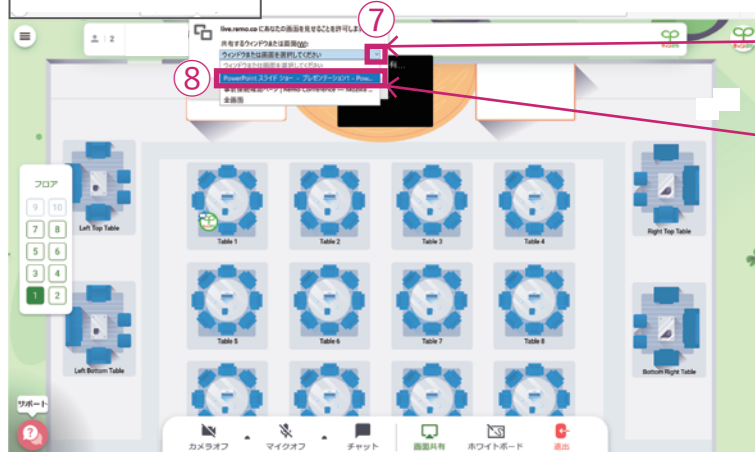
## 2.Basics


### For GoogleChrome

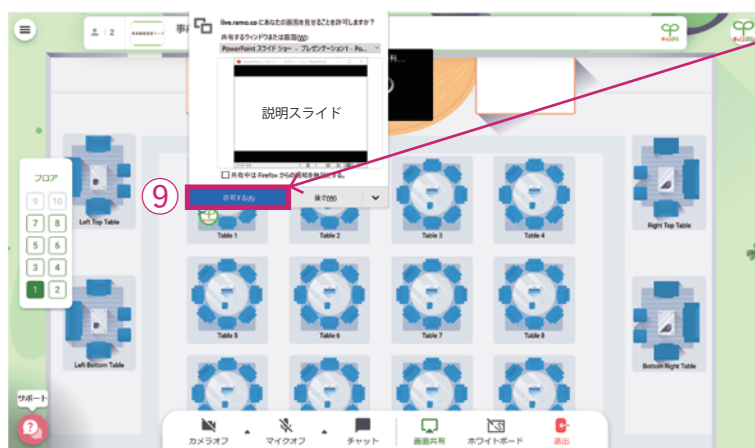


- ⑦Select " アプリケーションウィンドウ ".
- ⑧Choose the window/application you want to share.
- ⑨Click on the " 共有 " button.

### For Firefox



- ⑦Click on the down arrow (  ).
- ⑧Select the screen you want to share. For PowerPoint, select "PowerPoint Slide Show".



- ⑨Click on "Allow".

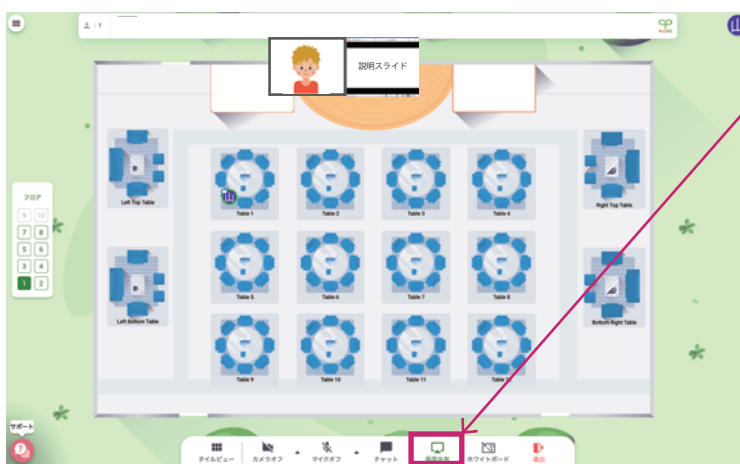
## II.How to Use


## 2.Basics



⑩ The window of the shared PowerPoint file will automatically appear. Move it to a position where you can see your own and the other guests' face.

Now you've started screen sharing.



