

## Your Guide to the Virtual Annual General Meeting (AGM)

Hey there, member! We're excited to have you with us at our virtual AGM on Wednesday, March 13, 2024. Below is your easy-to-follow guide to join and actively participate in the meeting.

**But first, here are the important details at a glance:**

- Date: March 13, 2024 (Wednesday)
- Location: Virtual platform (Webex by Cisco)
- Livestream begins at 5:45 pm MT - join early to check your device's video and audio.
- Meeting begins promptly at 6:00 pm MT

**Ready to join? Here's how to ensure a seamless experience.**

**First, make sure you meet the following participation criteria.**

- You're 18 or older.
- You've registered to attend the virtual meeting via our [cFCU website](#). The deadline to register is March 11, 2024, at 6:00 pm.
- **To participate in the chat, polling, and ask questions**, you must have been a connectFirst member by October 31, 2023 or earlier.

**Then, get your technology ready for the virtual meeting.**

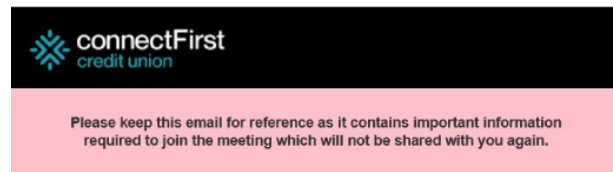
- **Device:** Have a phone, tablet, or computer with internet, video playback and audio functionalities ready. No camera and mic are needed!
- **Connection:** A stable internet and audio connection is your ticket to a hassle-free experience.
- For the best possible experience, check out these helpful tips:
  - Download the Cisco Webex app in advance (scroll down below for the links) to jump right into the virtual event without a hitch.
  - If you prefer a web or mobile browser to join the meeting, we recommend you use Google Chrome.
- **Test run:** Give your setup a quick test before the meeting to avoid hiccups. Join a test meeting now – click this [link](#).
  - **Note:** If using a work computer, quickly check to ensure firewalls won't block our meeting platform. Better safe than sorry.

## Accessing the Virtual AGM Platform - It's Easy!

### Joining the Annual General Meeting (AGM) is more convenient than ever before!

This year, we're excited to use Cisco's Webex as our virtual platform. It's a leading platform widely recognized for its reliability, high-quality audio and video, comprehensive features and proven performance.

You can join the meeting on your computer, browser, or any mobile device. Simply choose the option that works best for you!



### Here's the information you'll need to join our Annual General Meeting.

**Wednesday, March 13, 2024**  
6:00 PM | MST | 1 Hour

**Registration ID:**  
123456

**Note:** You must join using the same email address you registered with.

[Join AGM](#)

**Join From Meeting URL:**  
<https://www.thiswillbeaURLyoucouldalsojoinfrom.com/previewformetingtechnicalguide12345>

**Meeting Number:**  
987 654 321

**Registration ID:**  
123456

**Meeting Password:**  
Password123 (988122 from phones and video systems)

**Download Webinar Materials.**  
This includes the AGM member kit and meeting technical guide.

**Tips to Join:**  
You may join this meeting from a desktop or a mobile device. If you choose to join from a mobile device, you will be asked to download the Webex Meet application to your device and join from there.

When joining from a desktop computer, Webex will prompt you to download the Webex desktop app, however if you prefer to join via a browser, you can do so at <https://signin.webex.com/join> and enter in the meeting number listed above.

Need help? Go to <https://help.webex.com> or view our [meeting technical guide](#).

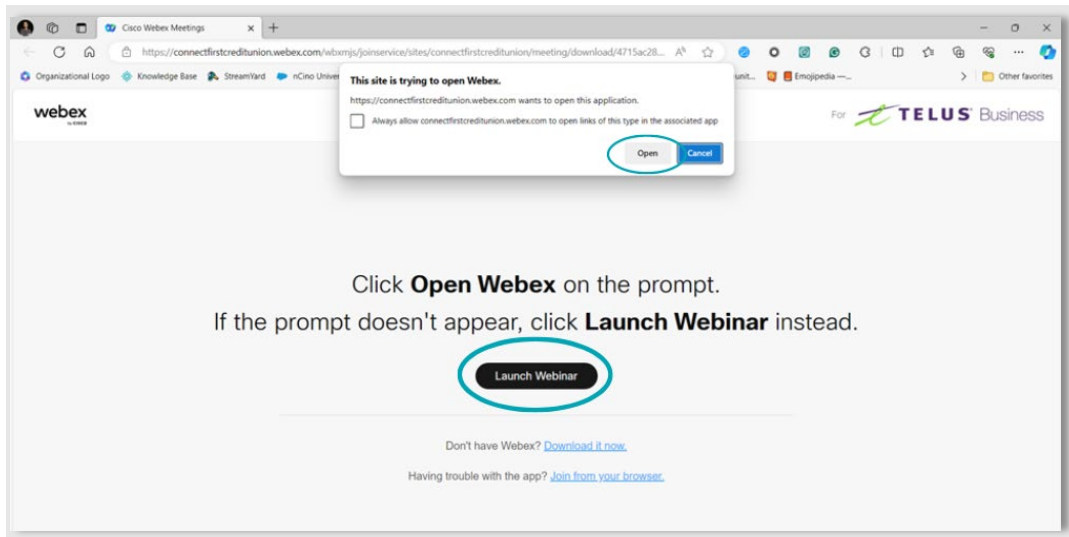
*\*Since this meeting does not allow for phone or video system access, please disregard the password within the brackets and just use the alphanumeric password listed first.*

A day before the meeting, we'll send you an email that contains all the essential details you need to join the meeting. **You'll find a unique webinar link, number, password and registration ID in the email.** We kindly ask that you keep these details confidential and not share them with anyone else.

