

USER GUIDE FOR **AGM MODERATOR**

AGM



convene

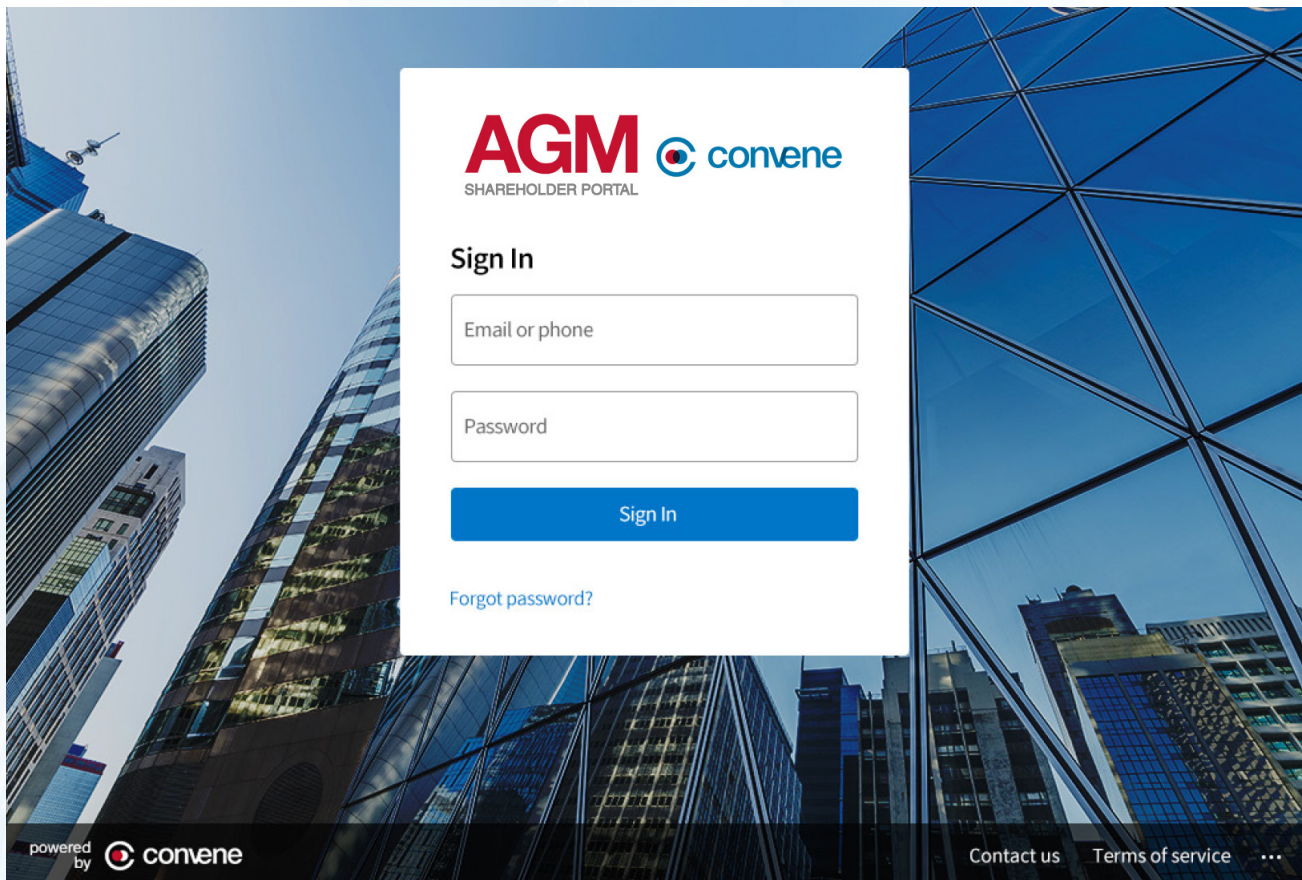


Moderator Guide

On the day of the AGM, the Moderator can access the **AGM@Convene Portal** to manage and facilitate textual and video questions by the Shareholder.

In this Guide, you will learn how to:

1. Sign in and join the webcast
2. Manage the screen as moderator
3. Manage textual and video questions



Sign in and Join the Webcast

Join the Webcast

Panelists can join the webcast by signing in to the AGM@Convene Admin Portal.

