

# 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.

## To Join:

The event link - <https://event.onlinevirtualevents.org/e/uk-roi-paediatric-bmt-nurses/register> - will direct you to the landing page for the event:



The screenshot shows a landing page for an event. On the left, a white box with a blue border contains the following text: 'UK & ROI PAEDIATRIC BMT NURSES GROUP', 'ADVANCES IN HSCT', 'NURSE GROUP STUDY AFTERNOON', 'Friday 29<sup>th</sup> April 2022', and 'Chair: Julie Guest, Newcastle'. On the right, a grey box contains event details: 'UK & ROI Paediatric BMT Nurses', 'Start time: April 29th, 11:15am - BST', 'End time: April 29th, 06:30pm - BST', a 'Private Event' icon, and a countdown timer showing 'Event starts in: 23 : 23 : 51 : 23'. A blue 'Register for Event' button is at the bottom right.

Before you can access the virtual meeting, you will need to create an account 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. To create your account, just click the **Register for Event** button from the landing page. If you encounter any problems, please try again closer to the meeting as it is likely that your email hasn't been added to the platform (when this is done will depend on the timing of your registration).

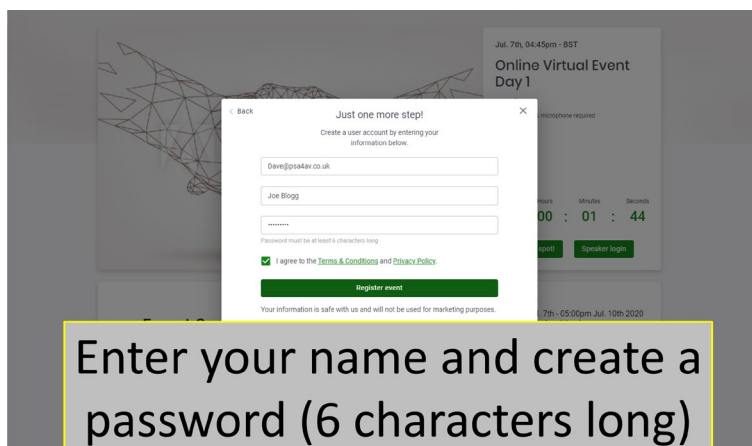
## Create an Account with Remo:

Unless you have already attended a Remo event, you will need to create an account with the platform before you can join the event. To do this, you will need to enter the following information:

- **Username/Email** – Your email address is used as your username for the event. It is important that you enter exactly the same email address that you supplied when you registered for the meeting at this stage as all of the emails are pre-loaded into the event platform and access will only be granted when a username that has been loaded is entered.
- **Name** – Please use your full name here (FIRST NAME and SURNAME)

For representatives of the sponsoring companies, please add your company name in brackets after your surname.

- **Password** – You will need to create a password (this will be individual to yourself, so it is important to remember / make a note of this password). If you have attended a previous Remo event, you will need to use the password that you created at that time. If you are unable to remember your password, please enter your email address – as long as it is on the safe list, you will then see a Forgotten Password link which you can follow to reset your password.



### Joining on the Day of the Event:

Once the countdown has reached zero and your account has been created, you will see a **Join Event** button which will take you into the meeting:



Please refer to the **Navigating the Platform** document to learn more about Remo and it's features so that you can maximise your enjoyment of the meeting.

### 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-hartley-taylor.html>

If you are still having problems after checking/following the tips listed in the link, you will need to get in touch with the technicians directly. To do this, please go back to the Troubleshooting link above, scroll to the bottom of the webpage and click the blue **CHAT NOW** button. This is by far the quickest way to get assistance and will direct you to the PSA technicians who will be running the event.

A 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 a few minutes for a response. Outside of the event times, messages will be responded to as soon as possible.

Please **DO NOT** use the 'Need Help' chat 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. By far the quickest way to get assistance is to use the **CHAT NOW** button from the above link.



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.