# AGM
USER GUIDE

Get Started with
AGM@Convene

AGM@Convene is your end-to-end solution empowering virtual and hybrid AGMs that are fully compliant with the latest governance standards and guidelines globally.

To prepare for the AGM, ensure that you:

1. Register your account.
2. Sign in and browse the AGM information.
3. Submit the *Proxy Form* in case you cannot attend the meeting.
4. Submit *Questions* if you have clarifications on the Resolutions.
5. Test the live webcast, to guarantee a smooth experience.
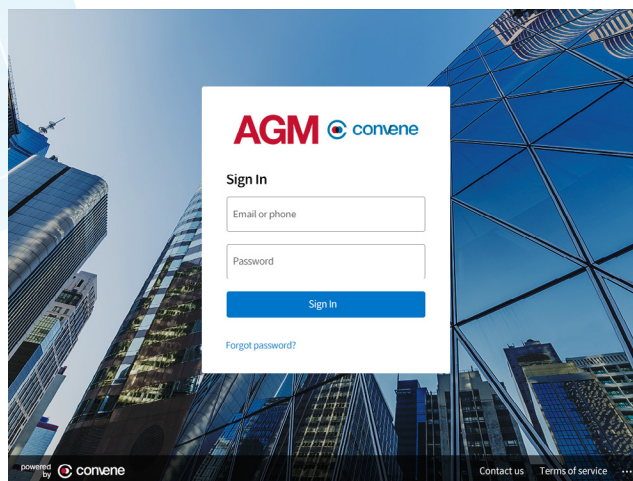
*In order to achieve a fast, seamless, and secure eAGM, refer to the Check Software and Hardware Requirements page.*

Register for the AGM

📑 Register your Account

In order to access the AGM@Convene, you need to register first to create your account.

