

# PARTICIPATION GUIDE

## BUSINESS EVENTS AUSTRALIA NORTH AMERICA SHOWCASE 2020



The [Business Events Australia North America Showcase](#) event will be conducted on Remo, a virtual event platform.

To ensure the smooth running and flow of this event, please read the following information in detail.

In addition we have setup a [test environment](#) to allow you to log in and familiarise yourself with the platform prior to the event.

Should you have any questions or need assistance, please [contact us](#) and we can arrange a time to assist you in navigating the platform.

### PRE-EVENT

Before the event, it is important to:

- Ensure you have a desktop computer or laptop available for use
- Organise a web cam if you would like to conduct your appointments with video (recommended)
- Ensure you have access to the Chrome, Safari, or Firefox internet browser

As Remo uses the latest video technology, please make sure your browser and operating system (OS) is updated to the latest version. Please check that you are using a compatible browser and OS that fulfils the versions listed in the table below.

Operating System (OS)	OS Version	Browser	Browser Version
Mac	10.13+	Chrome	77+
Mac	13.14.4+	Safari	12.1+ (No screen share) 13+ (Full compatibility)
Windows	10	Firefox	76+
Windows	10	Chrome	77+

Remo currently only supports either the Chrome, Safari or Firefox browser on desktop/laptop computers.

To minimise distractions, we recommend you close any unnecessary computer applications and turn Skype, Zoom and Microsoft Team notifications to *do not disturb* to minimise distractions. Phones should also be turned to silent.

In addition to the technical requirements, we also recommend that you:

- Watch the [how to use Remo video](#)
- Log in to the [test environment](#) to familiarise yourself with the platform
- Review your appointment schedule and have a copy available on a second screen or printed for easy access
- Review the *Directory of Buyers* you will be meeting at the event
- Organise any speaking notes / presentations (see note on video functionality below)
- Have a notebook and pen or online notebook available to take any notes during your appointments

A point of difference for the virtual event is that the Australian industry representatives will move from table to table to meet with the event planners. This has been set up to ensure the smooth flow of the event. We encourage Australian industry representatives not to worry too much about presentation materials and concentrate on the conversations with the event planners at the event to maximise time.

If you do wish to share your screen, please refer to instructions under Step 5 – Navigation Functions. It is not possible to share computer sound on the Remo platform so embedding videos in presentations is discouraged. Instead you can post a website URL link in the table chat for the event planners to view.

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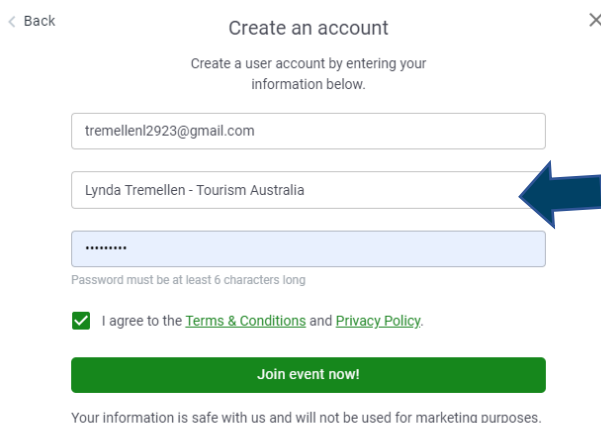
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### STEP 1 - ACCESSING THE EVENT

To join the virtual event, please click on the correct joining link for your session on the [event website](#).

This will re-direct you to the “Create an account” page that will appear as per the image below. Enter your details, including your email address, **FIRST NAME, LAST NAME and ORGANISATION**, plus create a password. Australian industry representatives are encouraged to access the event thirty minutes prior to the start time. Event planners, please access the event ten minutes prior to the start time.

**Please note:** you will be unable to access the event until 5.30am AEST – if you are trying to join early an error message will appear.

