



# **Quidlab E-Meeting & Voting System User's Manual Streaming Option**

Some options may not be visible

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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 a 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. After clicking you will be taken to E-Meeting website
2. Enter your username & password
3. Click ☒ Accept Term Then click Log In to join the meeting



บริษัท ควิดแล็บ จำกัด  
Quidlab Company Limited

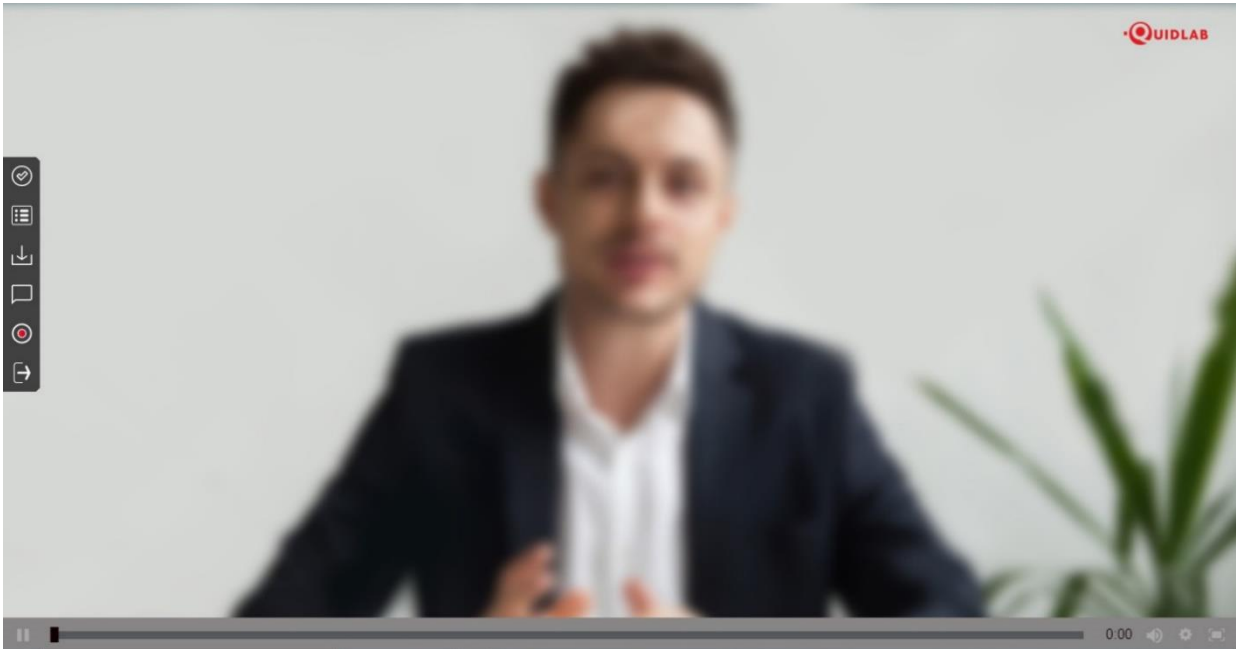
การประชุมสามัญผู้ถือหุ้นประจำปี 2564 ในวันอังคารที่ 14 กันยายน 2564 เวลา 10.00 น.

**FOQUS**  
Quidlab e-Meeting & Voting System

ชื่อผู้ใช้งาน (Username)  
รหัสผ่าน (Password)  
☐ Accept terms

การสนับสนุนทางเทคนิค / Technical Support: +66-2-0134322 / +66-80-0087616  
FoQus version 3.0.0 Served from Singapore