1. In the AGM@Convene portal, select the AGM that you will attend to.
2. Select **Register Now**.
3. Fill out the form with the required information and select **Submit Registration**.
4. A confirmation will be displayed after a successful registration.
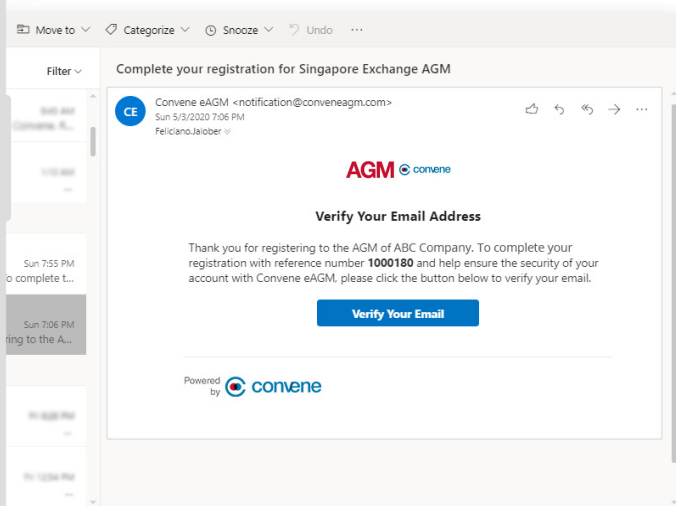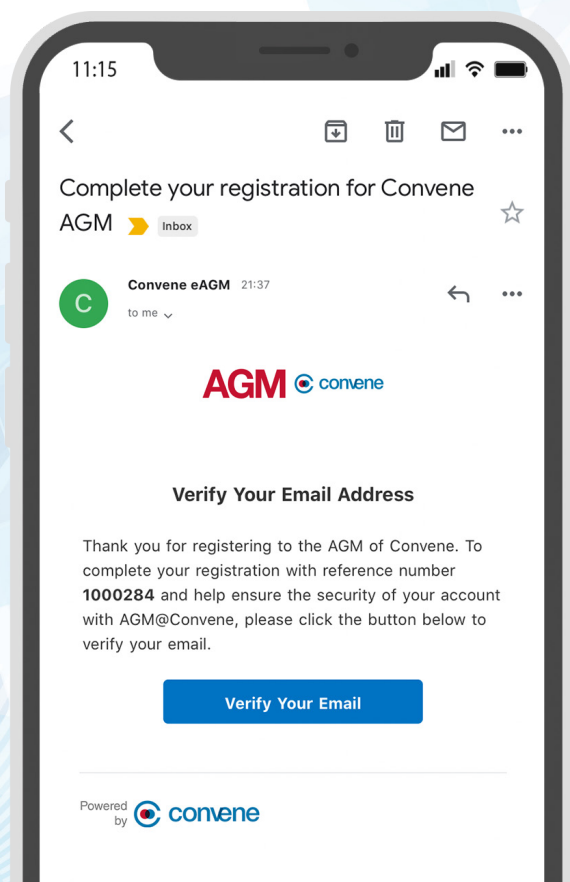5. Check your email for the next step.
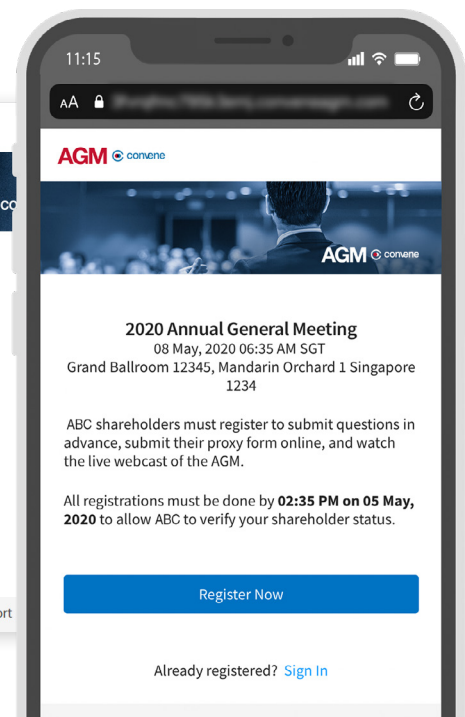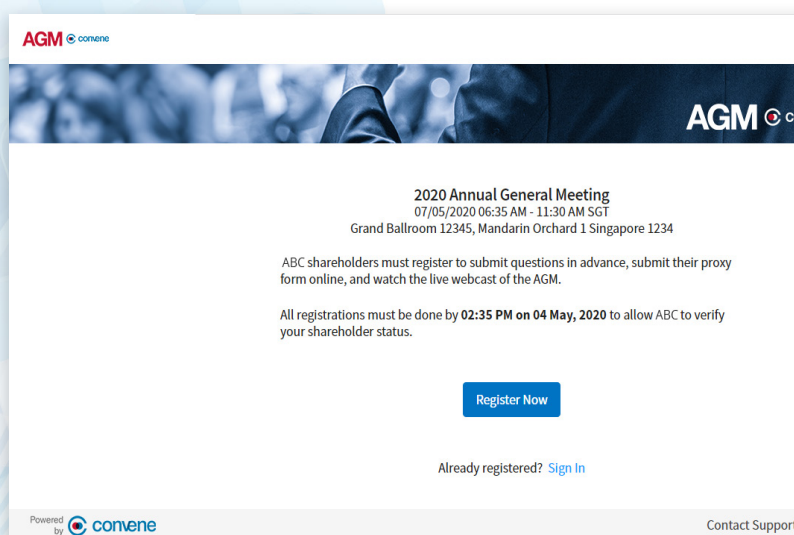
📱 Verify your Email

To complete your registration, you will need to verify your email address.

