eMeet.sg
– User's Guide –

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- · Pre-Meeting Preparation
- · Actual Meeting Day
- · eVoting
- · Additional Support
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Step 1: Enter your Name as per NRIC/Passport

Step 2: Enter a valid email address

Login details will be sent to this email address.

Step 3: User Type* (Select one that describes you)

- Subsidiary Proprietor (SP) - Owner of the unit(s) of the MCST.
- Independent Proxy – Proxy holder who does not own a unit.
- Company Representative – Representative of the company who owns the unit(s). Key in your Company's Name.
- Power of Attorney – Legal Representative.
- Others – Any others that do not fit one of the above.

Step 4: Block & Unit

Enter your block and unit details in the respective field

If you own multiple units in the MCST, please click on "+ Add Units"

Full Name as per NRIC/Passport *

Given Name

Email * (to be used to login for meeting)

name@email.com

Mobile (for otp)

12345678

User Type *

Please Select

Company Name *

Block * ('NA' if not applicable)

1

Unit *

#01-01

Block * ('NA' if not applicable)

1

Unit *

#01-01

+ Add Units

Block * ('NA' if not applicable)

1

Unit *

#01-02

- Remove

Step 5: Upload of Photos

Any ID with your picture and full name

For the MSCT Management to verify that you are the registered owner. Kindly contact the management office for other methods of verification if you choose **not to upload**.

(a) Photo Identification Containing Full Name As Shown :

(b) Selfie Holding Photo Identification :
    *This is required to prevent impersonation.

(a)   **(b)**

Important Reminder :
Please ensure photos uploaded show your photograph and full name clearly. You may redact or hide sensitive information that is not required for this verification.

Upload of photos (for verification)

Photo Identification Containing Full Name as Above (.jpeg / .jpg/ .png)

| Choose File | No file chosen |

Selfie Holding Photo Identification (.jpeg / .jpg/ .png)

| Choose File | No file chosen |

Information collected is only for the purpose of verification for the hosting of the general meeting. You may redact or hide sensitive information that is not required for this verification.

☐ I agree to the Terms & Conditions.

Register

Step 6: Terms & Conditions

    Check the box **after** you have read and agreed to the Terms & Conditions.

        ☑ I agree to the Terms & Conditions.

Step 7:

Click   **Register**   to complete the registration process.

An acknowledgement page will appear as below for **successful registration**.
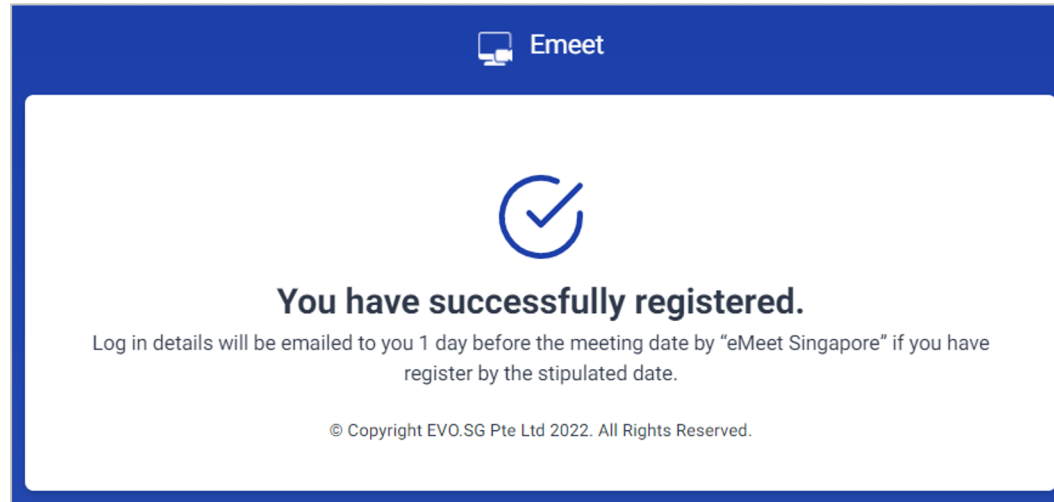
Do note that registering for the meeting will not ensure confirmation to the meeting
Verification will be done by MCST
Login details will only be sent 24 – 48 hours before the meeting

Compliance with the Personal Data Protection Act

The provision of personal data on eMeet.sg shall be for the limited purpose of using this platform for the electronic general meeting such as verification of information and pushing out emails with username, password and one-time password to the individual users. The MCST is entitled to retain the information for audit purposes.

