



**Quidlab E-Meeting & Voting System
User's Manual
Video Conferencing Option**

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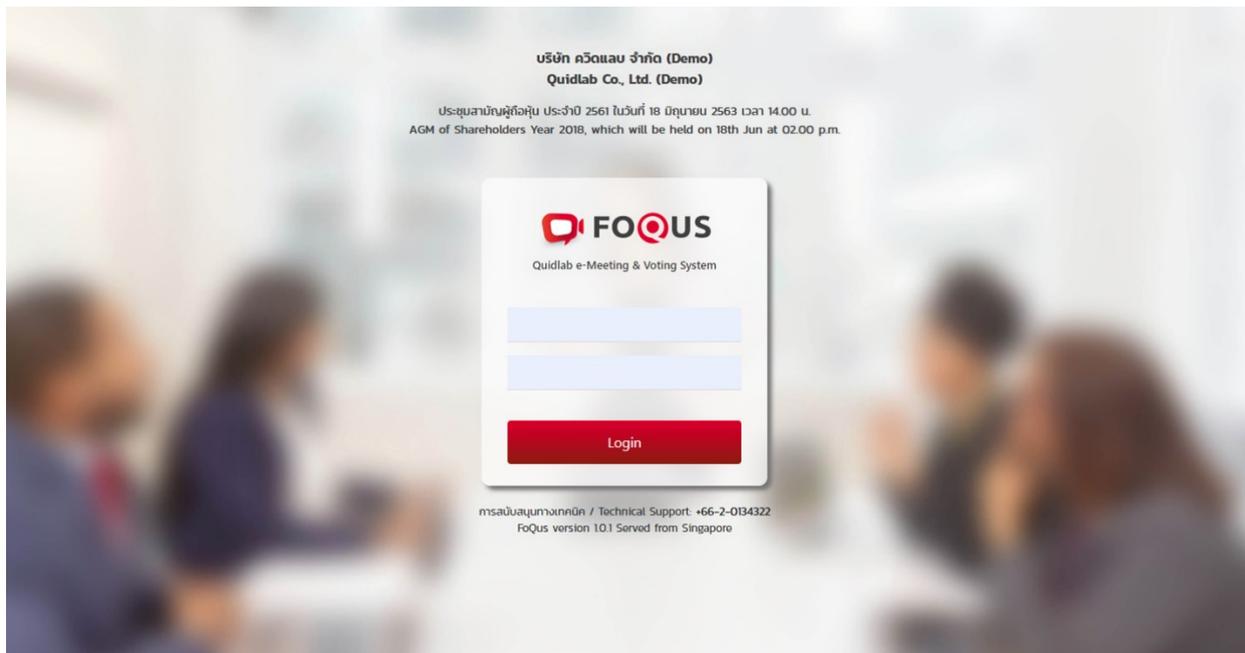
Introduction

Quidlab E-meeting & Voting System does not require any special application to install. It is very easy to use system and does not require any special skills. You can use any latest updated version of browser e.g. Google Chrome, Microsoft Edge, Apple Safari, Firefox etc. You can also use computer, laptop, tablet or phone.

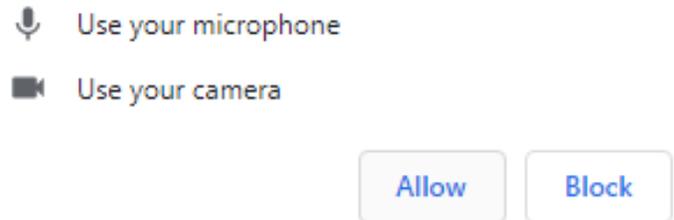
You will receive an email with username and password. This username and password are valid only for E-AGM or E-EGM of company stated in the email. Email also contains a link to join the meeting like <https://subdomain.quidlab.com>