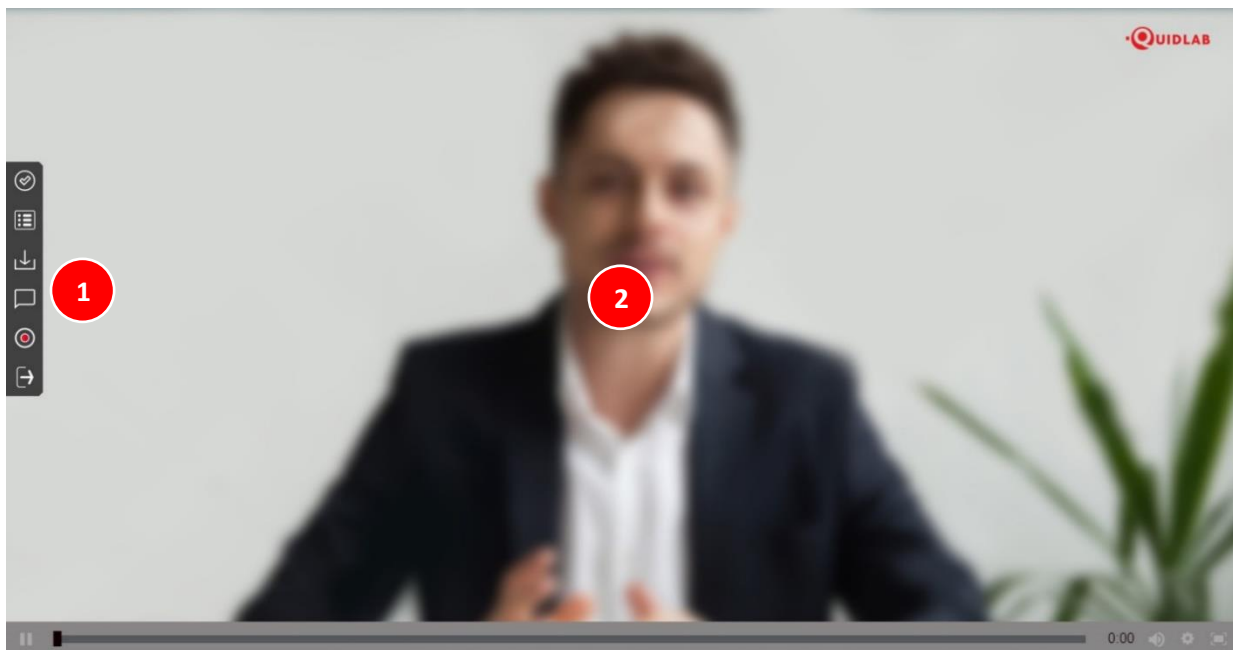
Terms of use  
นโยบายความเป็นส่วนตัว นโยบายการคุ้มครองข้อมูลและนโยบายการใช้งานของระบบ  
Quidlab Privacy Policy, Data Protection Policy & Terms of use  
นโยบายความปลอดภัยของข้อมูล Quidlab  
Quidlab Information Security Management Policy



### How to Navigate

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

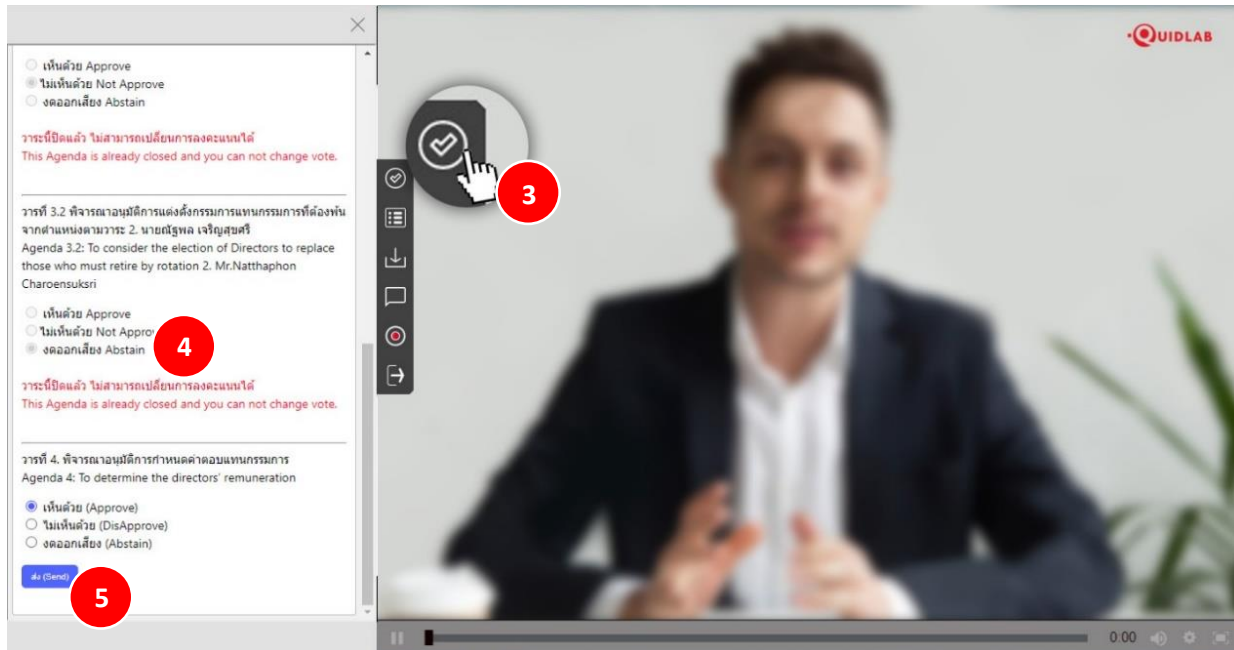
Left Menu **(1)** This is the default page you are taken to after login. Live broadcast of E-Meeting will be streamed in this section **(2)**.