EVO.SG Pte Ltd, owner of eMeet.sg shall not collect, use or disclose personal data obtained for any other purposes.

Pre-Meeting Preparation:

For the best experience when using our eMeet platform, we strongly recommend to prepare the followings before the meeting:

1. **Location**
   Prepare a quiet and comfortable place with a **Strong and Stable** internet connection for the meeting.

2. **Accessories**
   A working set of wired earpiece will provide the best clarity.

3. **DO NOT use company's devices**
   Firewall setting by the company may prevent the proper working of eMeet platform

4. **Supported Operating Platforms**

Window Computer/Laptop Users – Use either Google Chrome or Microsoft Edge internet browser ONLY.

MacBook Users – Download Google Chrome for the best experience. Otherwise, you will have to toggle between Safari (eVoting), and Zoom (eMeeting) during the meeting.

Android Phone / Tablet Users – Use the default Google Chrome application.

iPhone / iPad Users - Download the Zoom App, as you will have to toggle between Safari (eVoting), and Zoom (eMeeting) during the meeting.

Personal Computer (PC)
(same screen)

Google Chrome

OR

Microsoft Edge
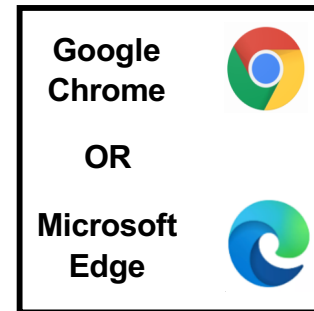
iPhone / iPad
(switch between 2 apps)

Safari

+

Zoom App
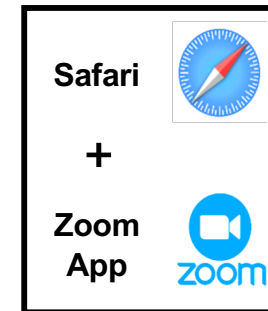
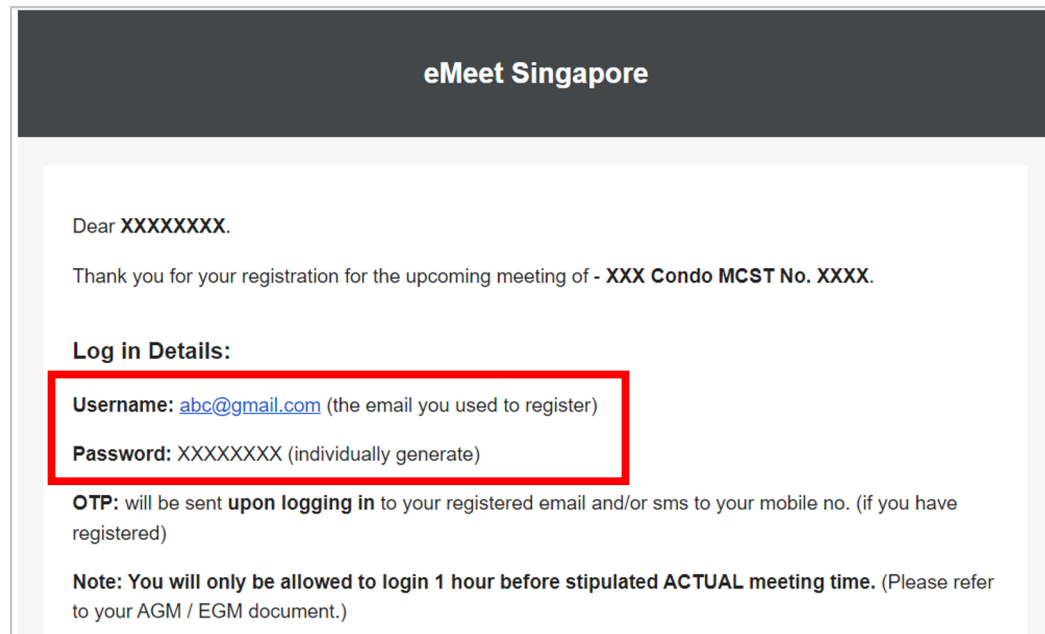**Phone (Android)**
(same screen)

Google Chrome

***Please ensure that your applications on all devices are up to date

Log in Details:

