

DSG LTD

Virtual Extraordinary General Meeting 2021

Participant's User Guide



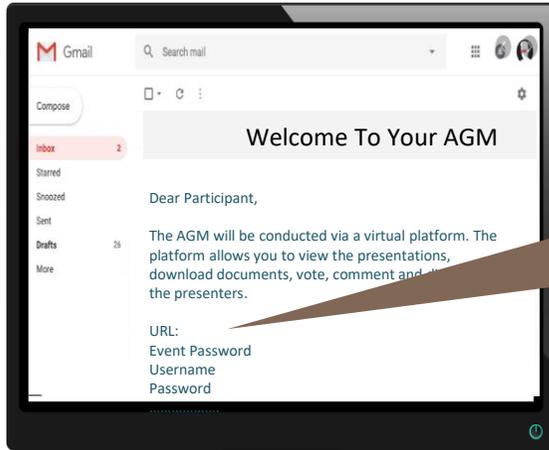
Basics for a good Virtual EGM Experience (Participants)

-  Use a desktop computer or laptop and connect headset before joining meeting
-  Use a stable internet connection (min 3 MBPS)
-  Use Google Chrome, or see page [X] for supported browsers
-  Close other tabs in browser, keep your browser open for the duration of the meeting. We recommend that you don't refresh your screen during the meeting
-  Have your log in details provided by email from Link Market Services ready
-  Use your full name, email address and company name (if applicable) to log into the portal
-  Join the meeting waiting room 30 mins early
-  If you don't see a poll to vote, click on the refresh icon in the poll section

PLEASE NOTE: To attend and vote at the virtual EGM, you must have your Log In details and Event Password from Link Market Services. This information will be provided to you by email once the relevant forms have been submitted to and received by Link.

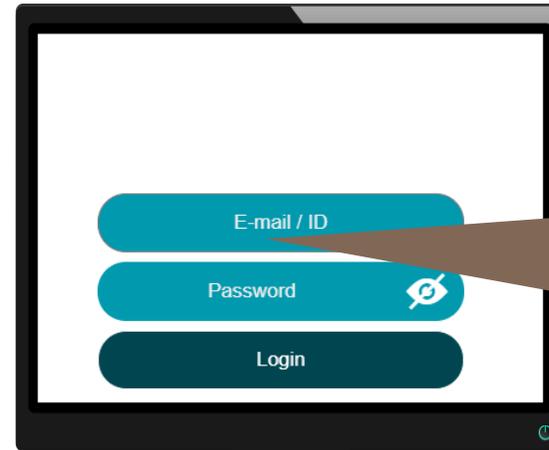
Entering the Platform

Step 1: Go to meeting URL



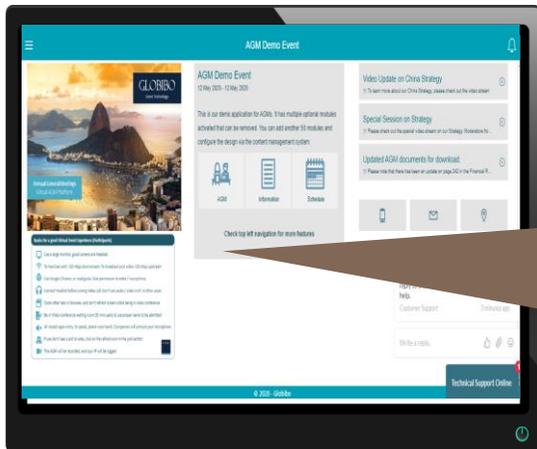
Click on the link in the invitation email or open your web browser and go to [XXXXXXXX]

