

## Crowdcast Troubleshooting:

COMPATIBLE BROWSERS: Info on browser compatibility can be found here:  
<https://docs.crowdcast.io/en/articles/784-what-are-the-compatible-browsers>

### **–I can't log in!**

–Did you log in with the email address you registered with? Go back to the original email confirmation sent and enter through the link they provide.

## Remo Troubleshooting:

COMPATIBLE DEVICES: Smartphones and Computers ONLY. Unfortunately, Remo does not work on tablets.

### **–I can't log in!**

–you MUST log in with the same email you used to register in Crowdcast

### **–I'm in, but I am alone at a table. How do I talk to people?**

–double click on any open chair at any table to begin talking with the people there

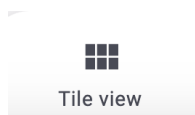
### **–Video or audio isn't working right**

- are you using Google Chrome?
- Are you running the most current version of the browser (in other words, are there any updates you can run)?
- are your mic and camera turned on?

### **–The presenter's screen is so small**

–click on the screen you want to be bigger and it will bump up in size. To enter full screen mode, find the little icon in the top right that is four arrows pointing outwards and click on it. That will expand the screen to full screen. Press esc or the four arrows pointing out (top right) to exit.

### **–How can I expand the screens of the people I'm sitting with at my table so their faces are bigger and it looks more like Zoom?**



–press “Tile view” in the menu along the bottom of your screen