An email from "**eMeet Singapore**" containing your **Username and Password** to log into eMeet Platform, will be sent **24 - 48 hours before** the meeting

Late registration after the stipulated date stated in the document, will be handled on a case by case basis.
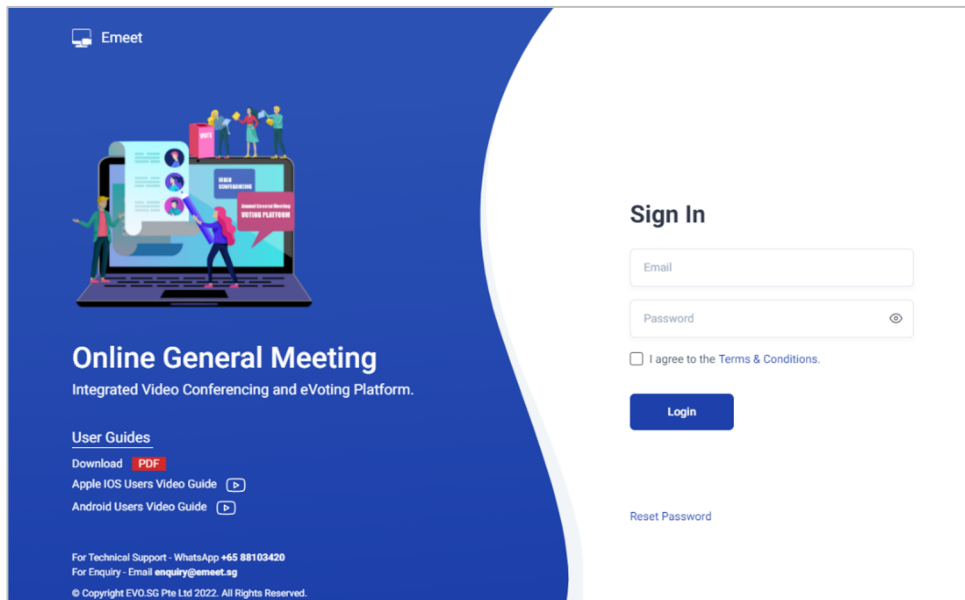
Email sample as shown below.

eMeet Singapore

Dear **XXXXXXXX.**

Thank you for your registration for the upcoming meeting of - **XXX Condo MCST No. XXXX.**

Log in Details:

Username: abc@gmail.com (the email you used to register)

Password: XXXXXXXX (individually generate)

OTP: will be sent **upon logging in** to your registered email and/or sms to your mobile no. (if you have registered)

Note: You will only be allowed to login 1 hour before stipulated ACTUAL meeting time. (Please refer to your AGM / EGM document.)

Important Reminders:

1. This email will be sent to the email address that you have used to register for an eMeet account.
2. If you do not receive the email, please check your **JUNK/SPAM** mail folder first using an internet browser, instead of using an email application.
3. Contact the MCST Management Office if you did not manage to find the email after checking through your Junk/SPAM mail folder.
4. Please keep and mark the email as important, as you will need the details to log into eMeet on the actual meeting day.
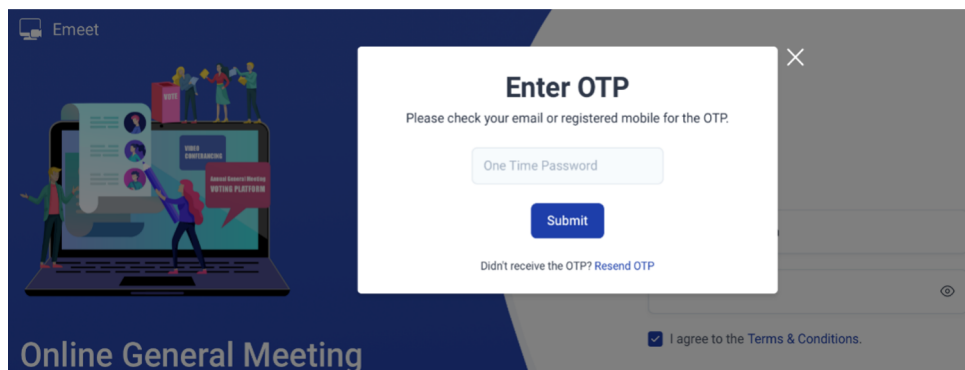
Logging In :

Step 1 : Go to the URL - **www.emeet.sg/login/**
***You can only log in **1 HOUR BEFORE** the stipulated meeting time.*

Step 2 : Fill in the Username (registered email) and the Password according to the details sent to you via email from **eMeet Singapore**.