Step 2: Log in



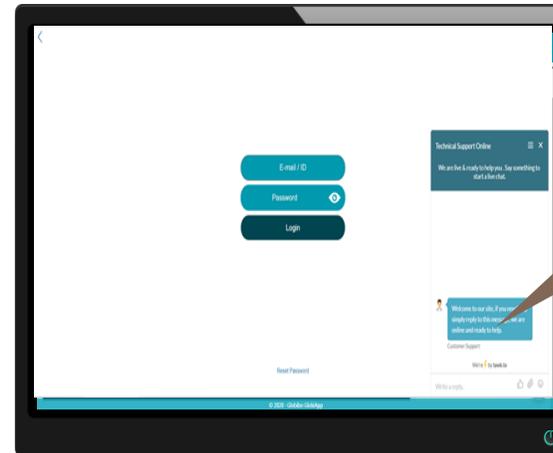
Enter your username and password (sent to your registration email). You must use your full name, email address and company name (if applicable) to access the portal.

Step 3: Enter virtual meeting



On entry of your correct log in details, you will be granted entry to the DSG virtual EGM platform. For assistance with log in please contact [XXXXXX]

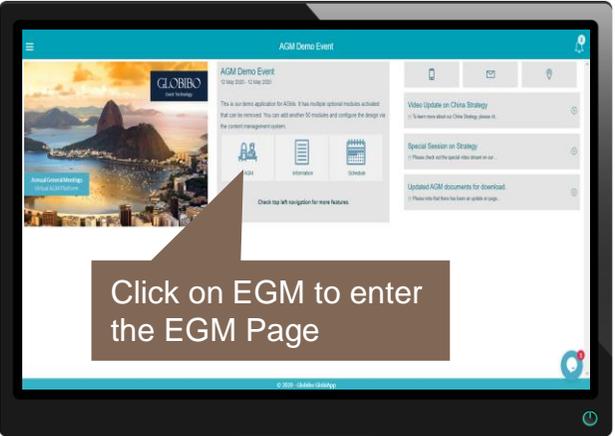
In Platform Help



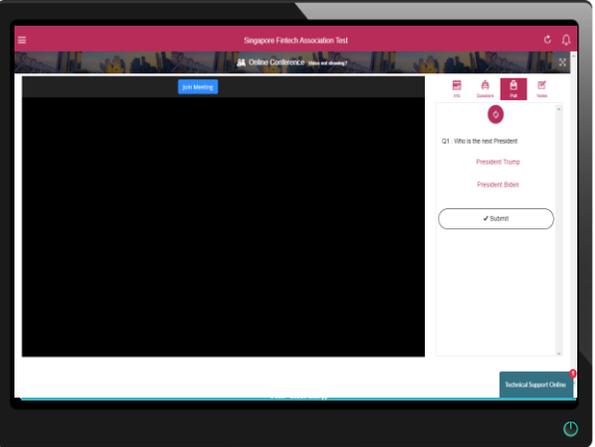
For technical help in the virtual EGM platform, type your question here.