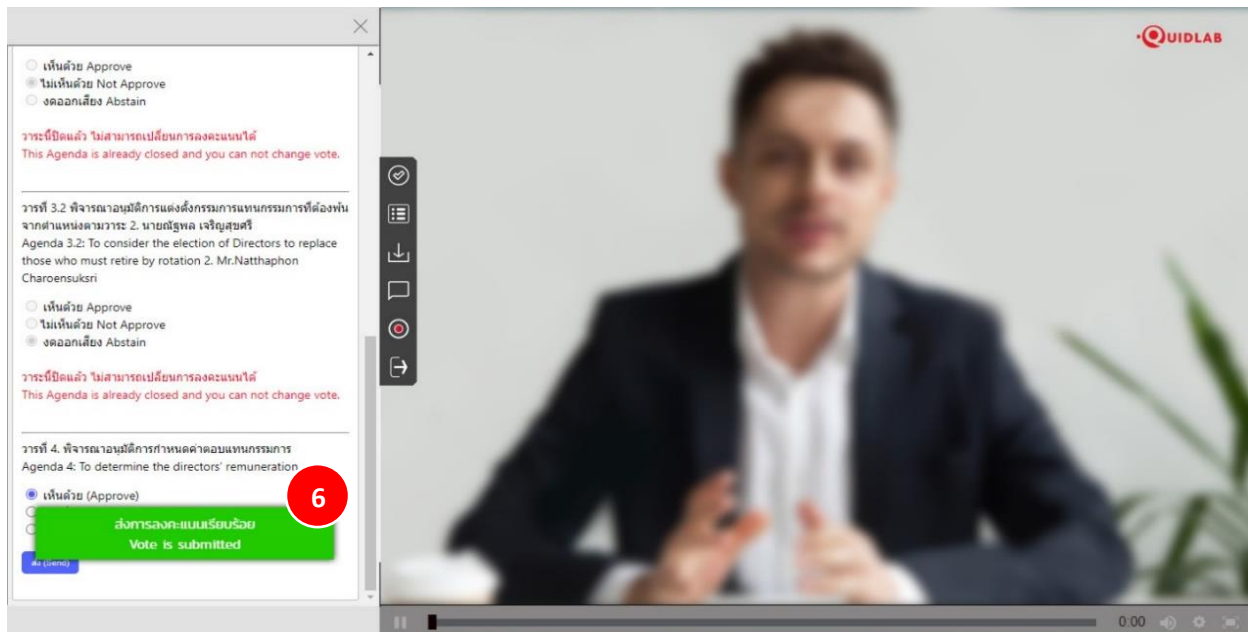
### Vote Menu

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 if Agenda is not close. Once Agenda has been discussed and closed you cannot change your vote (this Agenda has been closed cannot 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)**.