1. Check your email inbox.
2. Open the email from AGM@Convene.
3. Select **Verify Your Email**.
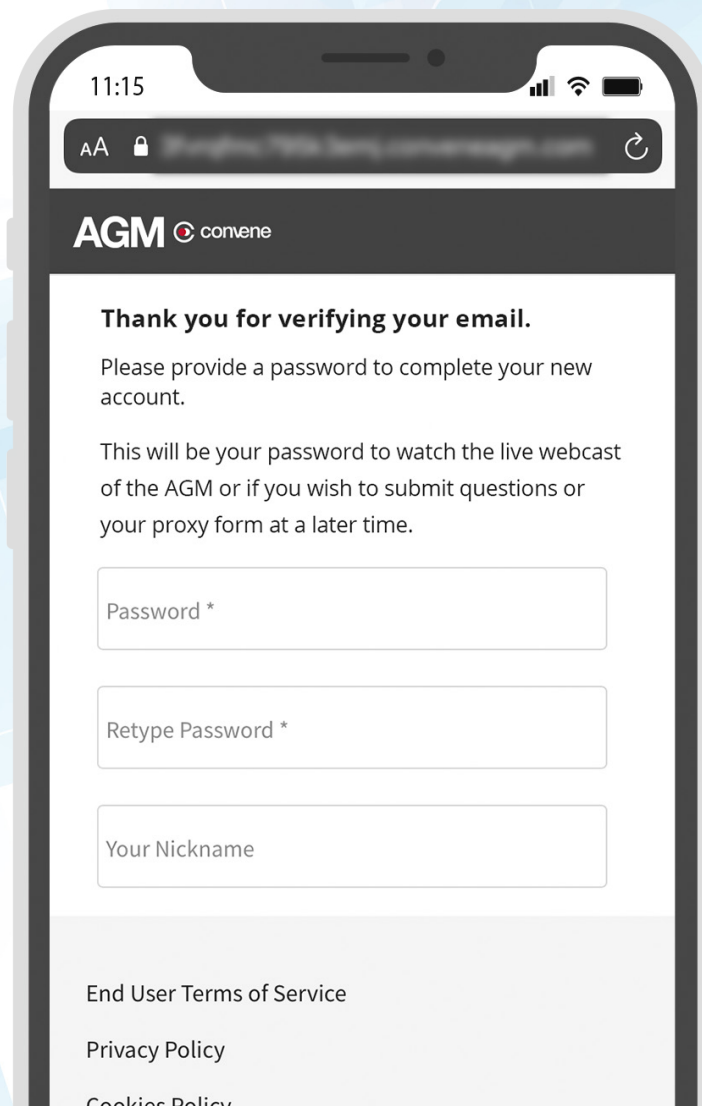4. You will be redirected to a new page to create your password.

📱 Update your Password

After the email verification, you will be redirected to the AGM@Convene portal to create a password.

1. Enter your chosen password.
2. Retype your password to verify.
3. Click **Continue**.
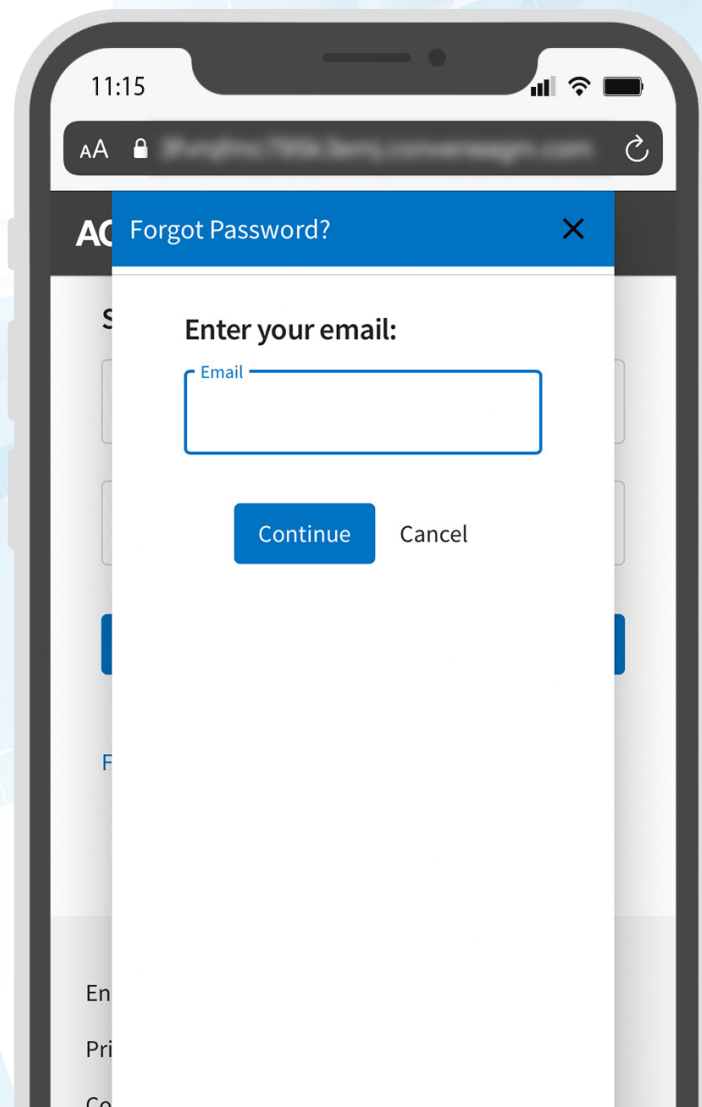4. After updating your password, you can sign in with your verified email and new password.