Step 3 : Check the box **after** reading the Terms & Conditions.

Step 4 : Click [Login] button.

Step 5 : Enter the OTP sent to your registered email and local mobile phone if the number is registered. Then click the "Submit" button.
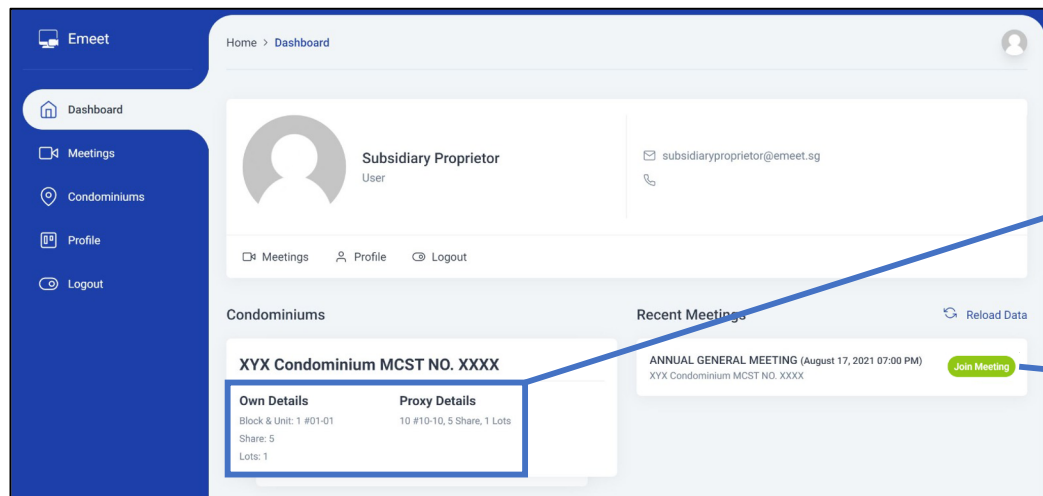
PC/Laptop View

Step 6 : Successful login will bring you to the dashboard page as shown below.

Step 7 : (1) Check that your details are correct.
(2) Check that your proxy details are correct (if any).

**Step 8 :** To enter the meeting room.

Click **Join Meeting**
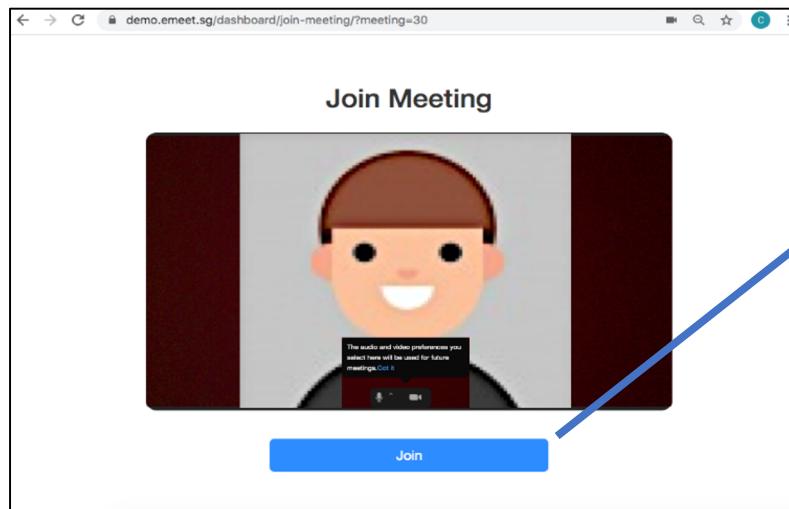
Step 9 : Click '**Join**' to enter the Waiting room.
Note: Please Hold Ctrl with '-/+' to zoom in or out the screen if you are unable to see the 'Join' button

Step 10 : Kindly wait for the host to admit you into the meeting. (See below image for reference)

> Please wait, the meeting host will let you in soon.
>
> XYX Condominium MCST NO. XXXX