How to Login

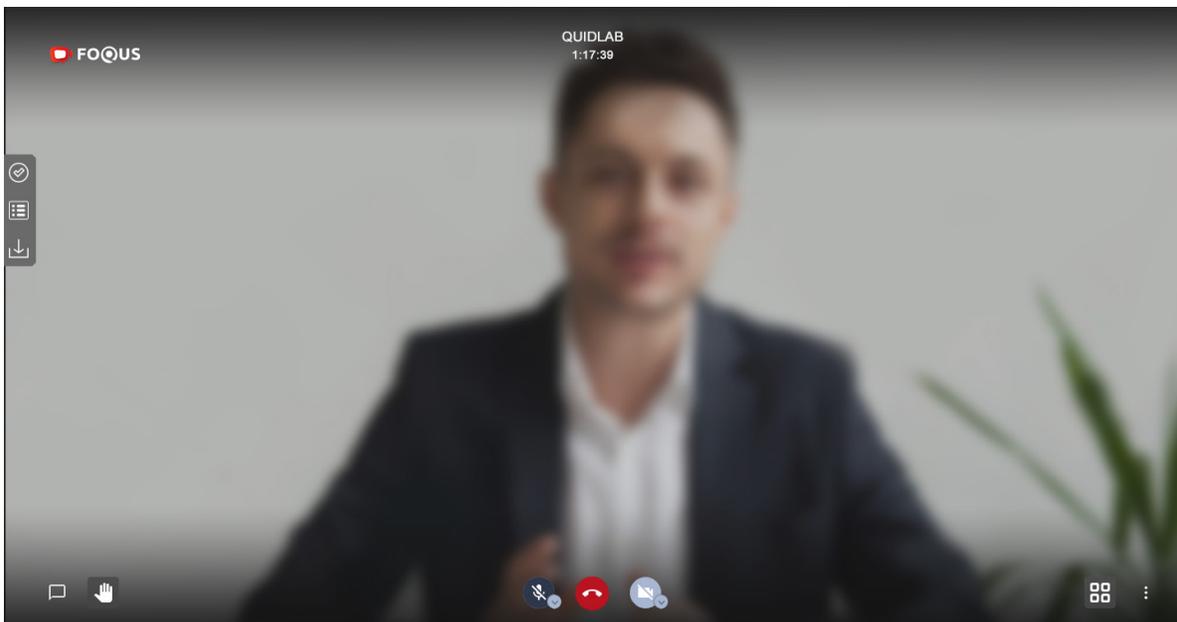
1. Click on link in email or type url in browser to join meeting. After clicking you will be taken to E-AGM website.
2. Enter your username & password and click on Login button.



3. If username and password are correct you will be granted access and screen will be presented as shown below:
4. You may be asked to allow your microphone and camera as below picture. This permission message is generated by your browser and may slightly be different than shown below. If you do not grant permission you can still join the meeting however you may not be heard and seen by other people in case you need to ask any questions using microphone.