🔒 Reset password

In case you have forgotten your password:

1. Select **Forgot Password?**.
2. Enter your email address to receive the password reset instructions.
3. Select **Continue**.
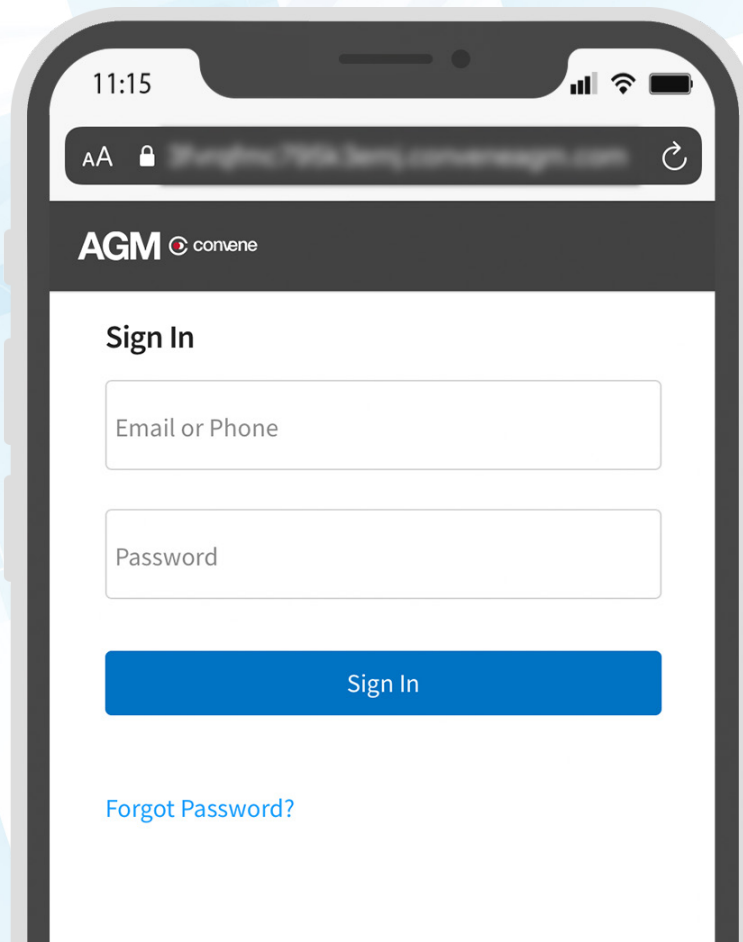4. Open the email sent by AGM@Convene and click the link to reset your password.

Access the AGM

Sign in to AGM@Convene

Once you have successfully registered, you can always return to the portal to view AGM information and updates.