(Note: **DO NOT** refresh/close the page while waiting)
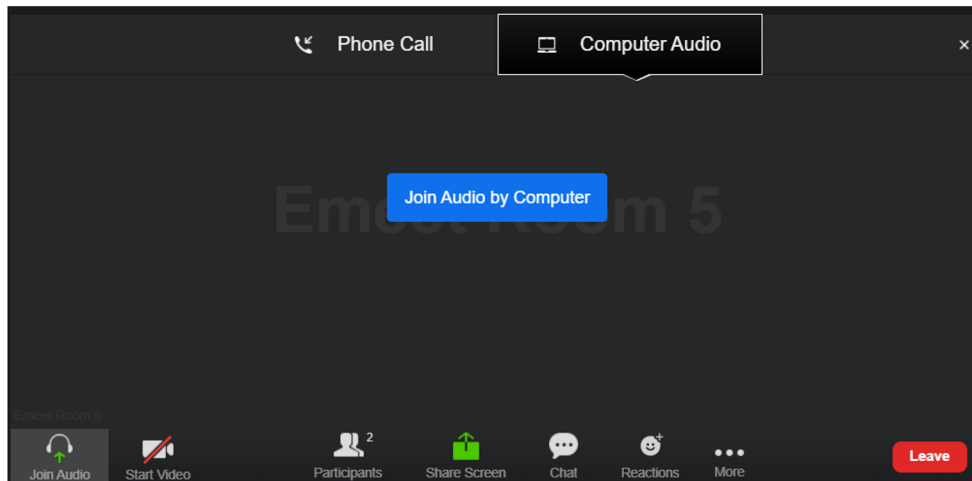
Step 11 :

**PC/Android**: Click on "Join Audio by Computer"

iPhone/iPad: Click on "Wifi or Cellular Data"

e-Voting:

·   When the moderator releases the resolution to be voted for. A small panel will appear near the bottom of the screen for Non iPhone/iPad users.

·   iPhone and iPad users will have to toggle to their Safari app to cast their vote.

·   Click on your choice, followed by the "Submit" button that will appear.

·   A Confirm/Cancel box will pop out. Click on "Confirm" if you have made up your mind, or "Cancel" if you wish to make changes to your choice.

> •   Once you click Confirm, **You will not be able to change your vote**.
> •   If you wish to change your vote, click "Cancel".
> •   **Your vote will not be counted,** when the time is up, and you have yet to submit your choice.
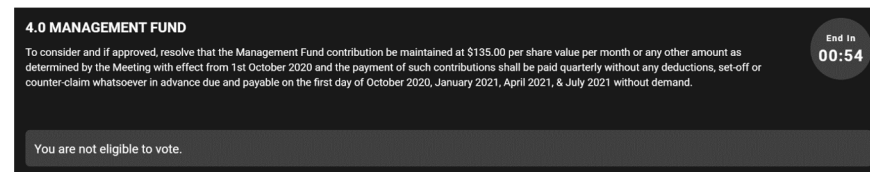
View on PC/Android
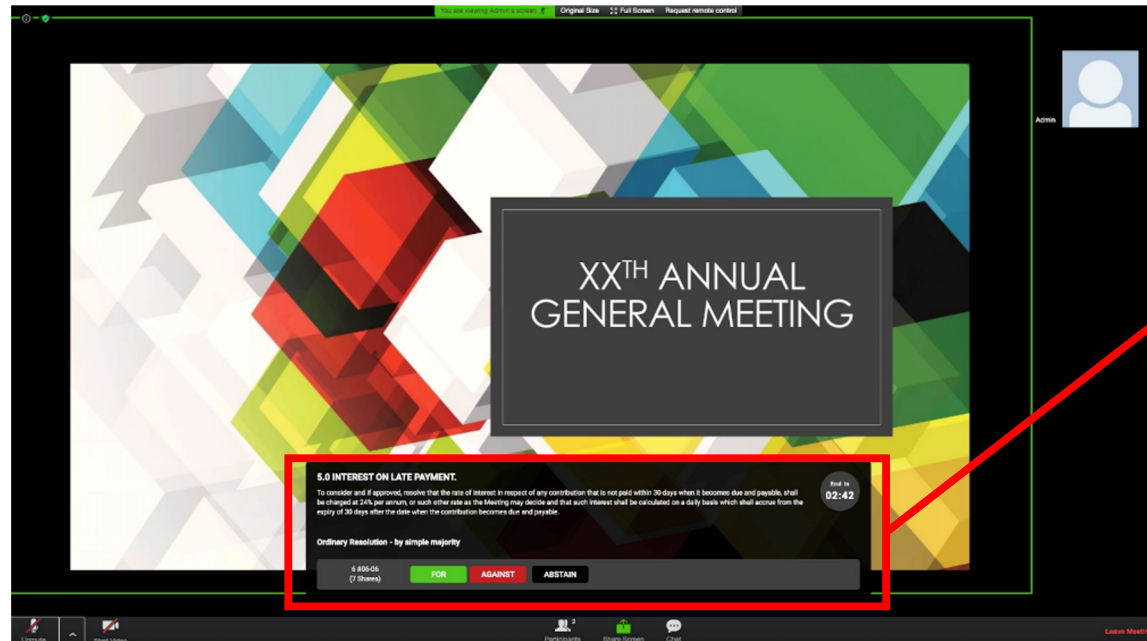
Main Screen