1. Access the Admin Portal URL provided to you.
2. Enter your Username and Password.
3. Select **Sign In**.
4. In the Webcast tab, click the **Join as Panelist** button.
5. You will be redirected to the Zoom web page to launch the Zoom app on your device. Click the button **Open Zoom Meetings** or **Launch Meeting**. The Zoom app will be automatically launched without the need to sign in or input any details.
6. Select either **Join with Video** or **Join without Video** button to continue.


The collage consists of six numbered screenshots:

- 1:** AGM@convene ADMIN PORTAL. Welcome to the Admin Portal of Azeus Systems Holdings Ltd.. For shareholders, please visit the shareholder portal instead. Please sign in. Username and Password fields.
- 2:** Close-up of the Username input field.
- 3:** Close-up of the Password input field and the Sign In button.
- 4:** Join Webinar page. AGM is live. Please join the Zoom Meeting by tapping the button below. Join as Panelist button.
- 5:** Zoom system dialog: This site is trying to open Zoom Meetings. https://azeusconvene.zoom.us wants to open this application with the associated app. Always allow azeusconvene.zoom.us to open links of this type in this app. Open/Cancel buttons.
- 6:** Zoom meeting interface. Mark Johnson (name). Join with Video / Join without Video buttons.

Manage the Screen as Moderator

To be able to moderate the Live Q&A, it is recommended to prepare the screens, adjust the video layout and manage the participants list view.

1. Open the list of Participants

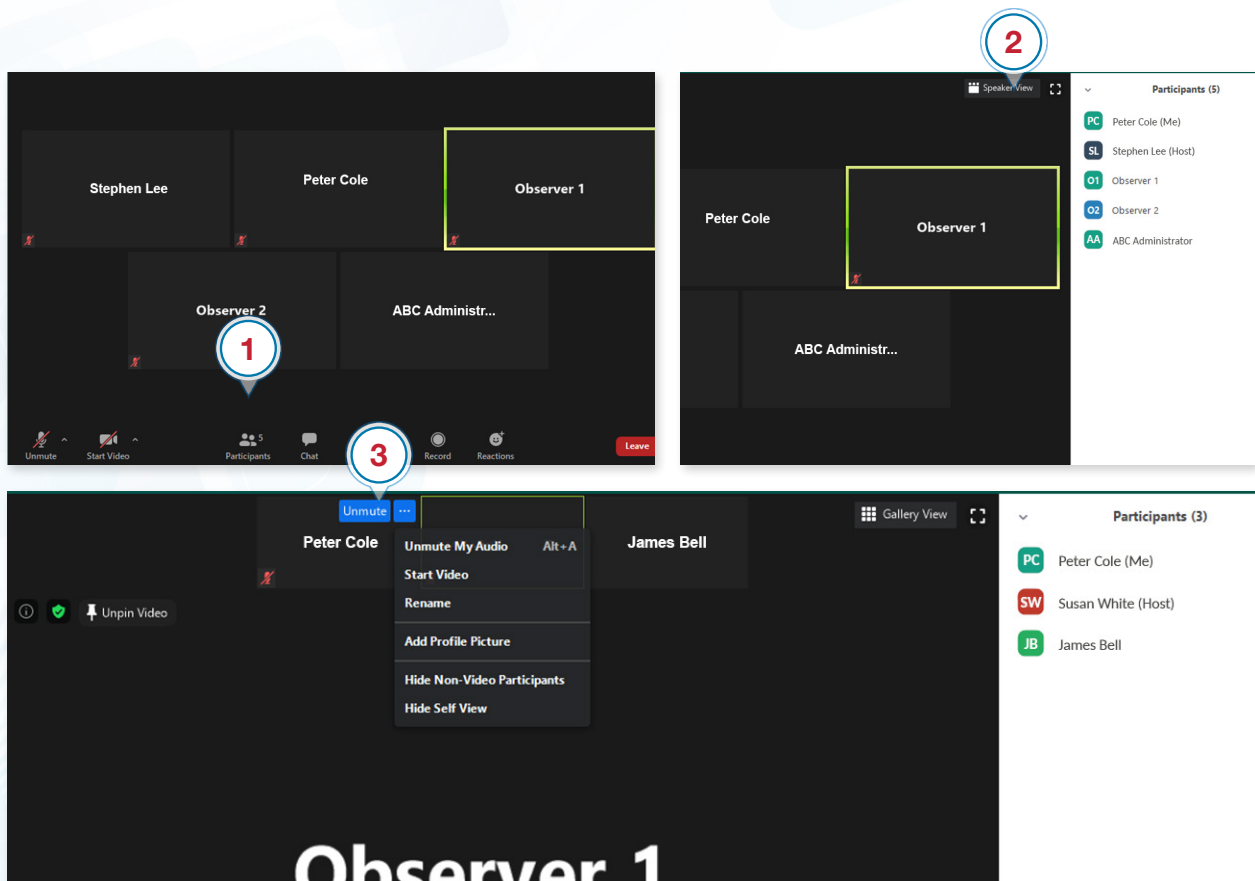
In the Zoom App, click the **Participants**  button to view the list of panelists and shareholders. The list should always be open to check the shareholders in queue for video question.