5. Once permission is granted you will be able to see company Directors and other who have their cameras turned on.

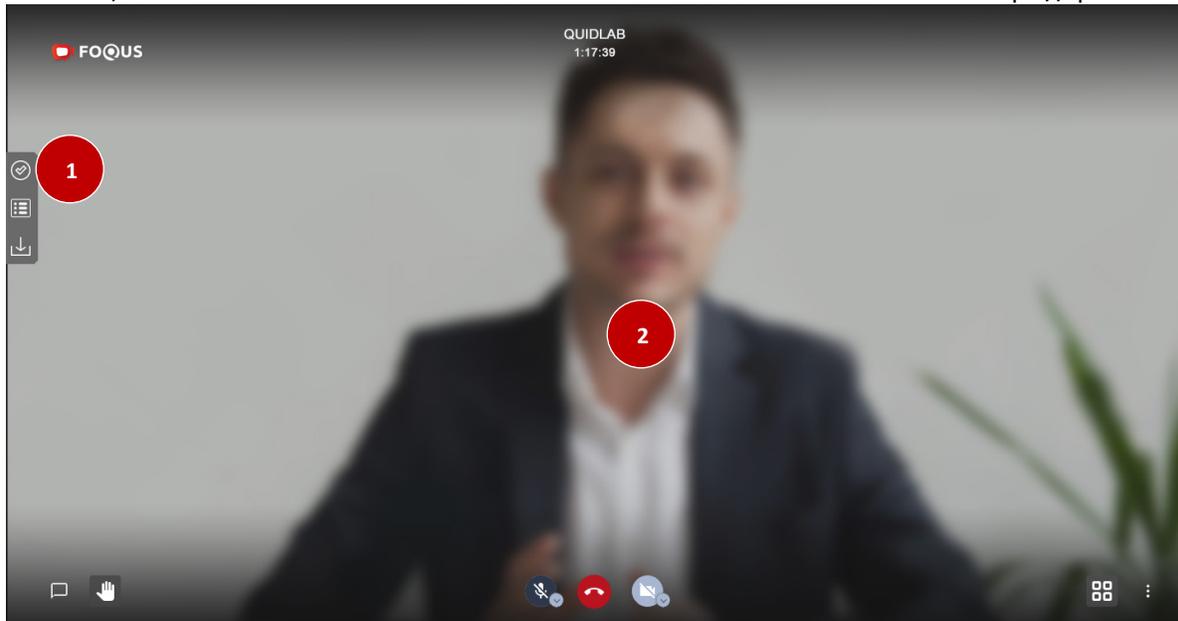


How to Navigate

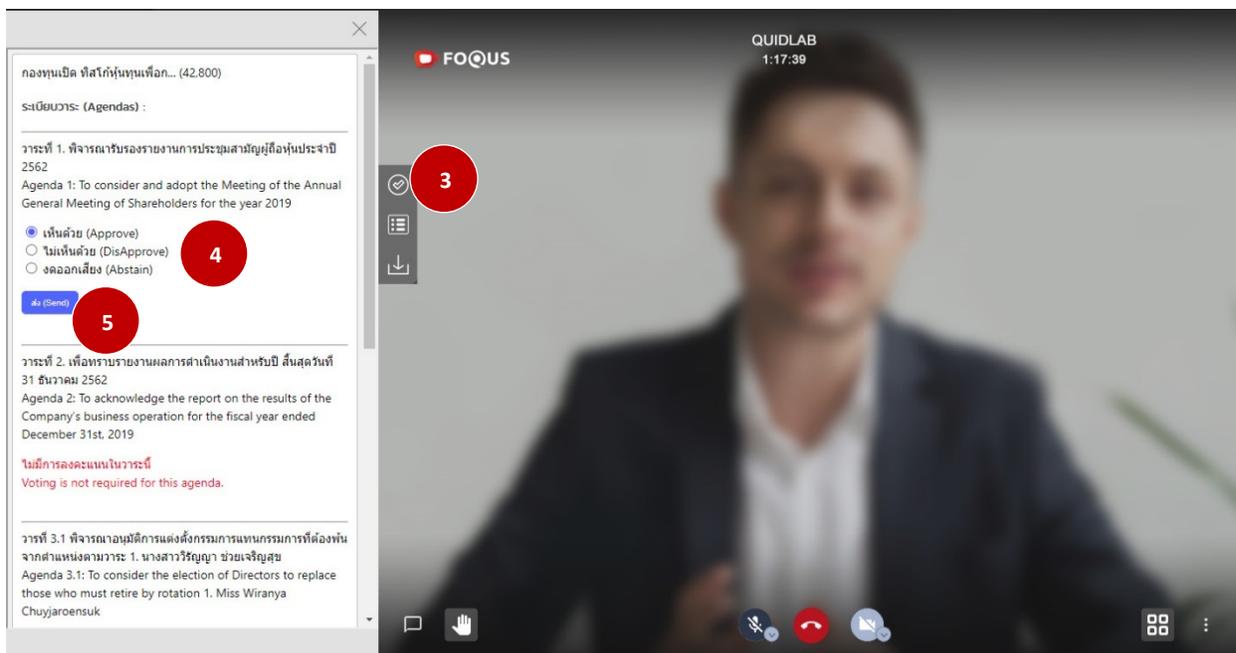
E-AGM system has following parts which can be navigated by clicking on menu links and are described as below:

Left Menu (1)

This is the default page you are taken to after login. (2) Other users of E-AGM will be shown in this section.