1. Select **Sign In**.
2. Enter your verified Email or Phone and Password.
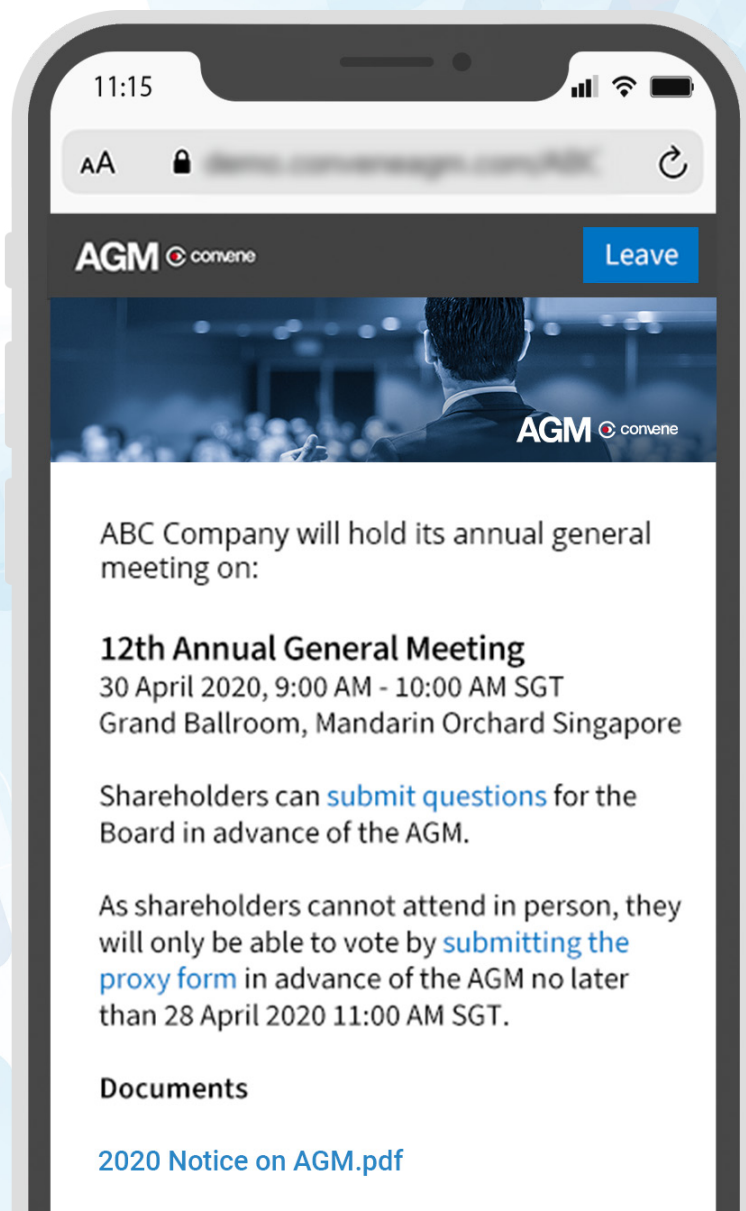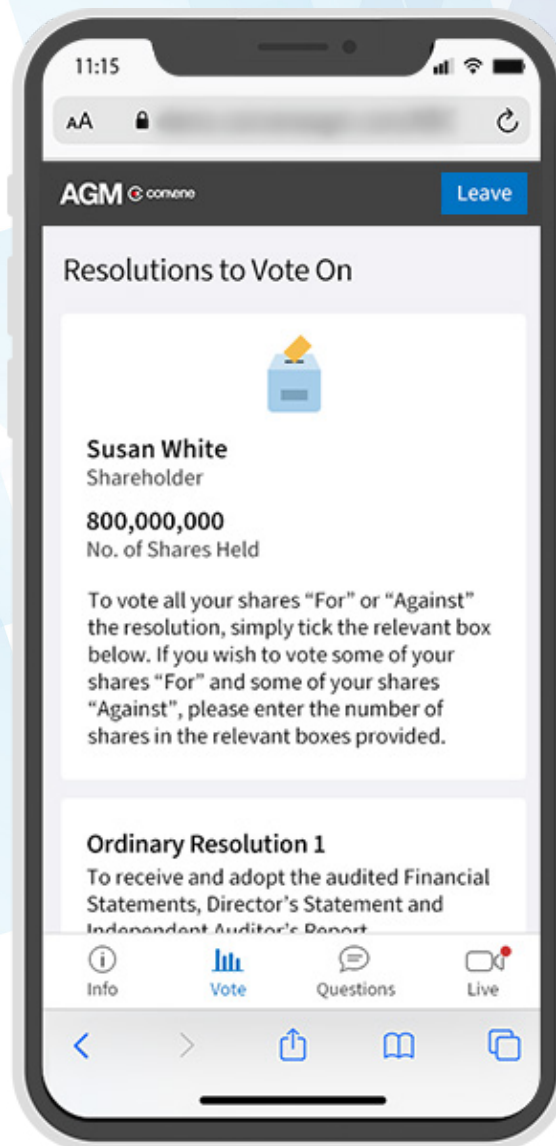3. Click **Sign In**.