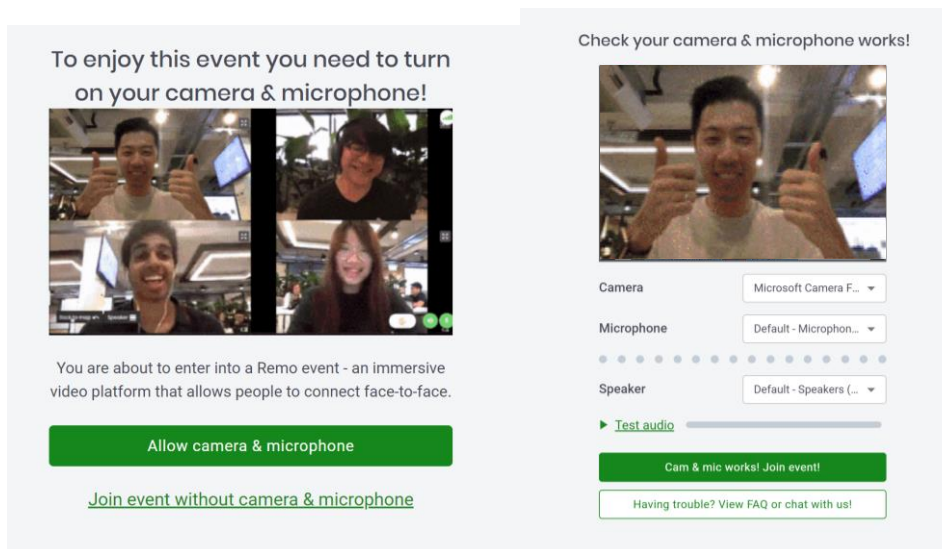


Remo will only ask you to enter your first name & last name here. However, we ask that you also include your organisation name so that it will be displayed at the top of your image within the Remo platform, making it easy for other attendees to see what organisation you are from.

**First Name | Last Name - Organisation**

### STEP 2 – TURN ON YOUR MICROPHONE AND CAMERA | JOIN EVENT

If you are new to the REMO platform you will be redirected to the next stage where you will be asked to check that your camera and microphone works. Once you are happy that both are working effectively, you are ready to join.



Please click on the green button ‘**Cam & Mic works! Join Event!**’

If you have attended an event on the REMO platform before, please click on ‘**Join event now!**’.

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Remo will display some tips on how to work the platform, but as these will be covered further on in this guide and during the training session with Tourism Australia, please click through to the event platform.