Opening the Audio Conferencing & Navigating the Platform

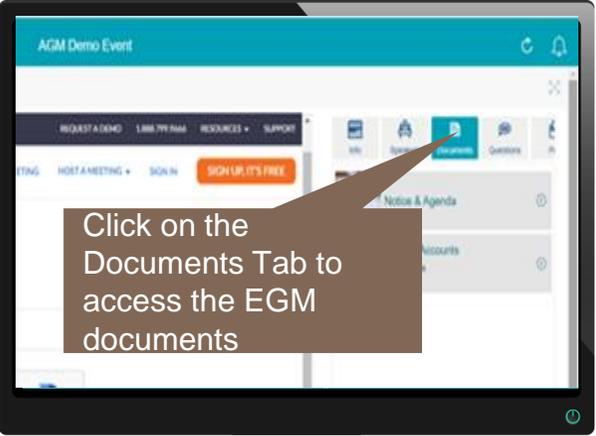
Go to EGM Slide Show



Click on join meeting



Access EGM Documents



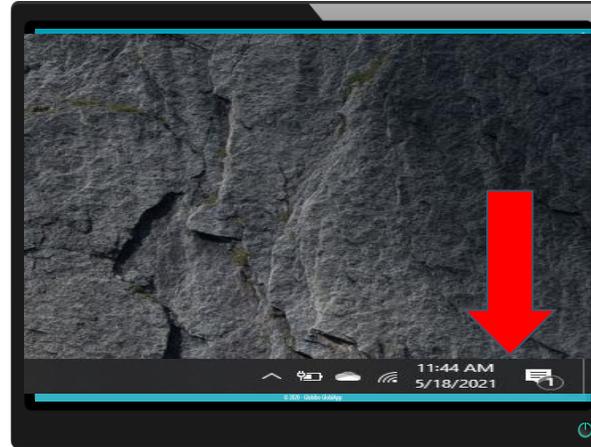
Signature Expired Error

If you're prompt with a “Signature expired” error message while joining the video conference. Please try the following steps:

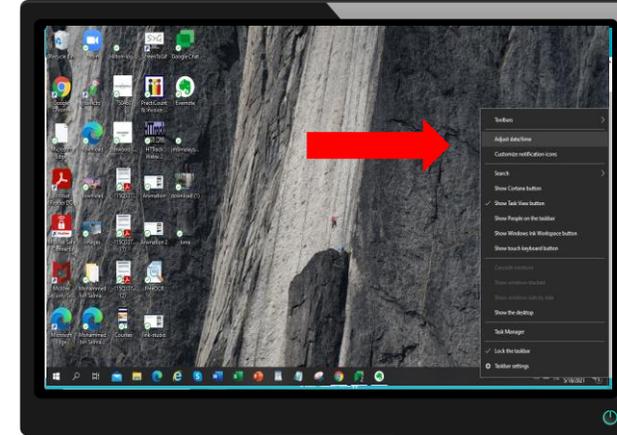
Steps

1. Right click on your computer clock, at the bottom right, of your computer screen and click adjust date/time.
1. If your time is not set automatically, press the change option and set your time according the actual location time. You can google your location time or reach out to our technical support team for assistance
1. Once you have done the clock setting, do close the existing browser and redo the login process.

