

Trouble shooting in EPR BioDose 2022 online with Remo

1. Cannot hear and/or speak

(1) Most probably problems in connection or device.

Refer to REMO's guide

<https://hi.remco.co/guests-guide>

Firewall or VPN may cause problems. Please refer to

<https://help.remco.co/en/support/solutions/articles/63000250996-how-to-troubleshoot-your-firewall>

<https://help.remco.co/en/support/solutions/articles/63000240970-how-to-access-remo-using-a-vpn>

Check your device with

<https://live.remco.co/geartest>

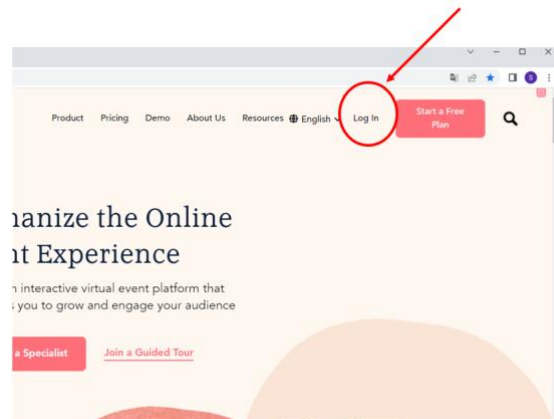
If your device and/or connection has problems, it is the best that you search for an appropriate device and connection.

You could ask Remo as in the following,

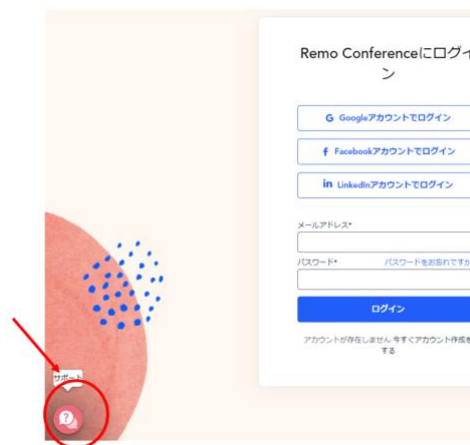
access

<https://remo.co/>

press "log in" at upper right



You will have a "support" button at lower left. Click this and you can contact Remo technician by chat.



(2) Change the seat

(3) Logout and Log in again

You could contact LOC member but surely LOC will NOT be able to help for this problem.

2. Invitations not sent

Contact the chair, Shin Toyoda, toyoda@dap.ous.ac.jp

3. Wrong poster and/or materials in my place

Use private chat to contact "EPR BioDose 2002 staff" and report the problem. He will ask another LOC member who is one of the event managers to fix it.

4. Not entitled for competition

LOC has asked presenters to review the repository site to check the entry before the conference. We are sorry that arrangements for voting have already done.

5. Technical problems in operating discussions at tables such as how to share screen

Use private chat to contact "EPR BioDose 2002 staff". He will come to the table to give you the instruction.

6. The seats are full

We are sorry. Please wait until someone leaves.

7. I cannot go back to my table which are full

Use private chat to contact "EPR BioDose 2002 staff" and report the problem. He will ask another LOC member who is one of the event managers to come to the table to ask someone to leave.

8. Other problems

Use private chat to contact "EPR BioDose 2002 staff" and report the problem.

9. LOC Table

In order to contact LOC member, you can use a private chat to “EPR BioDose 2002 staff”, or come to the LOC table located at the first floor.

LOC table is open

10:00 – 14:00 UTC on Mar 28

10:30 – 14:00 UTC on Mar 29

10:30 – 13:30 UTC on Mar 30