2. Adjust the Video Layout

Change the video layout on your device from **Gallery View** to **Speaker View** to enlarge the video display of the active speaker and minimize other participants in small video tiles.

3. Hide Non-video Participants

To filter the Participants list to only show the shareholders asking video question and the other panelists with their video on, hover over a participant without a video, click the **More** button, and then select **Hide Non-Video Participants**.



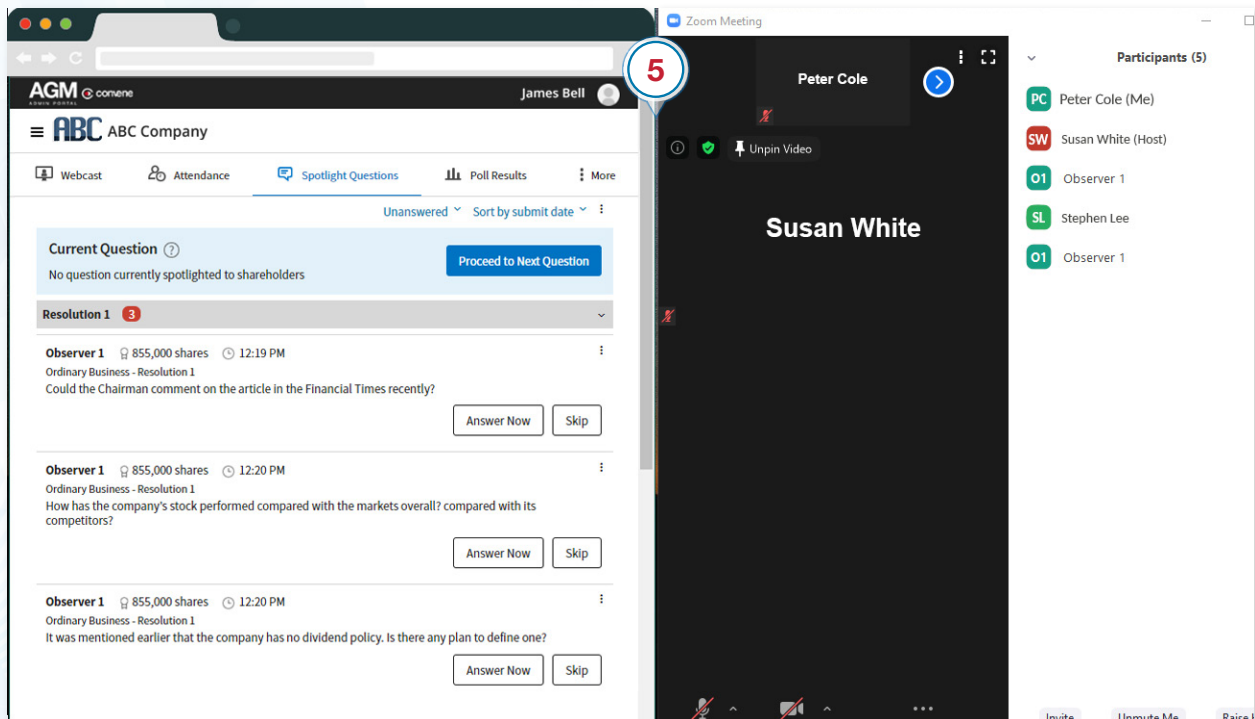
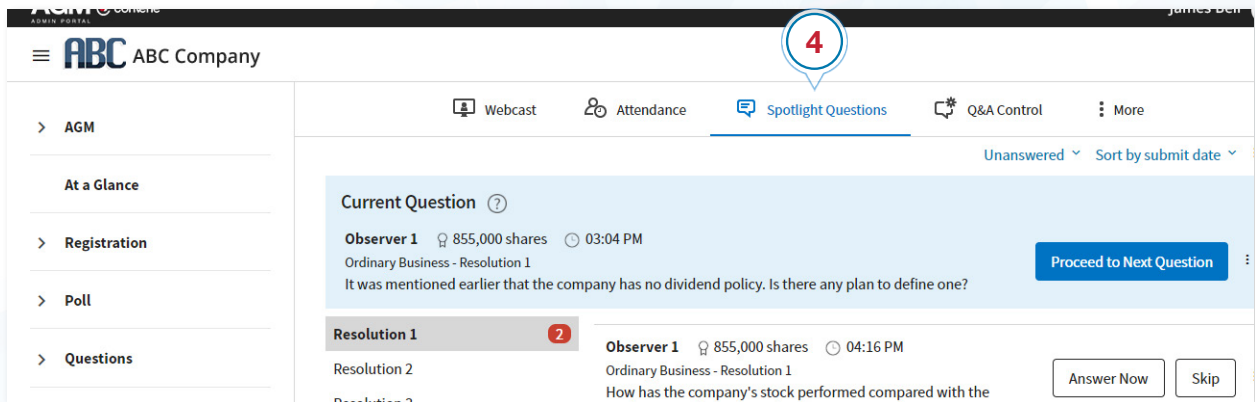
Manage the Screen as Moderator