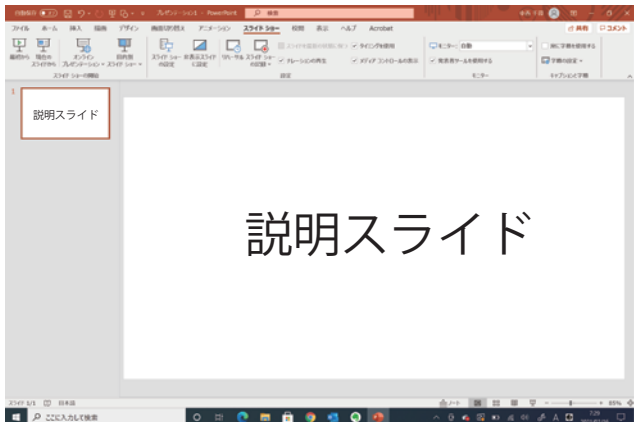
⑪ Click on "画面共有 (  )" again to end the screen sharing.

## II.How to Use

## 2.Basics

### (7)Share slides: for Safari

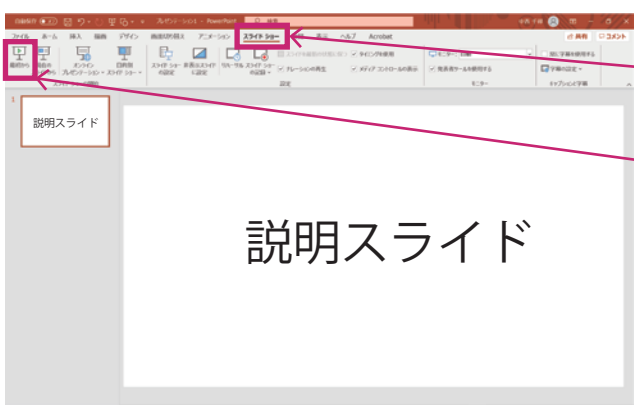
\* If you are using Safari, you cannot see the camera image of the other guests while screen sharing. If you want to share screen with the camera image of your audience on, please use Google Chrome or Firefox.



①Open the PowerPoint file you want to share.



②Click on the "Share Screen (共有)" icon in the function menu bar at the bottom.

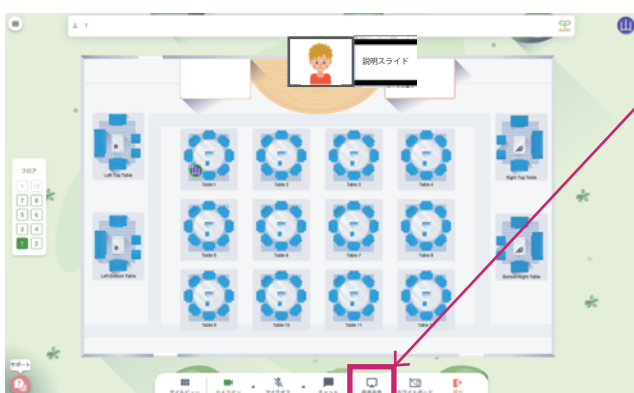


③Go back to the PowerPoint window.

④Select "Slide Show (スライドショー)" in the Ribbon.

⑤Select "From Beginning (最初から)" in the "Start Slide Show".

Now you've started screen sharing.



⑤Click on "共有 (共有)" again to end the screen sharing.

## II.How to Use


## 2.Basics

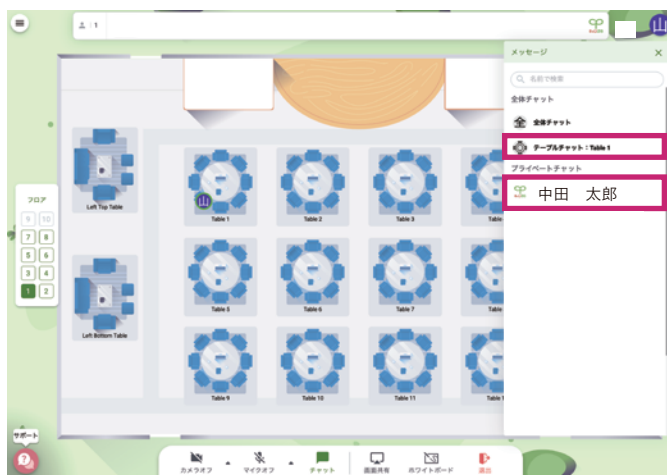
### (8)Use chat

You can use "Table Chat" (for sending message to members in your current table) or "Private Chat" (for sending direct message to