Voting box will appear when the Managing Agent announce to go for a vote.

Note:
A pop-up will appear once you select your vote (For/Against/Abstain), click 'Confirm' to submit your vote.
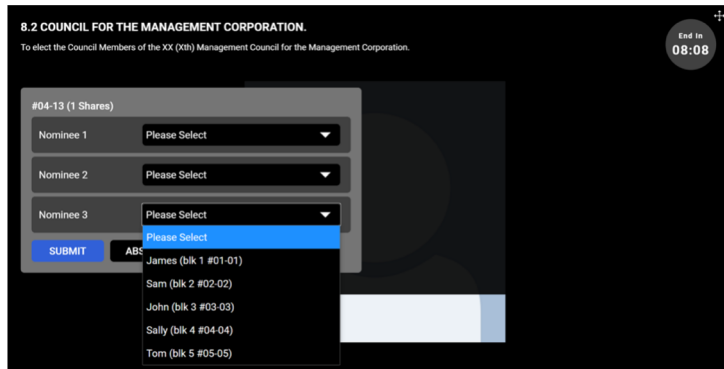
View of SP who is ineligible to vote:

Reason(s) a SP is unable to vote include but are not limited to;

1. SP has outstanding arrears.
2. Proxy away his/her voting rights.
3. Another owner of the same unit has the voting rights to the meeting.

View of Election Voting:

For Election voting, select the nominees you wish to vote for by clicking the dropdown menu.

Click 'Submit' to submit your vote.

View of Multiple Choice Voting:

For Multiple Choice voting, click on your preferred choice.

Click 'Submit' to submit your vote.

View of Results:
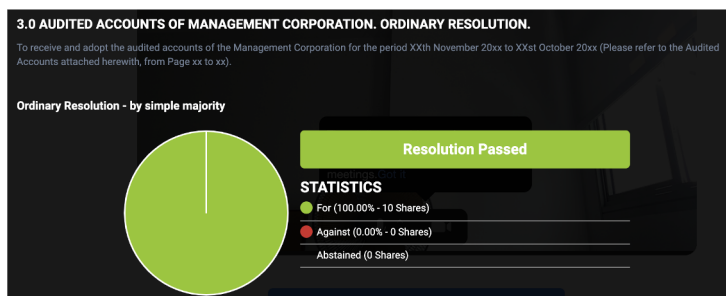
Voting result will pop up after each agenda has been voted for, and tabulated by the system.

View of SP with Proxies Assigned:

Proxy Holder will have to vote based on the number of proxies he/she is holding.

View of SP with Precast Proxy Assigned:

Proxy giver has selected his/her choice on the proxy form and the vote is locked. Proxy holder can only click on the "Submit" button.

View of SP with Proxy for Election:

Proxy Holder can select 'Replicate to All' if they wish to elect the same members for the proxy he/she is holding

Note: Proxy Holder have to click on the 'Submit' button for each vote.