4. Prepare the Questions dashboard


Go back to the Admin Portal and click the **Spotlight Questions** tab to view the pending textual questions.



5. Arrange the screen

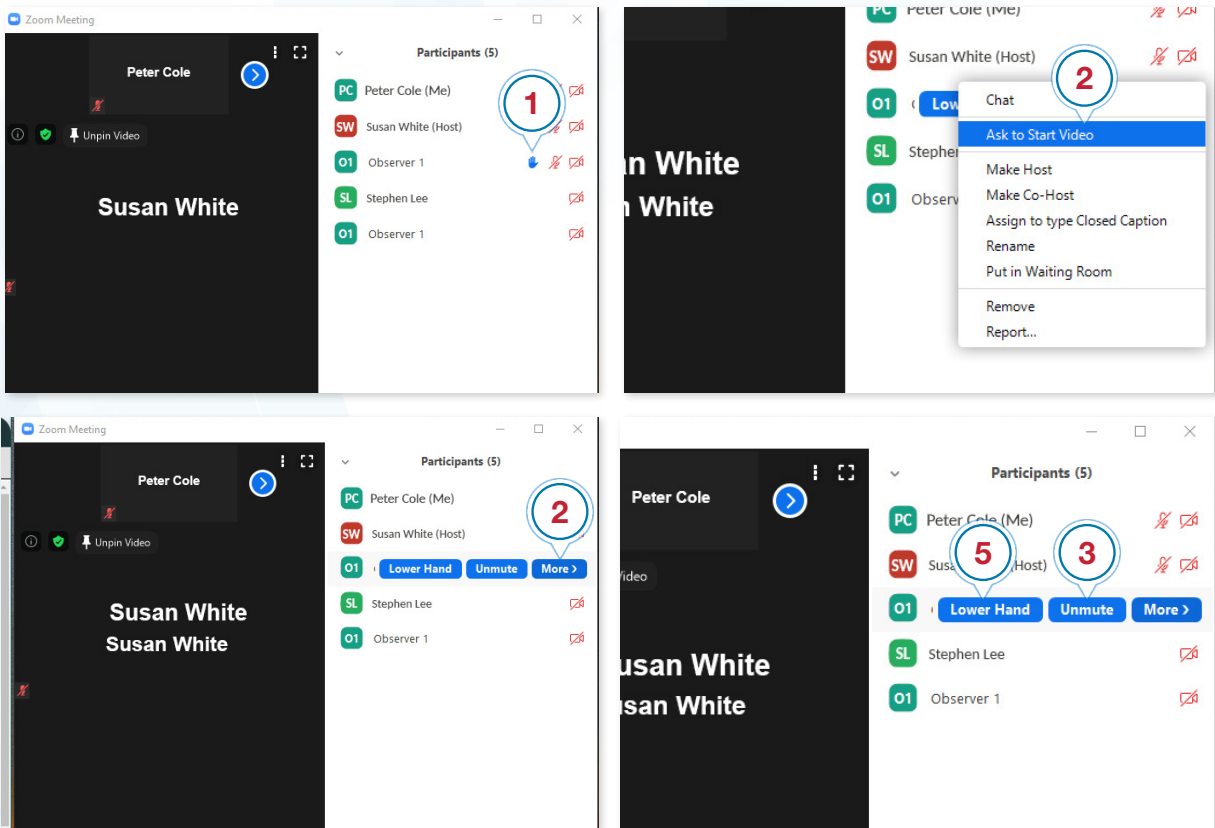
Minimize the Questions dashboard and the Zoom App and arrange them side-by-side so that textual questions can be seen on one side, while the speaker screen and the list of panelists and participants in queue for a video question are seen on the other side.