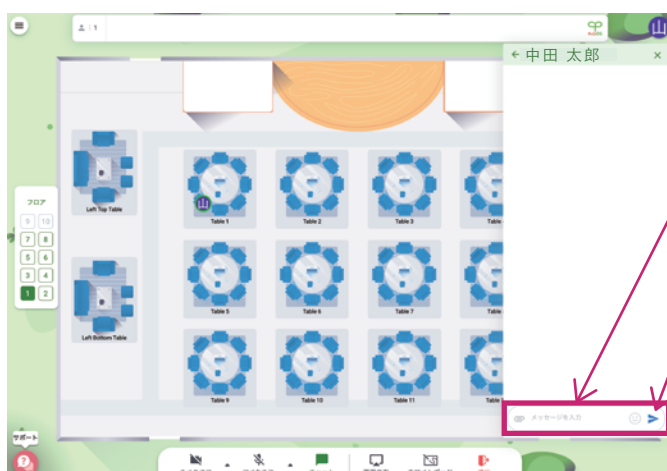
\* Please **do not** use "General Chat" (the message will be sent to all the attendees) in the event.



①Click on "チャット (  )" in the function menu bar at the bottom.



②Choose the person you would like to send a message from "テーブルチャット" or "プライベートチャット" section in the chat window.



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

④Click on the SEND button (  ).

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

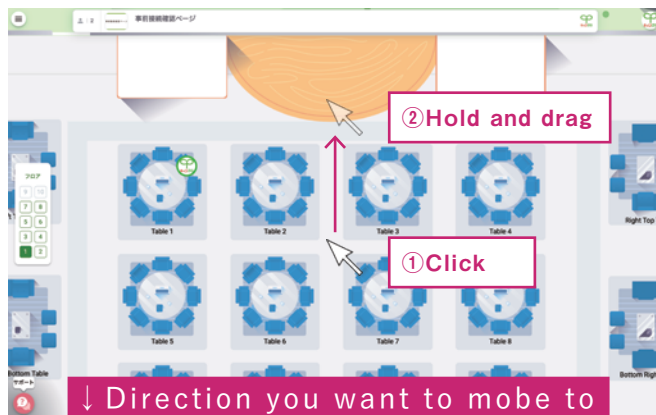
\* Please make sure to double check that you are sending a message/files to the right person before clicking the SEND button .

### (9) Move screen

If the table you want to move to is missing from the screen, please follow

\* You cannot move to another table when the "Tile View (  )" is on.

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



① Click on the screen.

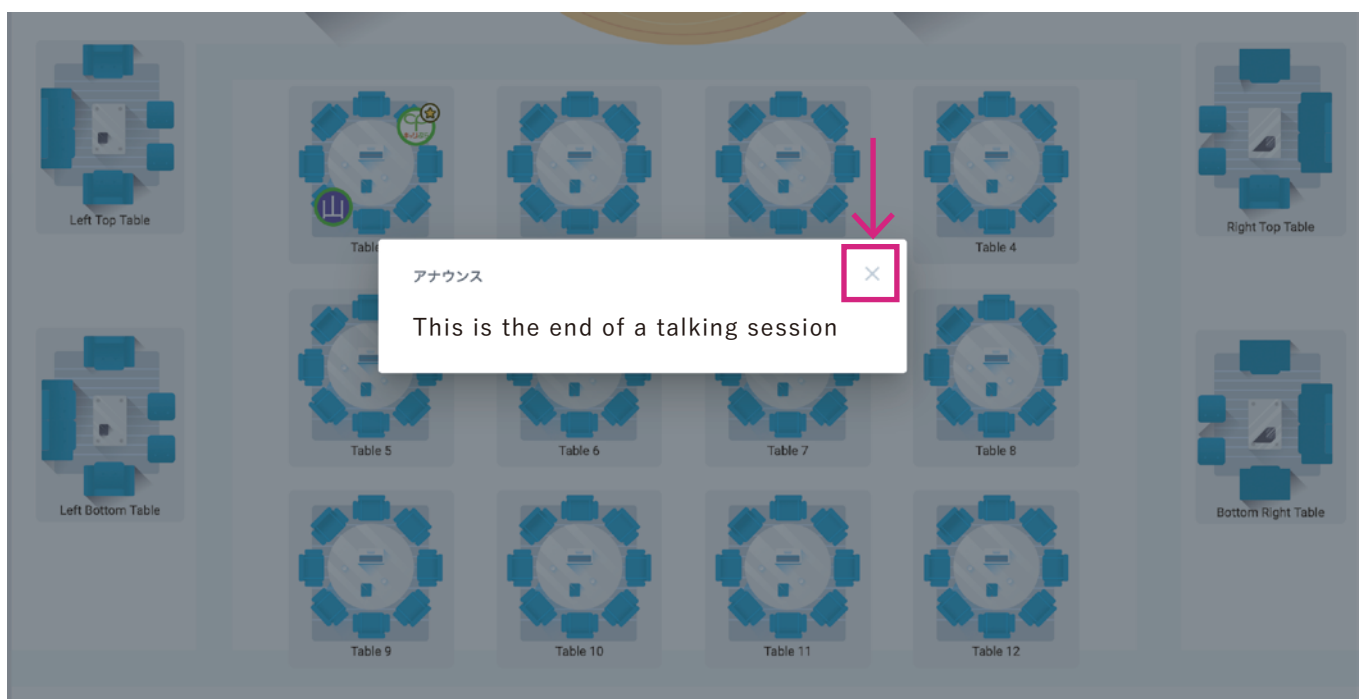
② Hold and drag in the opposite direction of the direction you want to move to.