View on iPhone/iPad

Safari   **Refresh**   Zoom App

Toggle/Switch between safari & zoom app
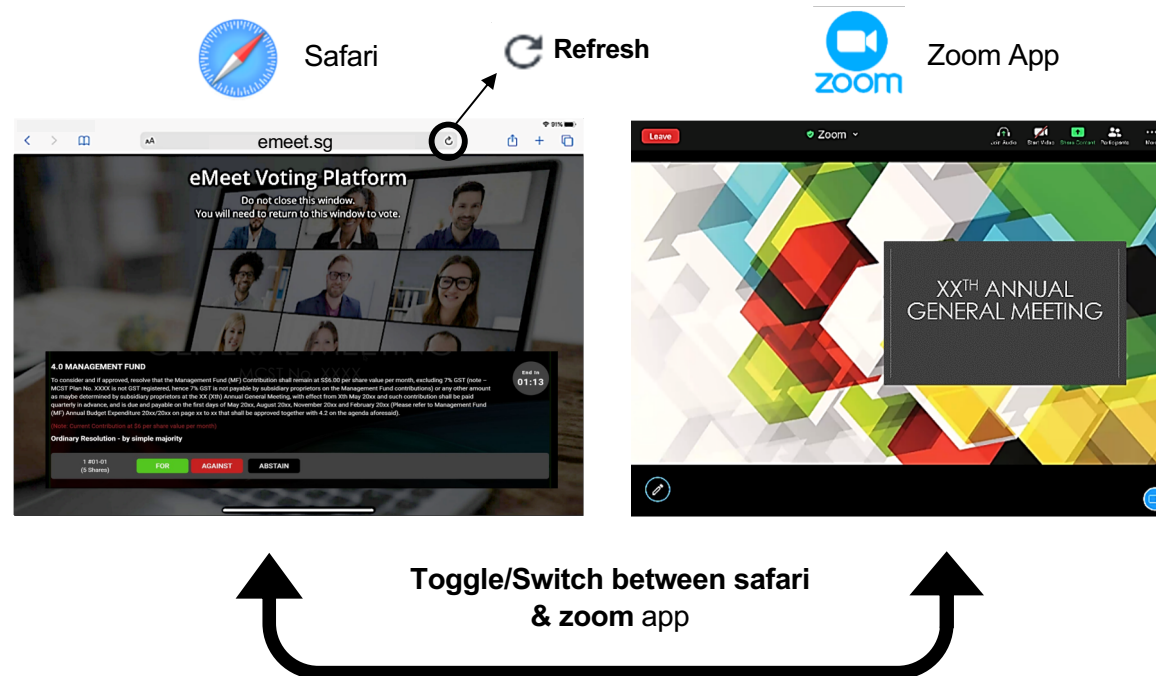
Voting box will appear as described in View on PC/Android on the Safari browser. The meeting will be conducted in the Zoom App.

Kindly **refresh the page on safari** if you do not see the vote/results **after** the moderator made the announcement.

FAQs

1. **It's the meeting day today, I have yet to receive any email with my login details, what should I do?**

   Check your spam/junk mail for an email from "eMeet Singapore". If you are still unable to find the email, kindly contact the Management Office.

2. **I have received my login details via email, but I am unable to login, what should I do?**

   Refresh your page and key in the login details you have received in your email.

3. **Why am I unable to hear anything?**

   Please note that you have to click on "Join Audio" and "Join Audio by Computer" in order to hear sounds. For iOS users, click on "Wifi or Cellular Data" when prompted to join audio.

   If you are still unable to hear sounds, kindly refresh your page. The refresh button can be found on the top left hand corner for PC users, and top right hand corner for Android users.

4. **I can't see the voting box, how?**

   For PC/Android users, you may wish to refresh your page. *Refer to the above question for the refresh button guide.*

   For Apple iOS users, toggle back to the Safari App, and do a refresh.

5. **How do I raise my hand?**

   The raise hand button can be found under 'more' or 'Reactions'.

6. **I can't hear clearly, the sound is intermittent, what should I do?**

   It is likely your internet connection that might be unstable, causing the intermittent sound. You might wish to move to an area with a better Wi-Fi connection. Close other unnecessary app(s) running in the background, and do a refresh.

Additional Support:

If you have any question regarding the AGM process, arrears query, proxy management, resolutions, account, or any other AGM related matters, please contact the **Management Office** for assistance.

If you have any queries regarding the use of eMeet platform, please contact us via WhatsApp messaging at +65 8810 3420.

We wish you a pleasant experience in your meeting.

Disclaimer:

The MCST and eMeet.sg shall not be <u>LIABLE</u> for any interruption, transmission blackout, and delayed transmission due to an individual's internet connection/device usage issue. Also, the MCST and eMeet.sg shall not be liable to any party for any damages, claims, expenses or losses of any kind (whether direct, indirect, special, incidental or consequential or otherwise (i) suffered by the user or any party: and/or (ii) arising from or in connection with any access, use or inability to access or use this website or service (including but not limited to the casting of vote/s).