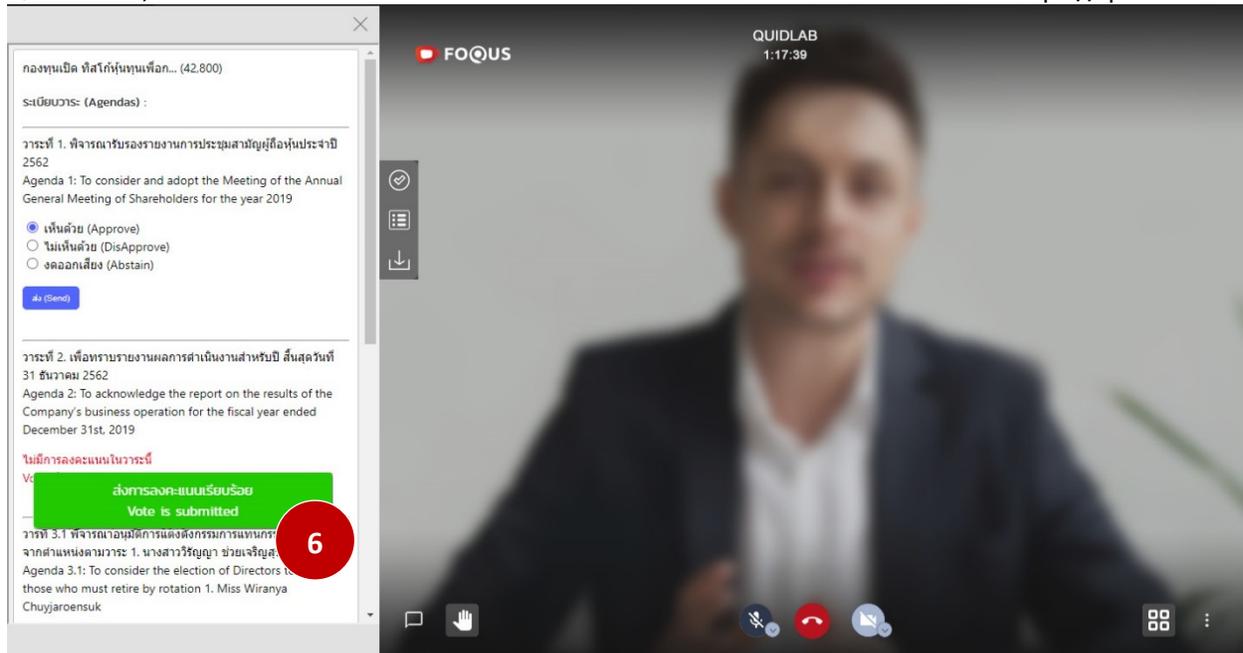
Vote Menu (3)



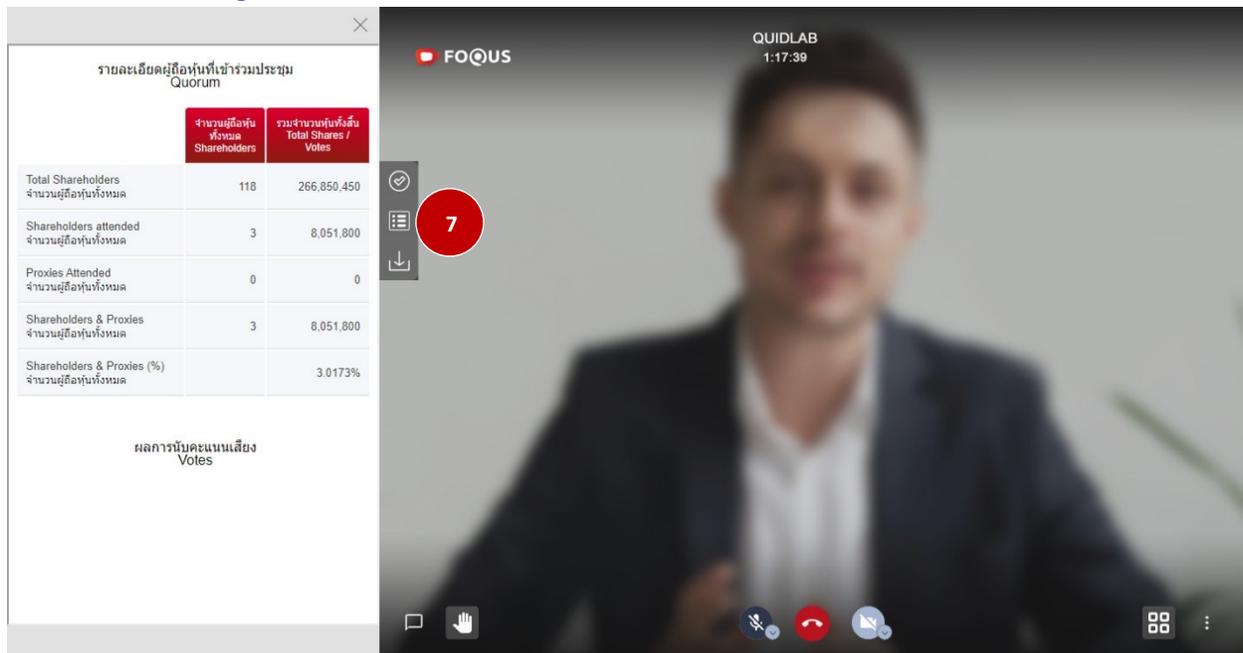
Once you click on Vote menu (3), you can navigate to Voting section to cast your vote. You can see all agendas listed here and can cast your vote any time till the time Agenda is not closed. Once Agenda has been discussed and closed you cannot change your vote.