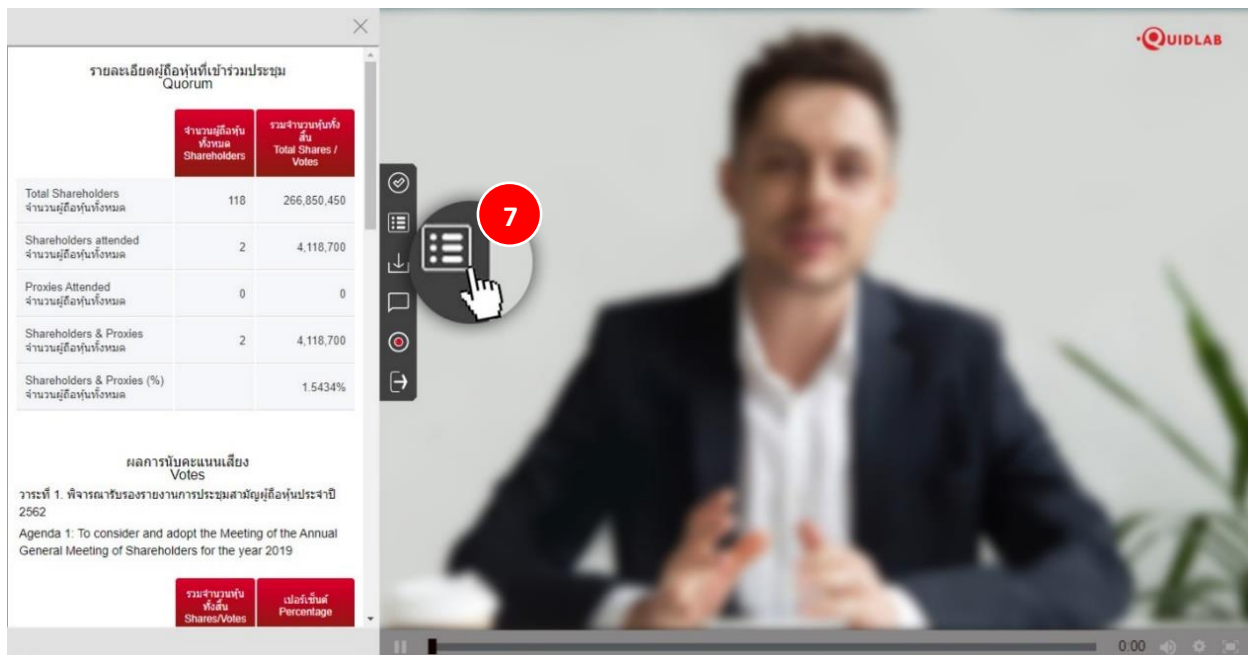


Once your vote is submitted you will be notified by a pop-up alert message “Voted is submitted” (6).



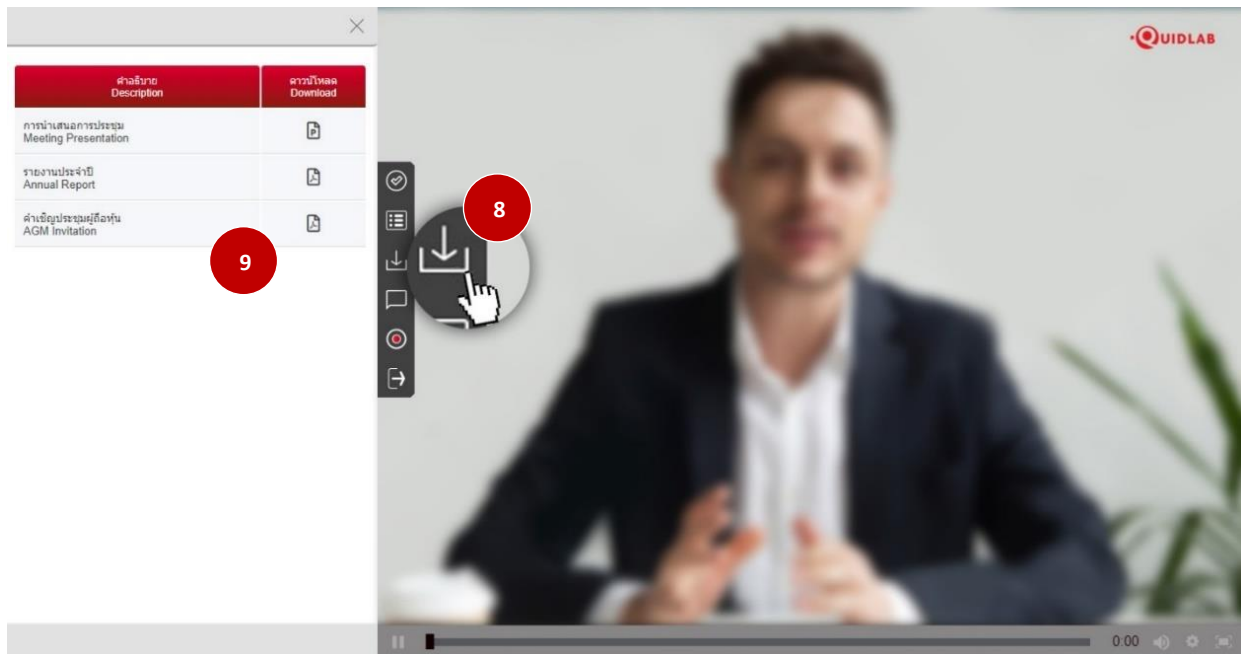
### Quorum & Voting Results

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 e.g., Annual Report, Company presentation etc. by clicking on Download button **(8)** documents are shown in windows as shown below in **(9)**.