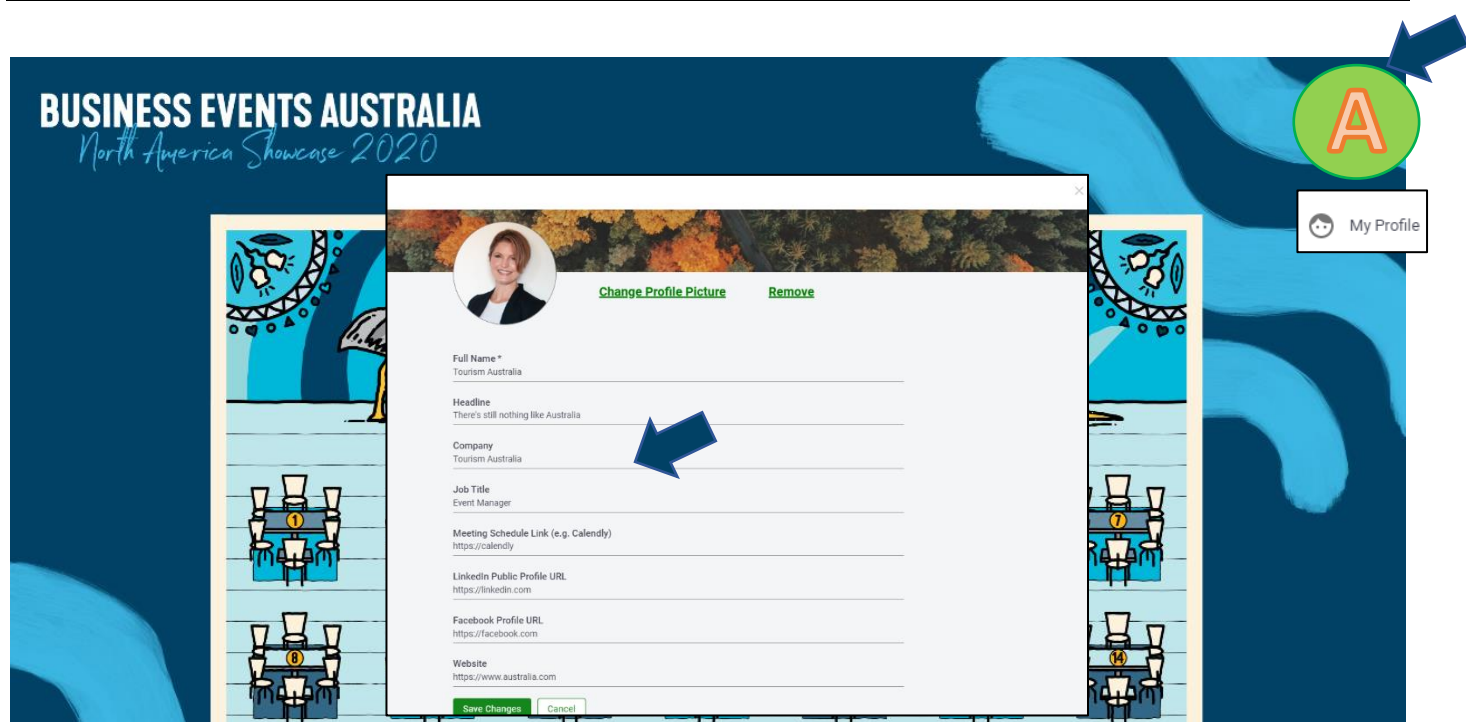
### STEP 3 – ADD OR UPDATE YOUR PROFILE

If this is your first event on REMO, please click on the letter of your first name displayed in the top right-hand corner to create your personal profile.



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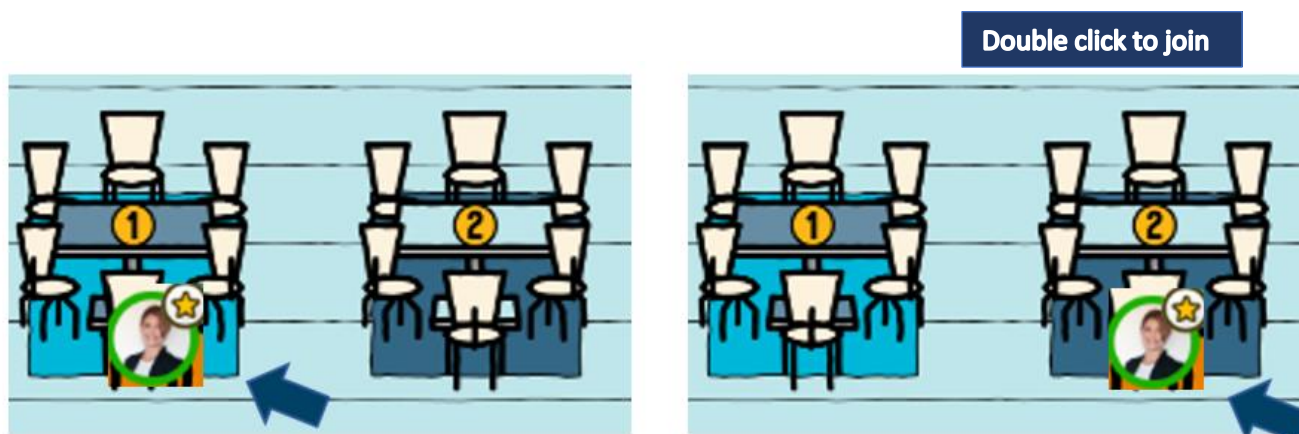
Please take the time to create your profile as other attendees will be able to view your details through your avatar during the appointments.

- First Name | Last Name – Organisation (in name section)
- Upload your photo
- Add your organisation and job title
- Add social media links
- Add company website

Once you have completed your profile, don't forget to click on '**SAVE CHANGES**'.

### STEP 4 – JOIN YOUR DESIGNATED TABLE

Upon entering the platform, you will be randomly seated at any available table. We ask that you immediately move to the designated table as per your personalised appointment schedule. Event planners will remain seated at the same table throughout the event. Australian industry representatives, please join the table of your first appointment. To move tables, use your mouse to hover over the table number you wish to join and double click to take a seat at the table as shown below.