There is a separate Send Button for each agenda. You must click on radio button (4) to choose, Approve, Disapprove or Abstain and then click Send (5).

Once your vote is submitted you will be notified by a pop-up alert message (6).



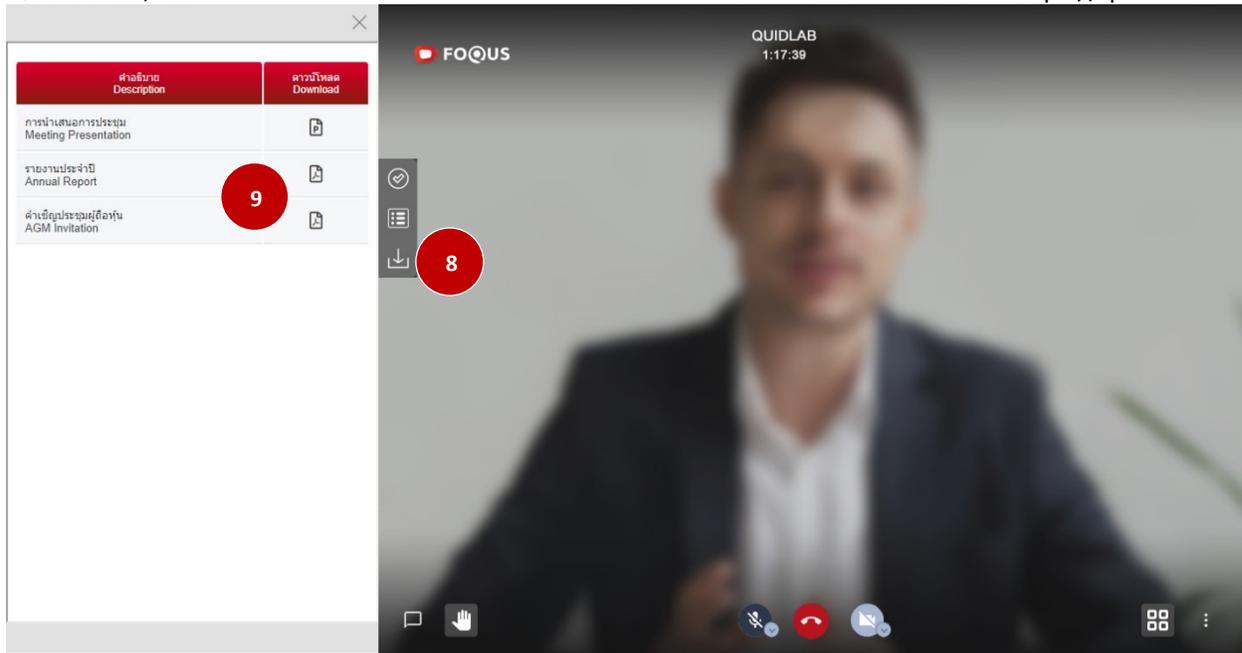
Quorum & Voting Results



You can check quorum and results by clicking on Voting Results Button (7) any time, votes will be displayed only after agenda is closed.

Download Documents

You can download company provided documents, if any eg Annual Report, Company presentation etc. by clicking on Download button (8) documents are shown in windows as shown below in (9)