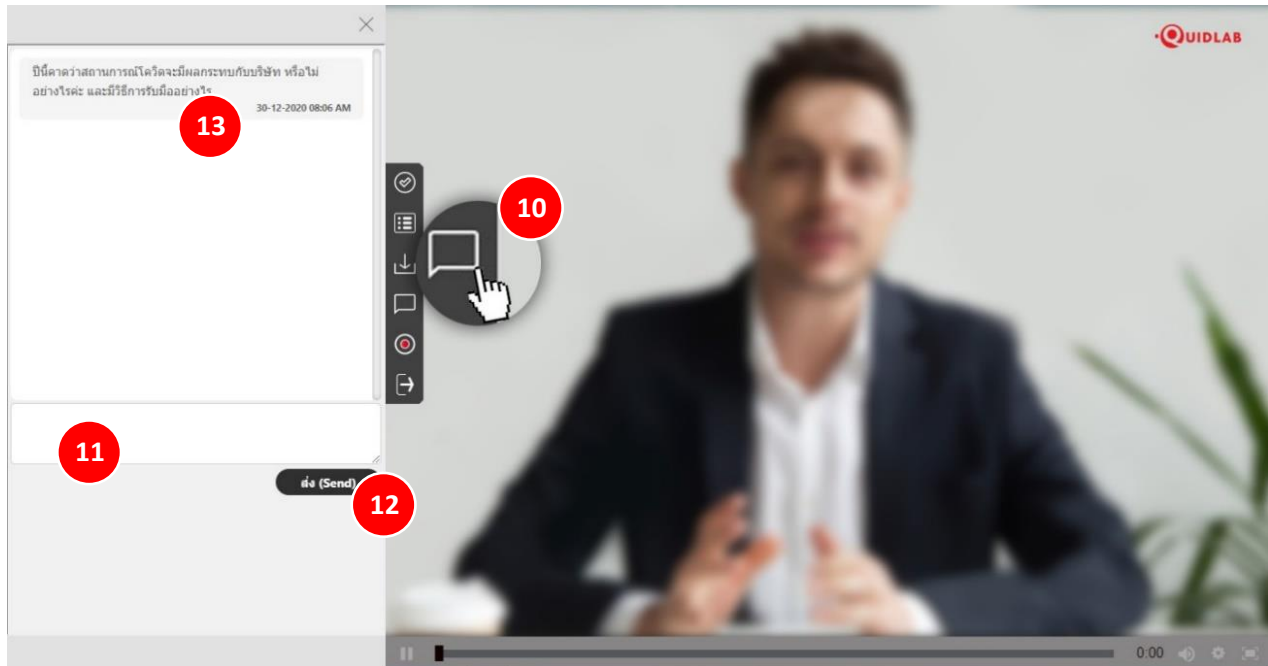


## Asking Question

System supports Two channels to ask question by typing your question in chat window or by sending an audio message.

### 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)** of question and click on send button **(12)**. Once your message is sent to company officers, it will appear in top window **(13)**.

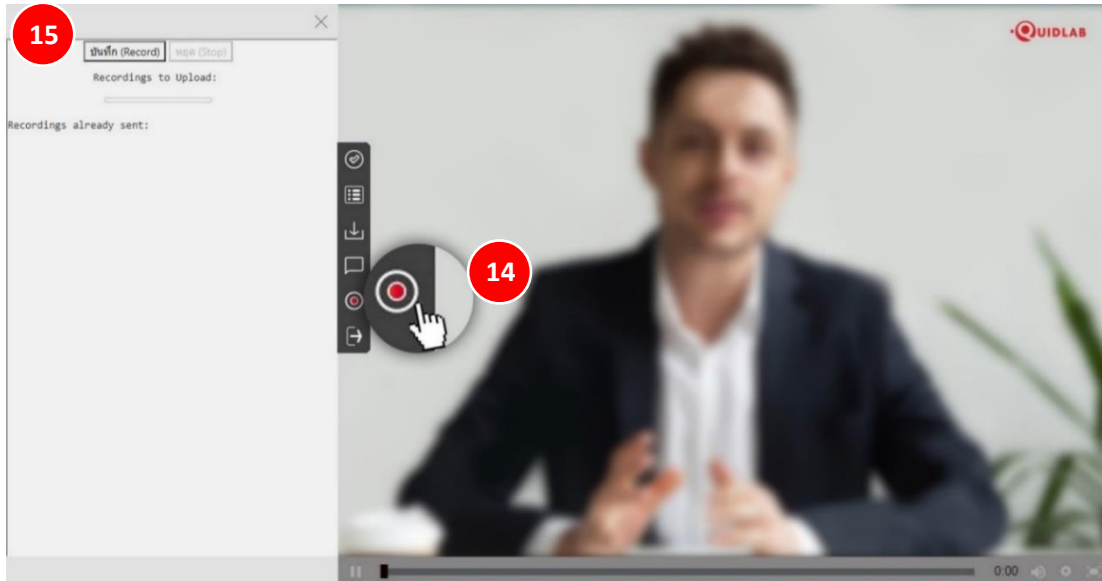


Your question can not be seen by any other user except company officers. Company authorized person will answer your question using streaming video which can be heard by all other users.