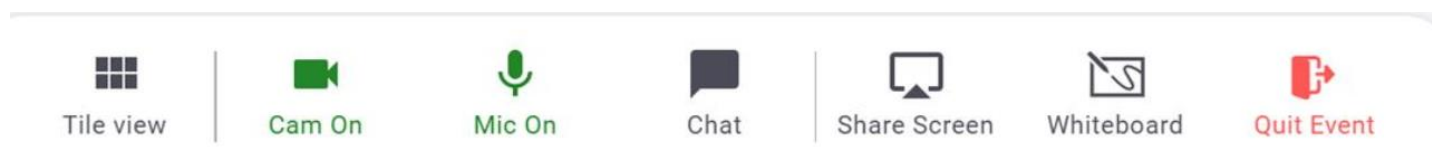


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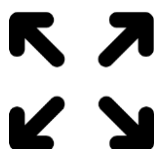
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### STEP 5 – ADJUST YOUR SETTINGS | NAVIGATION FUNCTIONS

At the bottom of the screen there is a tab offering various set up functions for you to adjust and use to navigate the platform:

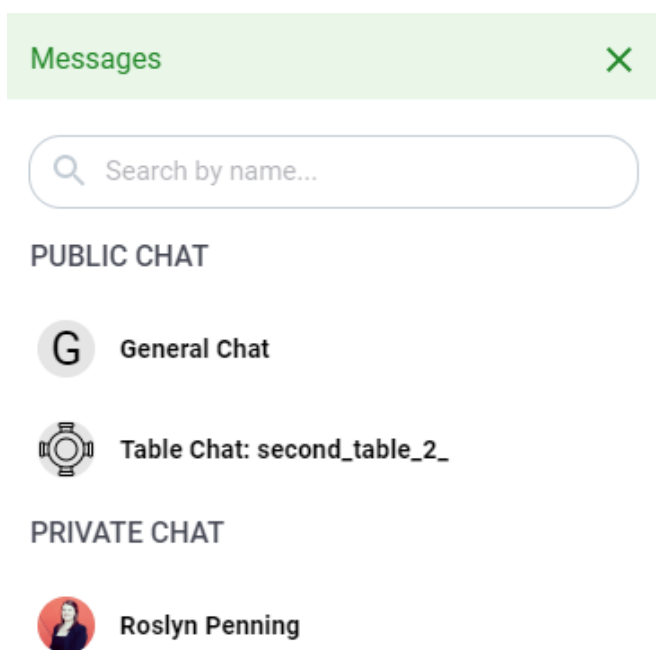


1. **TILE VIEW / BACK TO FLOOR:** You are able to change your view from the main event floor to viewing all attendees at your table by clicking the 'Tile View' icon and then click 'Back to Floor' icon to return to the main event floor.



**EXPAND VIEW** - To view others at your table in full view, or to view shared screens during a presentation, press on the arrows at the top right-hand corner of the attendee image. To collapse, press on the top right-hand corner once again.

2. **CAMERA:** Please click on icon to turn on/off as required
3. **MICROPHONE:** Please click to turn on/off as required
4. **CHAT:** There are three options



**SEARCH / PRIVATE CHAT** – Allows you to search by name and commence private 1:1 chat

**GENERAL CHAT** – Sends your message to all event attendees. If you need any assistance during your appointments, please write SUPPORT & your table number in the general chat and a member of the events team will come to your table to assist