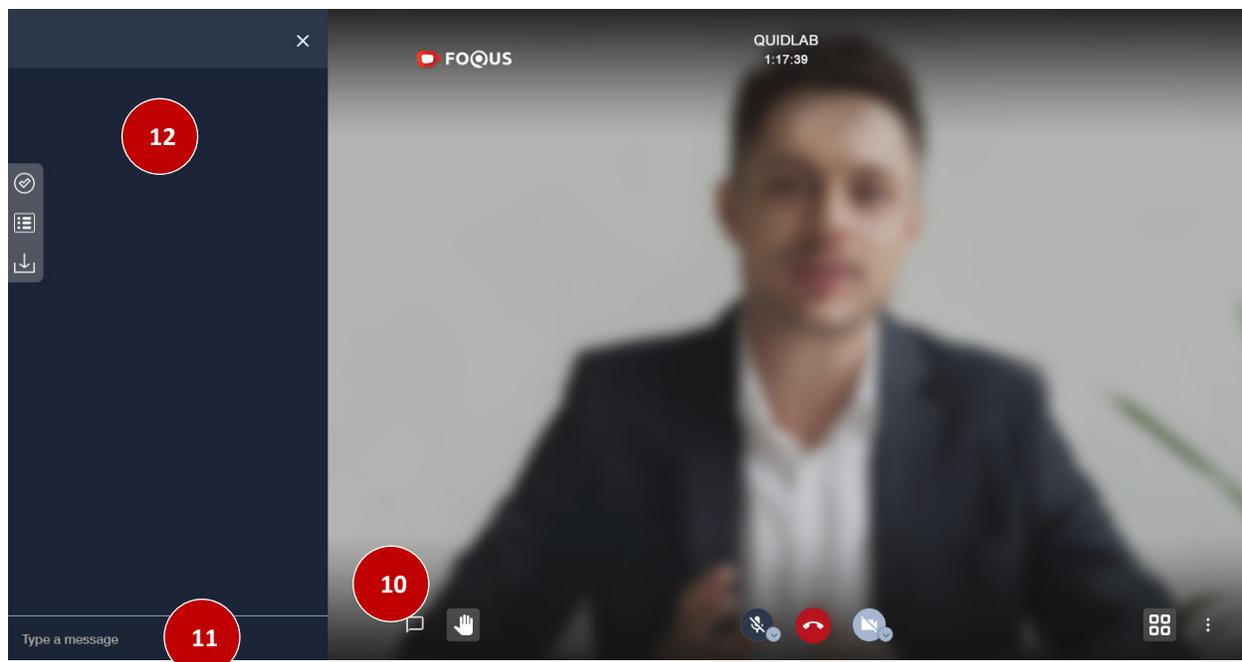
Asking Question

System supports Two channels to ask question by typing your question in chat window or by using microphone.

Ask Question using text message

Click on Ask Question button (10) to navigate to Ask Question chat screen. You can type your message in the textbox (11).

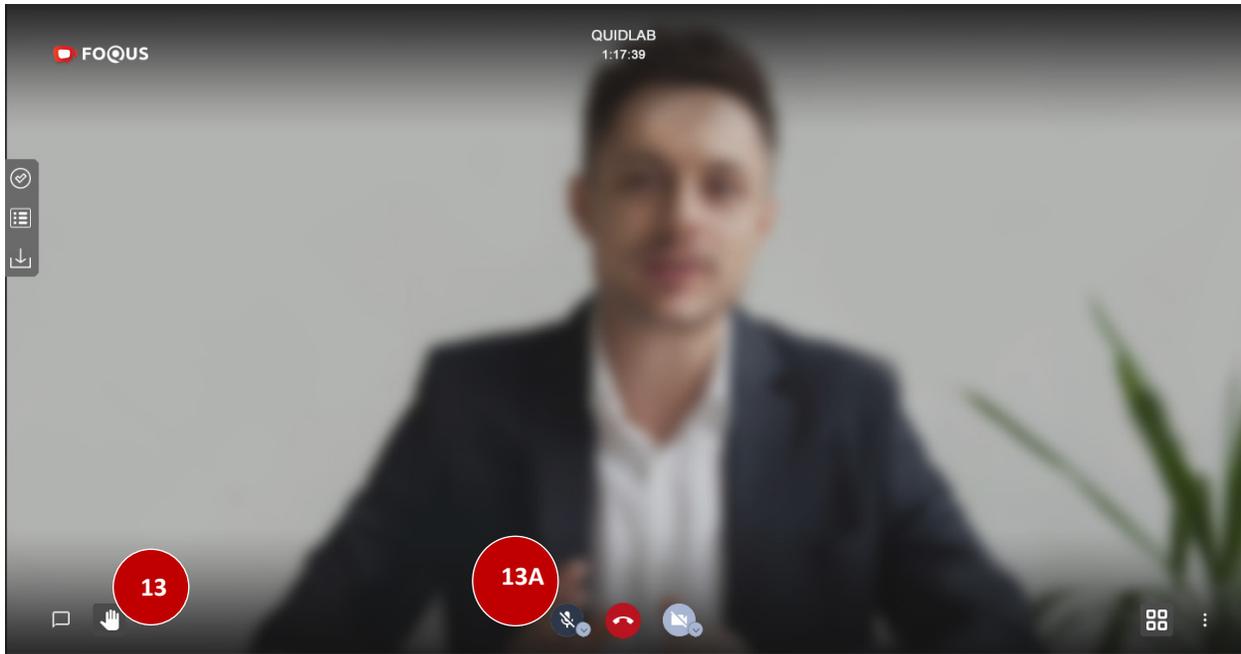
You must use you keyboard's Enter key to send question. If you are using mobile phone please enter key twice to send message.