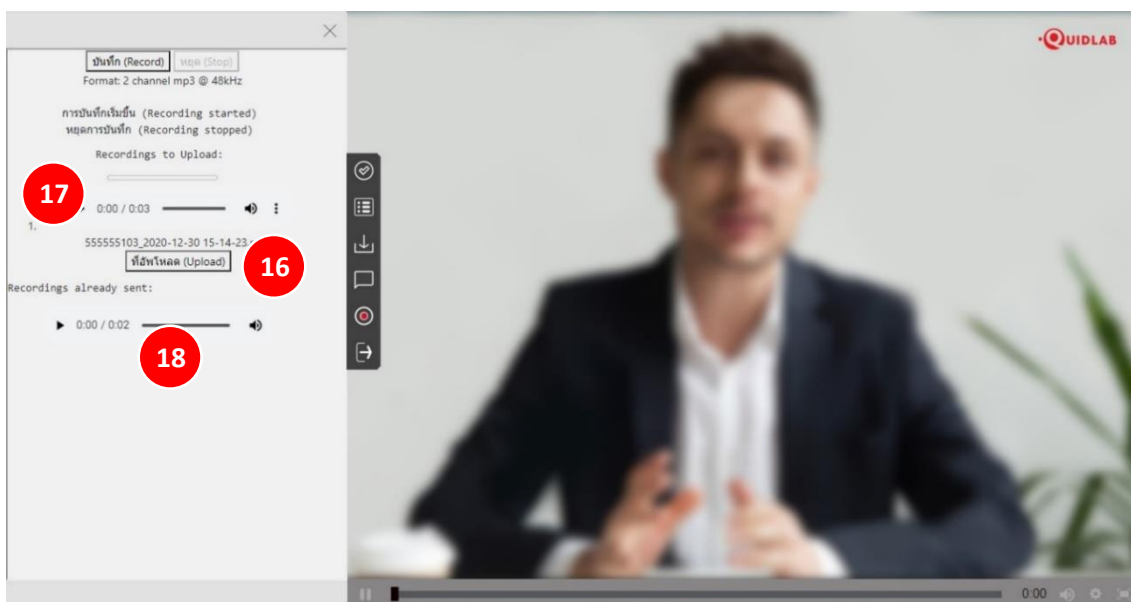
### Ask Question using Audio message

If you wish to ask a question by recording and sending a voice message, then click on Send Audio (14) button. To record an audio message, click on Record Button (15). Once you finish recording you can click on Stop Button.



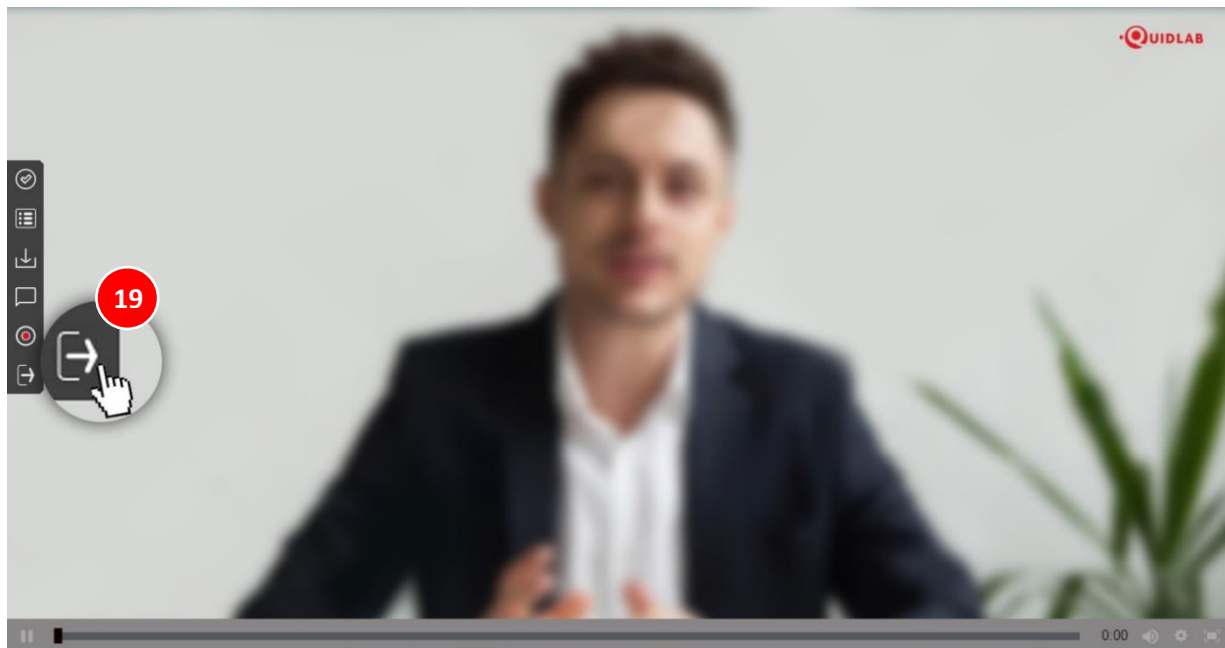
*This option is available only if camera and microphone access is allowed*