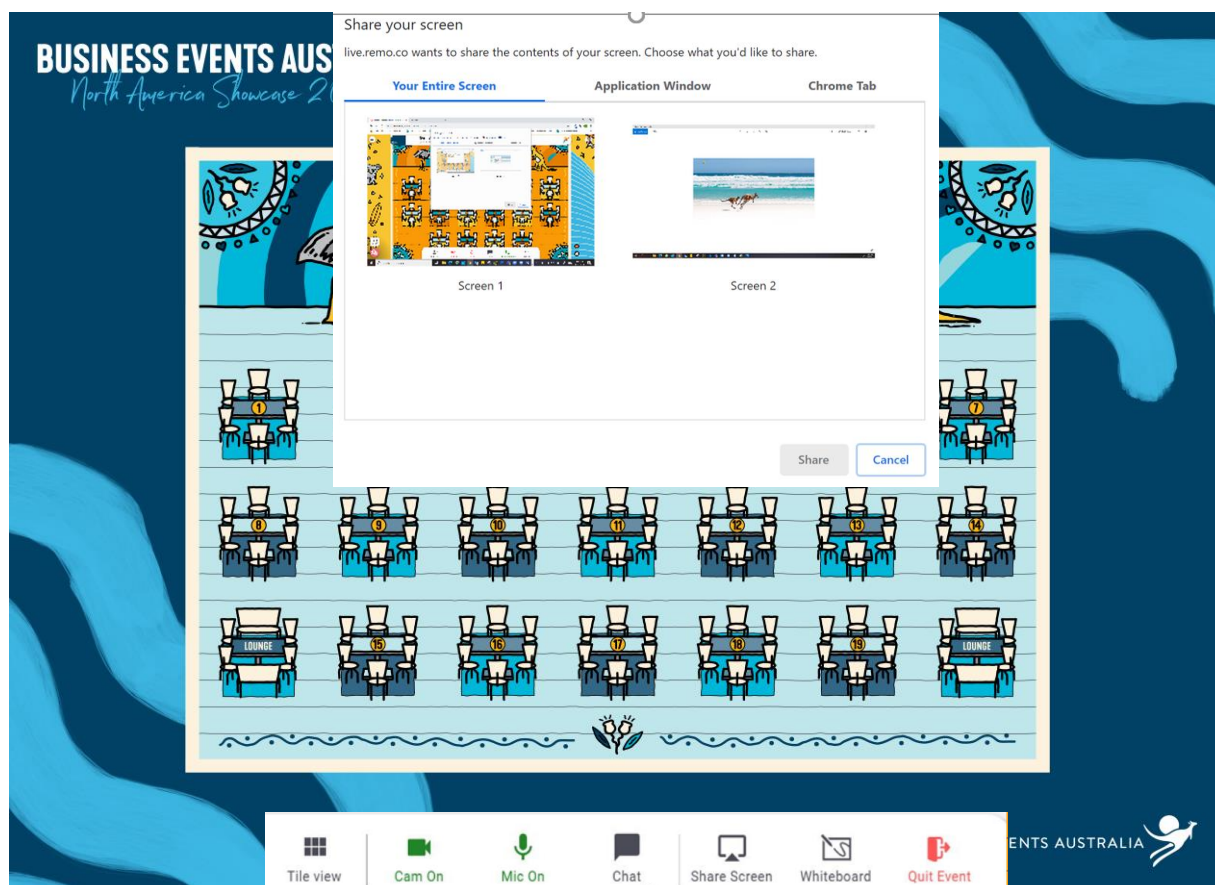
**TABLE CHAT** – Sends a message to all seated at your table. Australian industry representatives are encouraged to use this chat type to share links to additional information in their appointments if required

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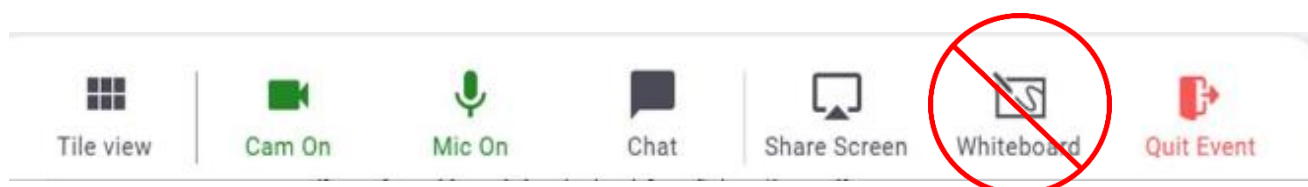
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5. **SCREEN SHARE:** Australian industry representatives, please use screen share to share materials with the event planners at your table during your appointment. Recommended file types and maximum file sizes as listed below:

- PowerPoint 25MB
- PDF 10MB
- Word / Excel 12MB



6. **WHITEBOARD:** We discourage the use of this functionality, please ignore.



### STEP 5 – EVENT FORMAT

The event will proceed in the following format:

- Day 1 x 10 appointments / Day 2 x 9 appointments
- Twelve minutes per appointment
- One-minute changeover time for Australian industry representatives to move to the next table

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**Event planners** – will remain at the one designated table for the duration of the event.