📱 View Notice and AGM Information

After signing in, you will see the Notice of the AGM on the home page, along with the other information and quick links to submit Proxy forms and Questions.You can browse the documents by tapping them.

☑ View Resolutions

To review all the Resolutions for voting prior to AGM, select the **Vote** tab.

Submit Proxy Forms

Shareholders who cannot attend the AGM may still vote by submitting a Proxy Form 72 hours before the AGM starts.

1. Select **Fill Out Proxy Form**.
2. Provide the required details.
3. Select **Continue.**
4. Review the details then select **Submit** to confirm.

Submit Questions in Advance

If you have clarifications before casting your vote, you may submit Questions days before the AGM starts.

1. Select **Submit Questions**.
2. Click Add button ⊞ .
3. Enter your question.
4. Select **Submit**.

📹 Test the Live Webcast

To ensure that you can clearly view the presentation on the day of the AGM, a recorded video is provided to test your device.

1. Visit this **Test site** to open the sample live webcast.
2. Make sure that the volume is not set to 'Mute'.
3. Adjust the volume of your device to a comfortable level.
4. If you are having trouble connecting to the Test site, please refer to the **Check Software and Hardware Requirements** page.

Check Software and Hardware Requirements

For Shareholders

Required Equipment

To join the live webcast, it is essential that you are equipped with:

- Desktop or laptop or mobile device with compatible OS
- Speakers and a microphone (built-in or USB plug-in or wireless bluetooth)
- Internet connection (broadband wired, or wireless, either 3G, 4G or LTE)

System Requirements

Recommended Browser Versions

Use a browser that is HTML5-compatible:

- Mozilla Firefox 69 and above
- Safari 12.1.2 and above
- Google Chrome 74 and above

Recommended Bandwidth

- For audio-only sessions: 2 Mbps
- For audio and video: 5 Mbps
- For audio, video, and screen sharing: 8Mbps

Recommended Internet Connection

Connect to the internet using a Local Area Network (LAN) as it is more stable than WIFI.

1. If it doesn't work with the office network, try bypassing the office LAN and use a 4G connection to determine if it's a network port issue.
2. Please do a speed test to see if it's a network speed issue.
3. If your internet connection is slow, please close other applications that may be downloading in the background.
4. Check if you have other devices connected on the same router that is also consuming additional bandwidth.

Device Requirements

Desktop and Laptop Processor and RAM Requirements

Processor	Dual Core 2Ghz or Higher (i3/i5/i7 or AMD equivalent)
RAM	8GB

Mobile and Tablet Device Requirements

Device	OS
Apple IOS Tablet - Ipad Mini, Ipad, Ipad Pro	iOS 12 and above
Apple IOS Iphone	iOS 12 and above
Android Tablet	Android 9 Pie and above
Android Mobile Phone	Android 9 Pie and above
Windows Tablet	Windows 10 and above

Notes:

- For Apple iOS devices, it is recommended to use Safari over Chrome.