You can record a maximum of 2 minutes of audio message. Once you stopped recording message is still with you and have not been sent to company till the time you click on Upload button (16), hence you have a chance to listen (17) to your message prior sending to server. Once you click on Upload button audio message will be sent to company officer and will appear under “recordings already sent:” (18) section.



## Logout

To Logout click on Logout Button **(19)**, you will be prompted to confirm if you really want to logout.



## Technical Support

If you face any technical difficulties accessing the E-AGM system you can get in touch with Quidlab at via telephone on 080-008-7616 or 02-013-4322 or via email at [info@quidlab.com](mailto:info@quidlab.com), before contacting technical support please read the Frequently Asked Questions (FAQ) below which may solve your issue.

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: 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.

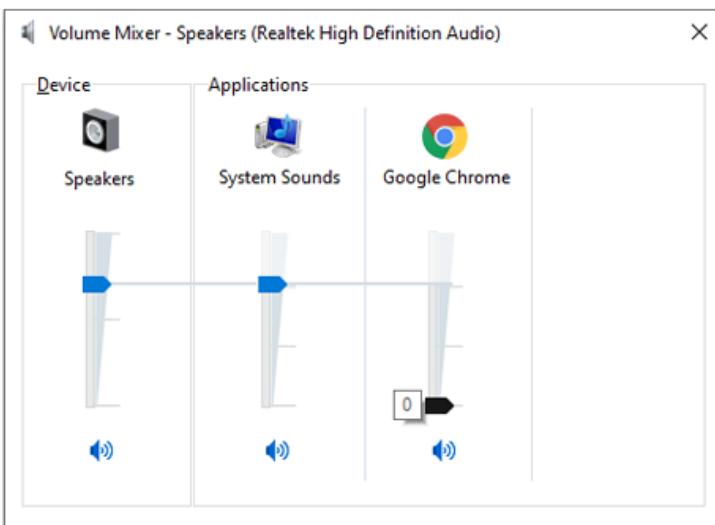
รหัสผ่าน: e2b4e56bb3a63

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:** I can't hear voice**Answer:****1. Check Volume Levels and Muting**

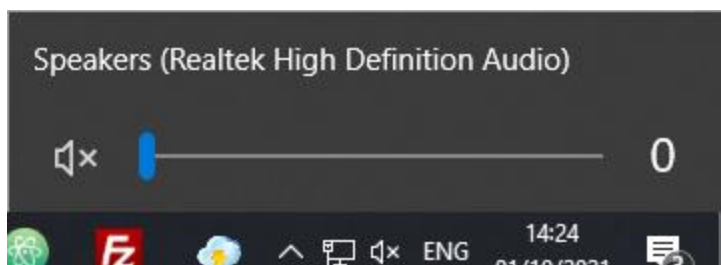
- Right-click the speaker icon in the taskbar and select Open Volume Mixer.
- You can set audio level for each application's from here.

(e.g, If you join meeting by Google Chrome ensure audio level is setup corectly for that browser)

**2. Make sure your computer is using the right speakers or headphones**

- Select the Correct Audio Output Device on Windows

1. Left-click the speaker icon.
2. Select your preferred playback device.
3. Make sure your correct playback device is selected.