Once your message is sent to company officers, it will appear in top window (12). Your question can not be seen by any other user except company officers. Company authorized person will answer your question using video conference which can be heard by all other users.

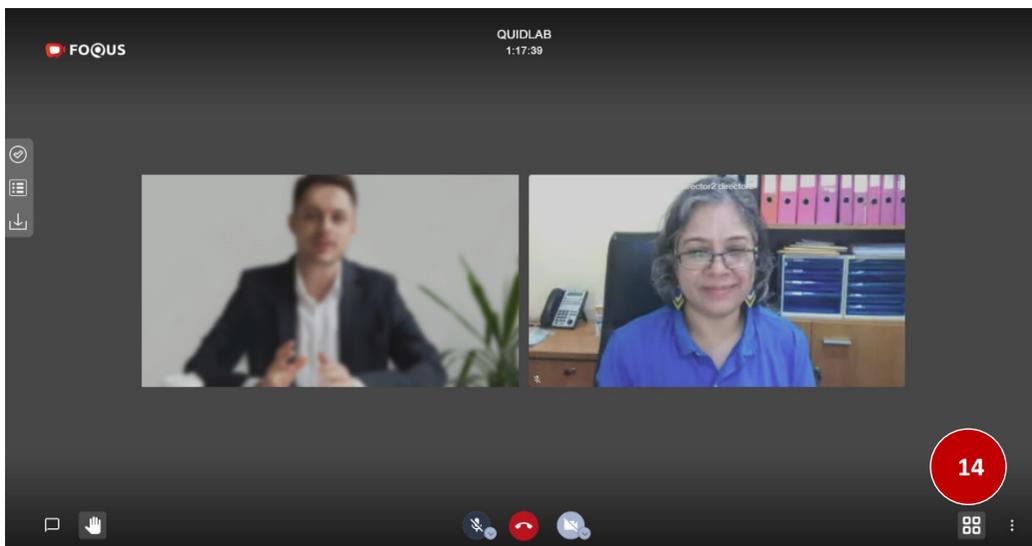
Ask Question

If you wish to ask question by talking, you can ask for permission by clicking on Hand Button (13). Once your request will be approved, director or company officer will ask you to unmute your microphone and ask your question. You may also turn on your camera if required. (13A)