Manage Video Questions

A **Raise Hand**  icon in the Participants list indicates that a Shareholder is queueing to ask question via video. The Moderator must have at least a “Co-host” role to manage the shareholders in queue.



1. Hover over the name of the Shareholder raising a hand.
2. Click **More** and select **Ask to Start Video**. This will prompt the Shareholder to start his video. The video is enabled if it shows  .
3. Click **Unmute** to alert the Shareholder to enable his mic. The mic is enabled if it shows  .
4. Once mic and video are turned on, the Shareholder can start asking his questions.
5. After the question, click the **Lower Hand** button. This will remove the “hand” icon on the Shareholder in the list. You can then move to the next Shareholder in queue.

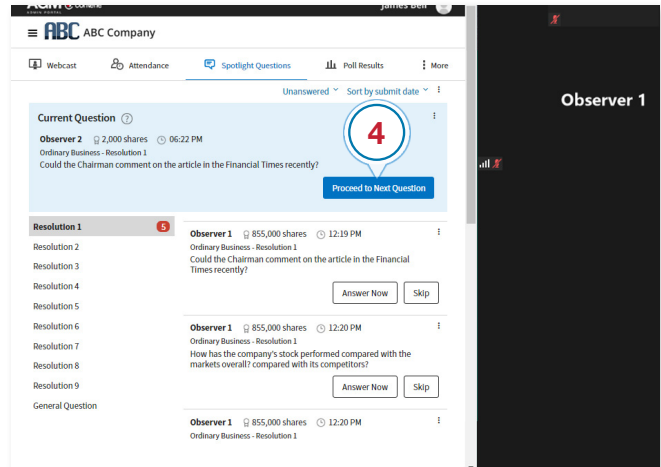
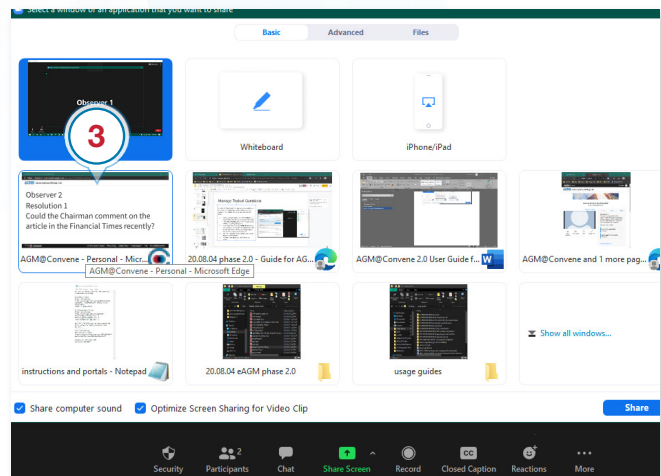
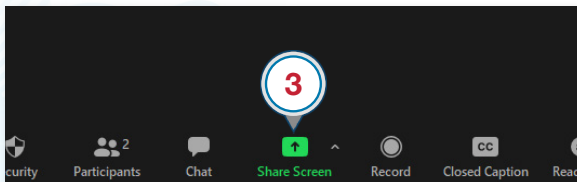
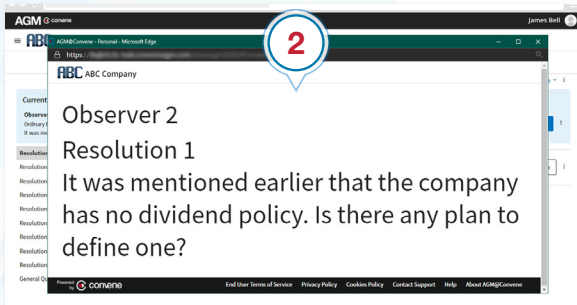
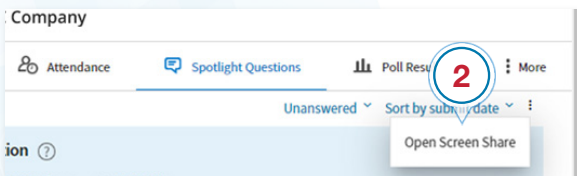
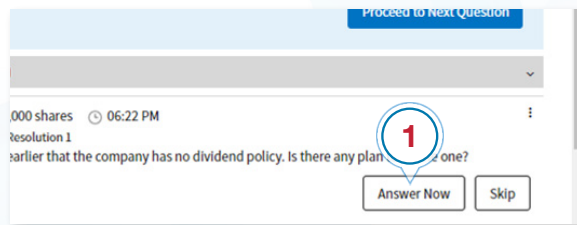