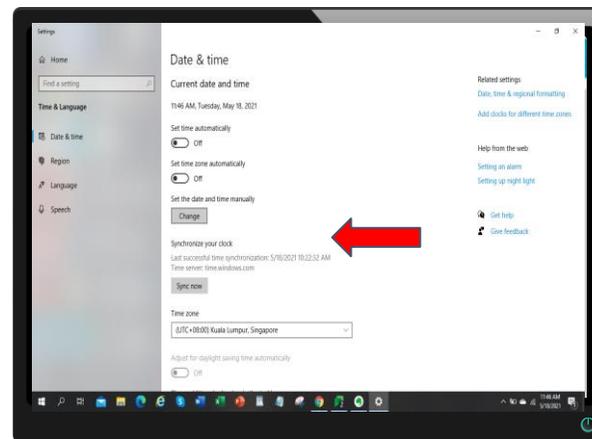
Clock page



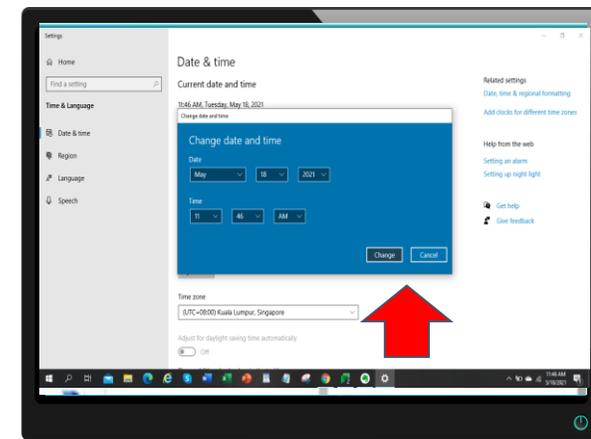
Clock option page



Clock setting page

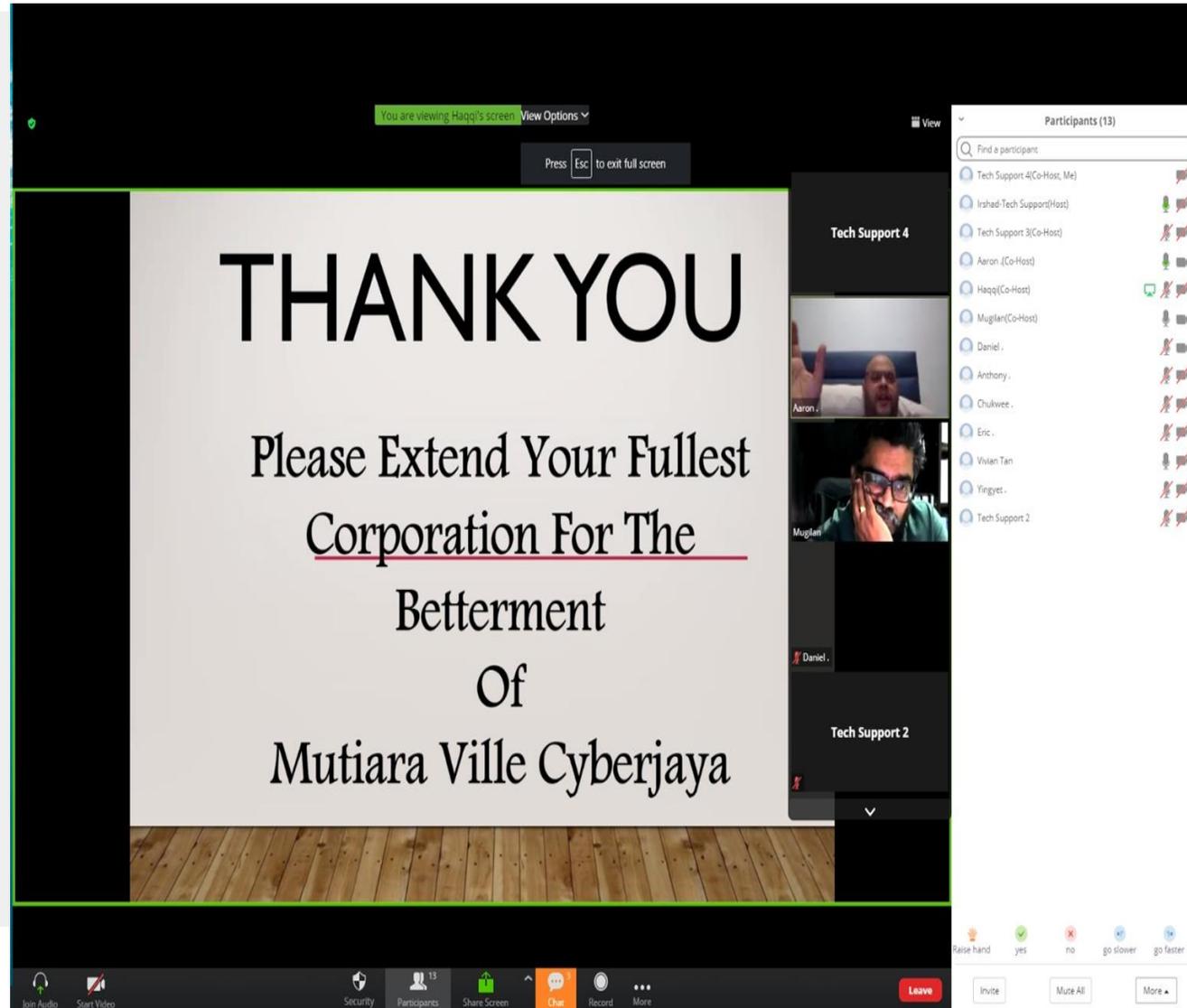


Clock setting page



Exit Full screen

If you are unable to see the poll option on the right hand side. Please press the escape button. You might have been in full screen for video conference .