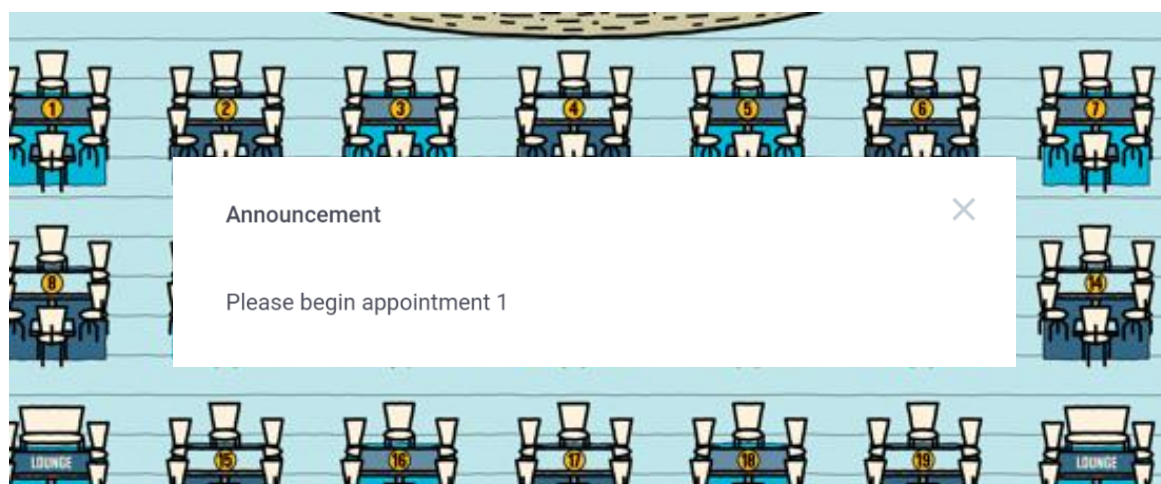
**Australian industry representatives** – will need to change tables every twelve minutes (total of 19 appointments at 19 different tables over two consecutive days – Day 1 x 10 appointments / Day 2 x 9 appointments). Please ensure you move to the next designated table as specified on your personalised appointment schedule to ensure appointments flow as per the event schedule.

**Always introduce yourself when arriving at your next meeting, including your full name, position and organisation you are representing.**

**TIMER** – Along the top of the platform you will see a timer that has been set and will continue to move during the timed appointments (twelve-minute appointments / one minute for Australian industry representatives to change tables). Please refer to this timer regularly to ensure you are keeping your appointments running to time.



**ANNOUNCEMENTS** – Timed announcements will flash onto the screen with important reminders including when to begin and move to the next appointment.



**MOVING TO THE NEXT APPOINTMENT** – Please ensure that appointments are conducted within the specified timeframe and that the one minute changeover time is utilised for Australian industry representatives to move to the next table and for event planners to prepare to meet the next seller.

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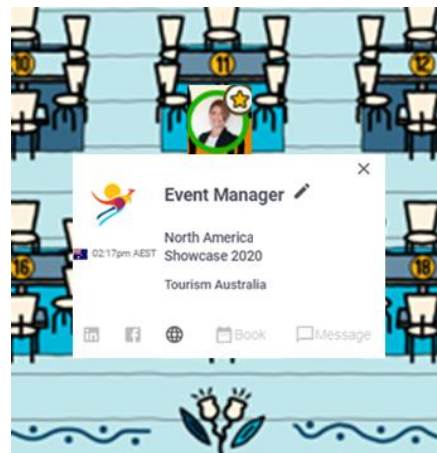
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### TIPS & TRICKS

**ZOOM IN & OUT** - scroll on mouse.

**MOVE/ADJUST THE FLOOR PLAN** - to be able to see more tables or the stage etc, left click on your mouse and drag to move floor plan to your required position.

**VIEW ATTENDEE DETAILS SEATED AT YOUR TABLE** – click on the attendee icon image at your table (as below) and their personal information will pop out into a box with the option to message.



### HELPFUL RESOURCES

REMO provides the below videos online you may find useful:

- [Using Remo as an attendee](#)
- [Checklist before attending a Remo event](#)
- [How to fill in your user profile](#)
- [How to share screen in a Remo conference](#)