This will allow you to move the screen.

### (10)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 " アナウンス " window by clicking on " × " in the upper right corner.

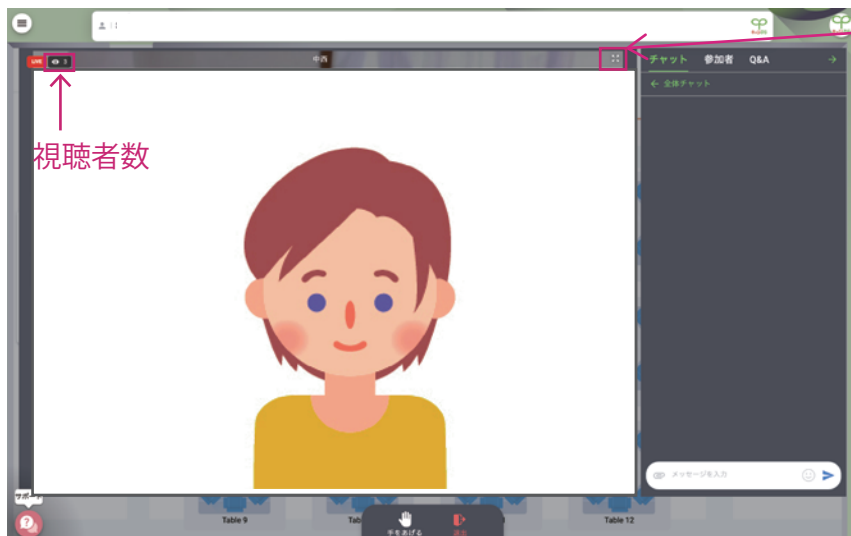



### (11)Join Webinar

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 "Maximize button(  )".

• You can check the participants of the webinar.



## II.How to Use

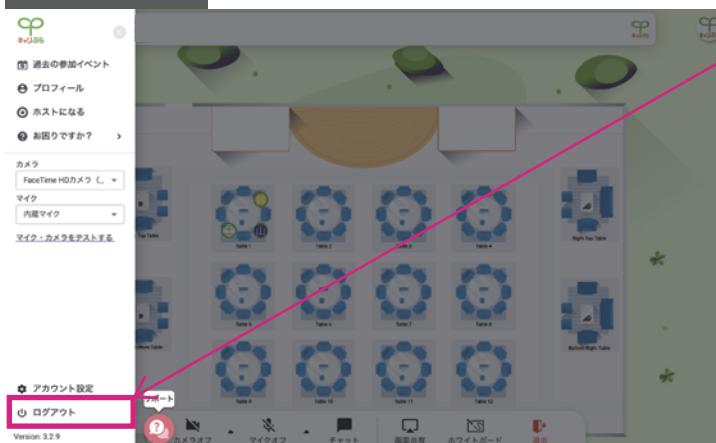
### 3.Leave the event

#### STEP 1



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

#### STEP 2



Click on "Sign out" on the bottom to leave the event page.