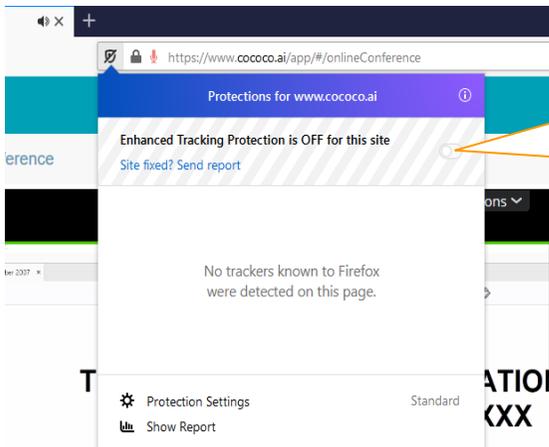


Zoom Compatibility

	Windows Desktop	Apple Desktop	Android Phone / Tablet	Apple Phone / Tablet
Chrome	Full	Full	Possible	Possible (separate app)
Firefox (turn tracking protection off)	Full	Full	Browser does not support audio / video upload	-
Edge (latest version 84)	Full	-	Full	Possible (separate app)
Safari	Not supported by Apple	Possible	NA	Possible (separate app)
Internet Explorer	Not Secure			

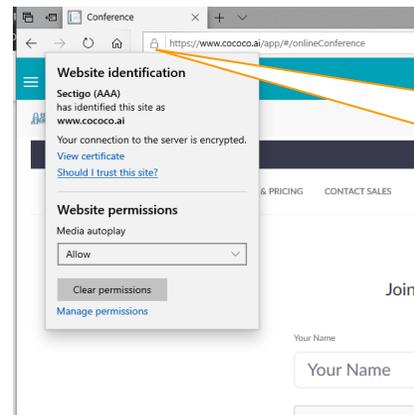
In general, allow 3rd party cookies and Enhanced Tracking

Firefox - Special Settings



Zoom will not show the login page in Firefox, unless you deactivate the "Enhanced Tracking Protection"

Edge - Special Settings



Click on the Lock icon to change Website permissions for "Media"

Participant FAQs

Your problem	Advice
Login problems	
<ul style="list-style-type: none">I don't know my Log In details or Event Password	To attend and vote at the virtual EGM you must have received a registration email after verification from DSG LTD's registrar and tabulation agent, Link Market Services (Link). If you have not received a registration email, let the support staff know and you will be sent the registration email containing all the login details again.
<ul style="list-style-type: none">I have forgotten my Event Password	You can reset your password to your registered email address WHAT IS THE PROCESS?? (Click reset password button below username and password request page)
Browser problems	
<ul style="list-style-type: none">The EGM page is not loading / I can't enter my Log In information / I cannot navigate / I can't log into the Audio Conference on Zoom	Please check the browser and device you are using are both supported.
AGM Platform questions	
<ul style="list-style-type: none">Why does my Microphone not work?	Registered participants in the DSG LTD virtual EGM 2021 may raise questions via the questions function accessed using the "Questions" tab on the right hand side of the EGM screen.
<ul style="list-style-type: none">Why does my Video not work?	The DSG LTD virtual EGM 2021 will be conducted via audio webcast only. A live video stream is not being used. You will see the slide show on the left side of the EGM screen.
<ul style="list-style-type: none">Why can't I see the polling resolutions?	If you do not have voting permission, you will not see the questions. If you have voting permission, you can click on the refresh button at the top of the "Poll" tab.

For **technical issues regarding virtual login**, you may reach out to the virtual platform vendor, Globibo:

1. Upon receiving your unique username and password
 - Email at support.l2@globibo.com and they will revert back during from 9am – 6pm
2. On 19th August 2021, Thursday, 2:30pm SG Time
 - “Technical Support Online” button

For technical help, type your question here

Technical Support Online

For further information regarding EGM, please email to **DSG EMAIL?**