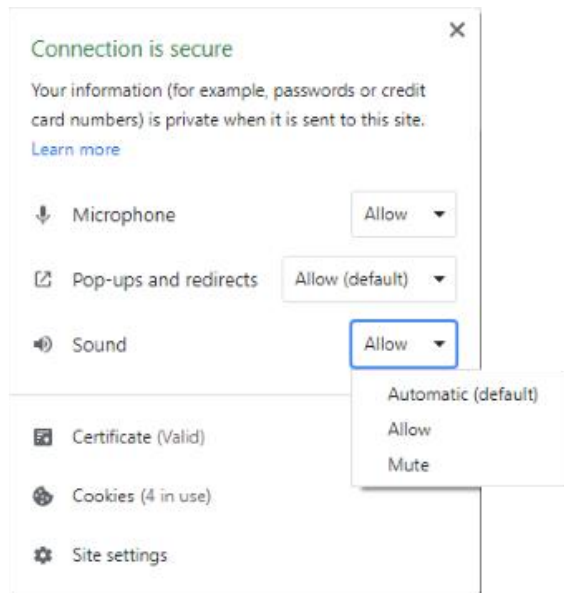


### 3. View site information on your webste browser.

(this option may change depends on browser you are using).

eg. 1 Google Chrome:

1. Select "padlock" icon next to your browser addres bar.
2. Sound settings should be set as Automatc (Default) or Allow

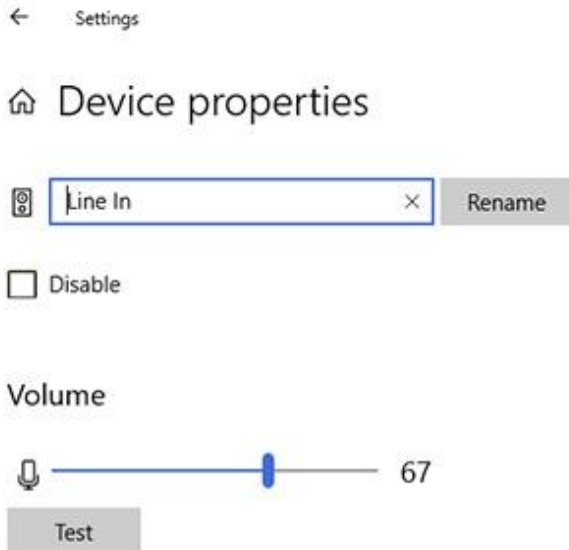


## My microphone is not working

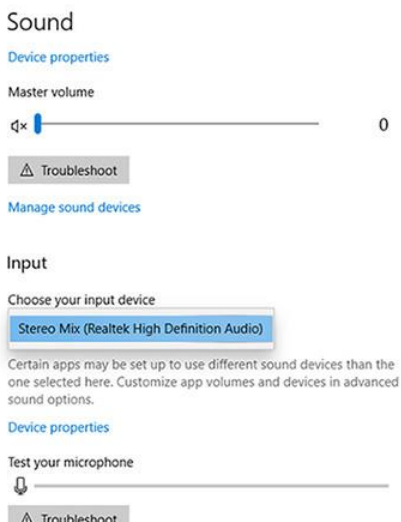
### 1. Check the Microphone Volume Level on Windows

- Using your right mouse button, Right click on the speaker in your System Tray, and select Open Sound settings.

- Under Input, select Device properties.



- Make sure Disable is not checked, and make sure the volume is at a reasonable volume.



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

**Answer:**

1. You are allowed to login earlier than meeting time to familiarize yourself with system, however Live streaming will start at meeting time as indicated on invitation.
2. Your browser may not activate video or audio due to privacy reasons. Check if audio is not muted or video is not paused. When streaming is live it will be indicated as shown in image below.



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.
2. If you try to refresh your browser window (e.g., clicking on reload button or dragging screen on mobile which is equivalent to reload) you will be logged out as this may be considered as duplicate login.

**Question:** I cannot see video streaming it starts buffering or other streaming issue.

**Answer:** Quidlab uses multiple CDN to provide good quality streaming to all users. Our streaming system supports adaptive streaming which means it can automatically change quality depending upon your internet speed to provide you best streaming experience. If you face this issue please check your internet connection, WIFI or cellular signal for problems.

**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: 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 cannot send any question or audio message?**

**Answer:** Company conducting E-AGM may allocate certain time for question & answer session for example after each agenda or end of meeting.

กรุณารอสักครู่เพื่อถามคำถาม  
Please Wait for Q&A Session



**Question: I have other technical question?**

**Answer:** Please get in touch with Quidlab at via telephone on 080-008-7616 or 02-013-4322 or via email at [info@quidlab.com](mailto:info@quidlab.com),

**Question: How to report a bug or security vulnerabilities?**

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