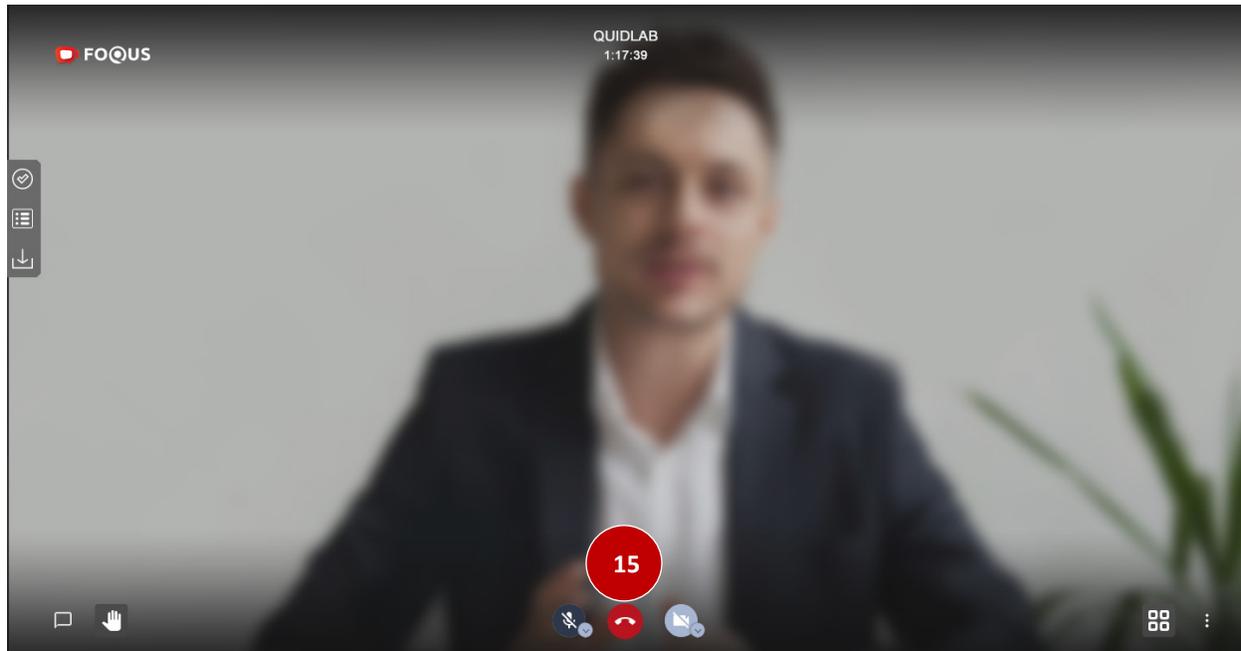
Other Settings

You can change video layout by click (14) button.



Logout

To Logout click on Logout Button **(15)**.



Technical Support

If you face any technical difficulties accessing the E-AGM system you can get in touch with Quidlab at via telephone on 0800 087 616 or via email at info@quidlab.com, before contacting technical support please read the Frequently Asked Questions (FAQ) below which may solve your issue.

For easy and smooth access to see shareholders meeting, we highly recommend using computer or Notebook.

We recommend to keep your microphone muted & camera off when not talking so other users are not disturbed during meeting.

When contacting technical support please provide full details of problem faced, any error message received, type of device used, browser name and version etc.

Frequently Asked Questions (FAQ)

Question: Why can't I click a link in my email?

Answer: It depends on your email client if email is shown as plain text or html. Your email client may show links as plain text and may block clicking on links.

Question: I cannot login?

Answer: As stated in technical support section always provide complete details else it may take longer to resolve your issues. Most common issue about login are as follows:

1. Incorrect username & password provided. Please check if you are copying and pasting username & password then it may not have been copied correctly. In most common cases a space at end of username and password also gets copied and hence you cannot login due to incorrect passwords. An example is below.

รหัสผ่าน: e2b4e56bb3a63

2. Other login issues can be due to network issue, no internet connection or other business rules (company may allow you to login only for example 1 hour before, you are login too late and meeting may have already been finished etc.), which are alerted to user and are self-explanatory.

Question: Why is there no sound or live video after I have joined a meeting?

Answer:

1. You can login earlier than meeting time to familiarize yourself with system, however check if sound is not muted on your computer.
2. Your browser may not activate video or audio due to privacy reasons. Check if audio is not muted or video is not paused.
3. Please check your mobile's or computer's sound volume if audio is not muted.

Question: I can login but getting automatically logged out ?

Answer: There are 2 reasons for getting logged out automatically.

1. For security reasons each user can login only on one device and if you try to login on another device or different browser on same computer previous login will get logged out automatically. Do not share your username & password with another person.

Question: My voting options are locked, not present for some or all of agendas.

Answer: There are some business rules which can prevent voting and are clearly marked under each agenda for your reference and are self-explanatory, some common cases are as follows:

- Agenda does not require voting and is for acknowledgement only.
- Agenda is already closed hence it gets locked and you cannot change vote.
- You logged in late and some of agendas were already voted.
- A proxy form B was sent which has already been voted and does not allow you to change vote.

Question: Do I have to wait for agenda to be discussed before I can cast my vote?

or

Question: Do I have to wait till the end of meeting?

or

Question: I have other urgent matters to attend and not able to attend whole E-AGM?

Answer: You can cast your votes any time after login and all votes will be recorded. You can also change your vote till the time agenda is not closed by company officers. Once agenda is closed you cannot change your vote.

Question: My voting or other windows shows "Connection failed. Please log out and log in again" what should I do?

Answer: If internet connection to voting server is lost you may get this message, you can logout and login again to restore connection.

Question: Will it affect my voting if I logout and login again?

Answer: When you login first time system marks your votes as Approved however you can change your vote any time, even if you logout and login again. Login in and logout several times does not affect your previously casted votes.

Question: I have other technical question?

Answer: Please get in touch with us.

Question: How to report a bug or security vulnerabilities?

Answer: If you encounter problems send us an email to info@quidlab.com with the details of vulnerabilities or bug report.