Note: For iOS, the Moderator only needs to “Unmute” the Shareholder; no need to click “Ask to Start Video”. After the question has been asked, the Moderator needs to “Mute” them first before lowering their hand.

Manage Textual Questions

In order for the shareholders to see the textual question in discussion, the Moderator needs to spotlight it from the Questions dashboard and start sharing the *Question Screen* in Zoom.

1. In the Questions dashboard, spotlight a question by clicking the **Answer Now** button.
2. Once a question is spotlighted, click the **More**  button beside the 'Sort by submit date' filter, then select **Open Screen Share**. This will open the Question Screen.
3. To start sharing the question screen with the shareholders, click the **Share Screen**  button in the Zoom app and select the Question Screen from the available windows.
4. To answer the next question, go back to the Question dashboard and click **Proceed to Next Question**.



Check Software and Hardware Requirements

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:

- Chrome version 74 and above
- Safari 12.1.2 and above
- Microsoft Edge Chromium 80 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.
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

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

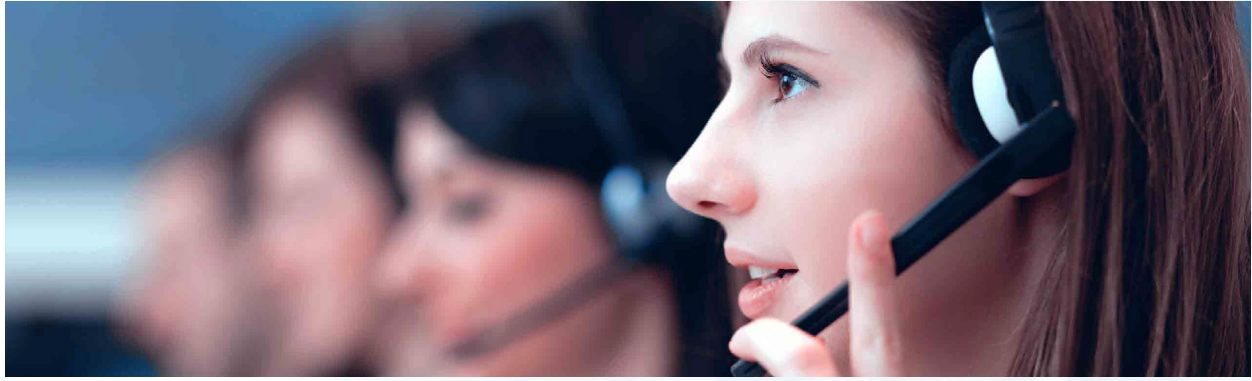
Notes:

- For Windows Tablets, it is recommended to use Chrome over Firefox.

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 the volume of your device 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** section.



Should you have any queries, 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>

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