For Chairman and Panelists (Hosts of AGM)

Required Equipment

As you will be appearing on live webcast, it is essential that you are equipped with:

- Desktop or laptop or tablet device with compatible OS
- Speakers and a microphone (built-in or USB plug-in or wireless bluetooth)
- Camera or video devices, either:
    - Webcam or HD webcam (built-in or USB plug-in)
    - HD cam or HD camcorder with video capture card
- Internet connection (broadband wired, or wireless, either 3G, 4G or LTE)

System Requirements

Recommended Browser Versions

Use a browser that is HTML5-compatible:

- Mozilla Firefox 69 and above
- Safari 12.1.2 and above
- Google Chrome 74 and above

Recommended Bandwidth

The recommended bandwidth for live broadcast to group:

- For audio-only sessions: 2 Mbps
- For audio and video: 5 Mbps
- For audio, video, and screen sharing: 8Mbps

Recommended Internet Connection

Connect to the internet using a Local Area Network (LAN) as it is more stable than WIFI.

1. If it doesn't work with the office network, try bypassing the office LAN and use a 4G connection to determine if it's a network port issue.
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Device Requirements

Desktop and Laptop Processor and RAM Requirements

Processor	Dual Core 2Ghz or Higher (i3/i5/i7 or AMD equivalent)
RAM	8GB

Notes:

- For optimum screen sharing performance on laptops, we recommend a quad core processor or higher. Dual core laptops have a reduced frame rate when screen sharing (around 5 frames per second).
- For desktops and laptops, it is recommended to use Chrome, over Firefox and Safari.

Tablet Device Requirements

Device	OS
Apple IOS Tablet - Ipad Mini, Ipad, Ipad Pro	iOS 12 and above
Android Tablet	Android 9 Pie and above
Windows Tablet	Windows 10 and above

Notes:

- For Windows Tablets, it is recommended to use Chrome over Firefox.
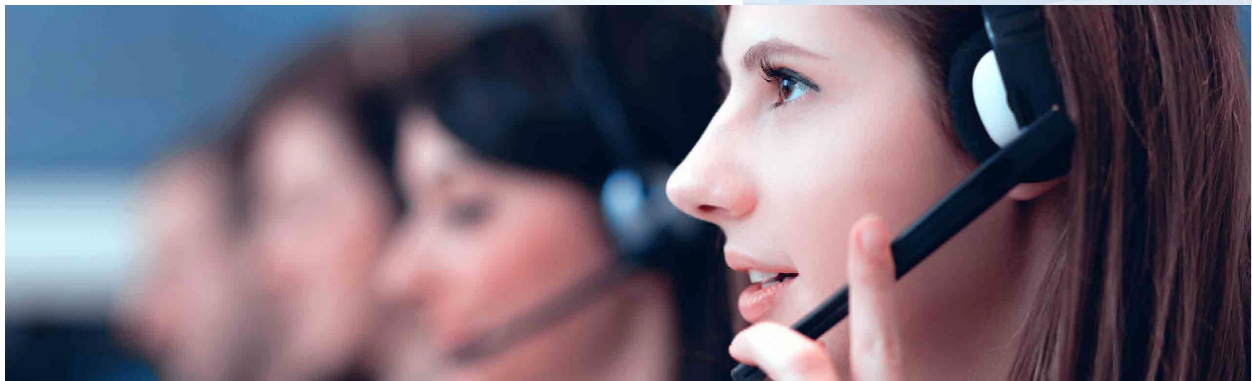
Should you have any questions, comments, or suggestions, please feel free to contact your Account Manager or our Support Team:

support@conveneagm.com

You may also use the live chat at our support page:

https://www.azeusconvene.com/convene-eagm/support

Australia Toll Free:
1 800 789 564

France:
+33 9 70 01 98 34

Hong Kong:
+852 2152 3666

New Zealand:
+64 4830 3496

Singapore Toll Free:
800 852 3335

**United Kingdom
Toll Free:**
0 800 088 5517

India Toll Free:
000 800 100 6862

United Arab Emirates:
+971 42482947

Greece:
+30 21 1198 8980

Malaysia Toll Free:
1 800 817 240

Philippines:
+63 921 316 0339

**South Africa
Toll Free:**
0 800 999 371

**United States /
Canada Toll Free:**
1 800 638 0246

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