Now you've left the event page.

# F A Q

[Leave the event](#)

## 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.	

#### ● 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.

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## Customer helpdesk

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### ■ Inquiry about the event

Kyushu University

Career and Scholarship Support Division,  
Student Affairs Department

T E L : 092-802-5897

E-mail : [gassyokusien@jimu.kyushu-u.ac.jp](mailto:gassyokusien@jimu.kyushu-u.ac.jp)

### ■ Inquiry about Remo

Nippon Career Center Inc.

Event management office:  
Matsumoto, Tenjin

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

E-mail : [info@nippon-careercenter.com](mailto:info@nippon-careercenter.com)

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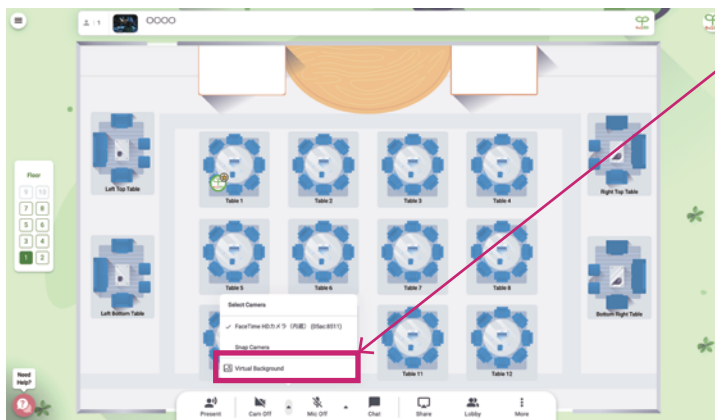
## II. 利用方法

### 2. 基本操作

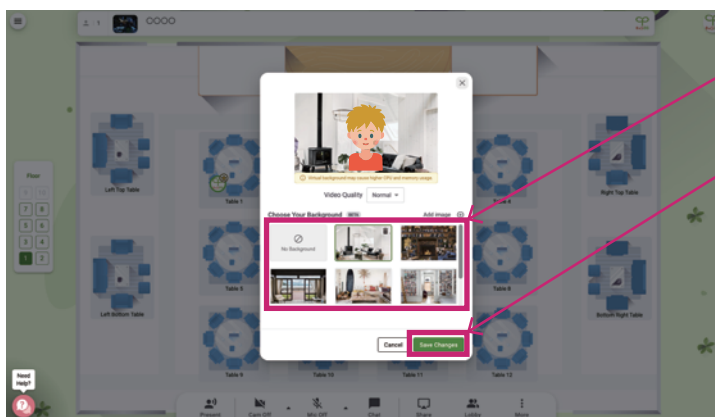
#### (2) バーチャル背景の設定



①画面下のメニューのカメラの横の上向き三角マーク「▲」をクリックしてください。

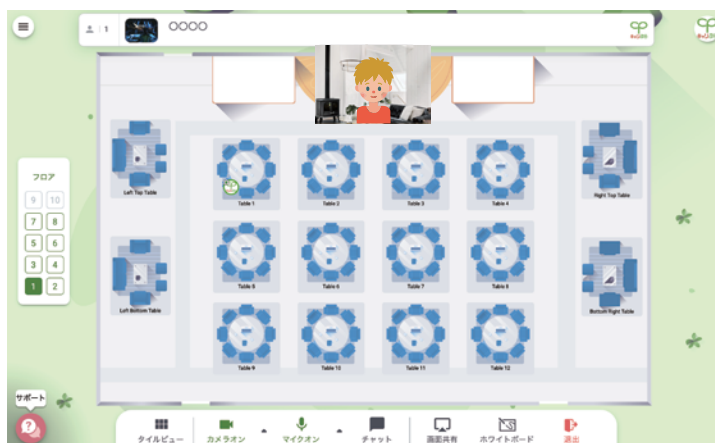


②「Virtual Background」をクリックしてください。



③お好みのバーチャル背景を選んでください。

④「Save Changes」をクリックしてください。



これでバーチャル背景の設定が完了です。