**Note:** This is a sample email only.

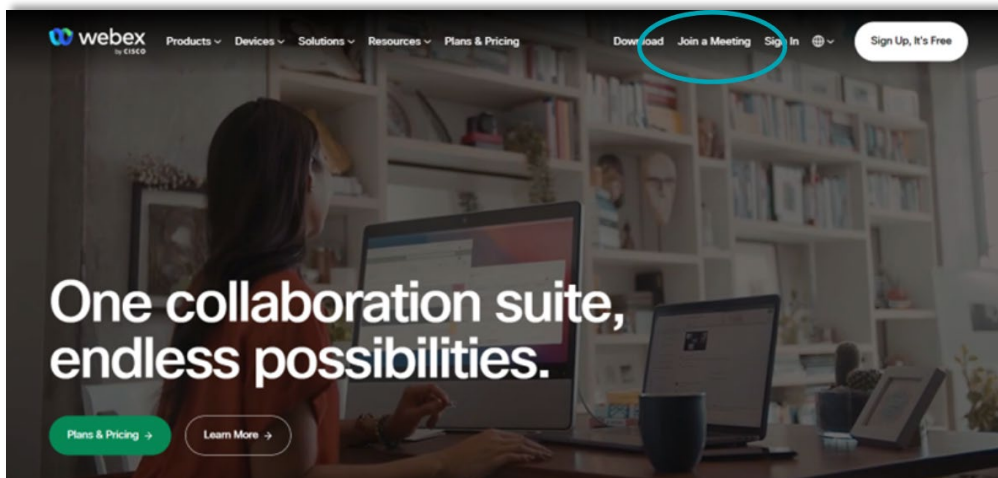
## Step by Step: Joining the Meeting

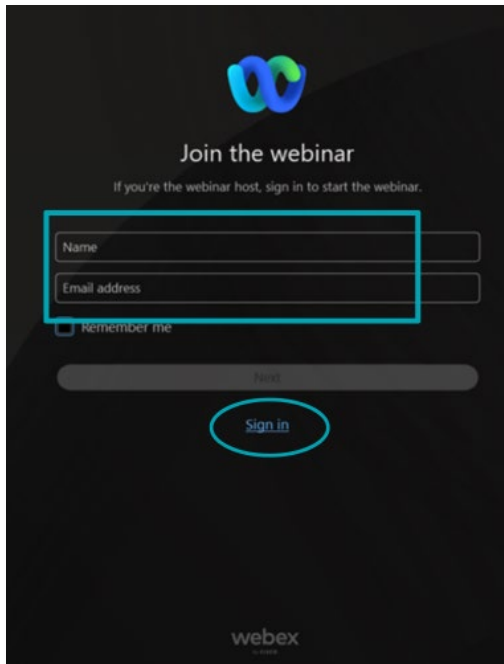
1. **Joining via Desktop or Web App:** Click on the "Join Webinar" link in the email that we sent you. Once you do that, the Webex desktop app will automatically download if you do not have it in your system. After downloading, just click on the installer file and follow the instructions. You won't go through this step if you already have Cisco Webex Meet installed on your device. If you happen to get prompted to open Webex, simply click on "Open Webex." If not, just click "Launch Webinar," and you'll be all set to join the meeting.



2. **Joining via web browser:** If you prefer not to download and install the Webex web application, not a problem! You can easily join the meeting directly from your internet browser by selecting "Join from your browser." **Pro-tip:** Use Google Chrome as your web browser for the meeting for the best user experience.

Alternatively, you can also head to [Webex.com](https://www.webex.com). Simply click on the "Join a Meeting" button at the page's upper right-hand corner. Just make sure you have your meeting number, registration ID and unique password handy – they're in your email reminder.



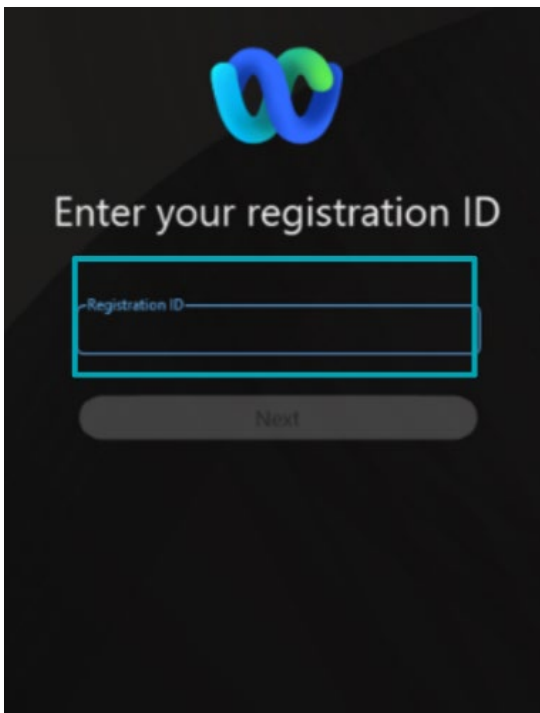


Once inside the virtual platform, you'll be prompted to enter your name and email address.

**Type in the name and the email address you used to register for the AGM, then click "Sign in."**

**IMPORTANT:**

If you have registered for the meeting using the same email address as another member, and if a connectFirst employee has reached out to you with instructions to use a "+1" between the email name and @ symbol (for example, abc+1@gmail.com), please follow these instructions to join the meeting. Make sure to use the unique registration ID provided for each version of the email address to access the meeting separately.



Then, you will be prompted to enter your **registration ID**. You can find this in the email that was sent to you a day in advance of the meeting.

3. **Mobile app: Prefer using an app?** If you're thinking of using the **Webex Meet** mobile app on your phone or tablet, it's best to download it before the meeting. That way, you'll be all set to go when it's time to join.

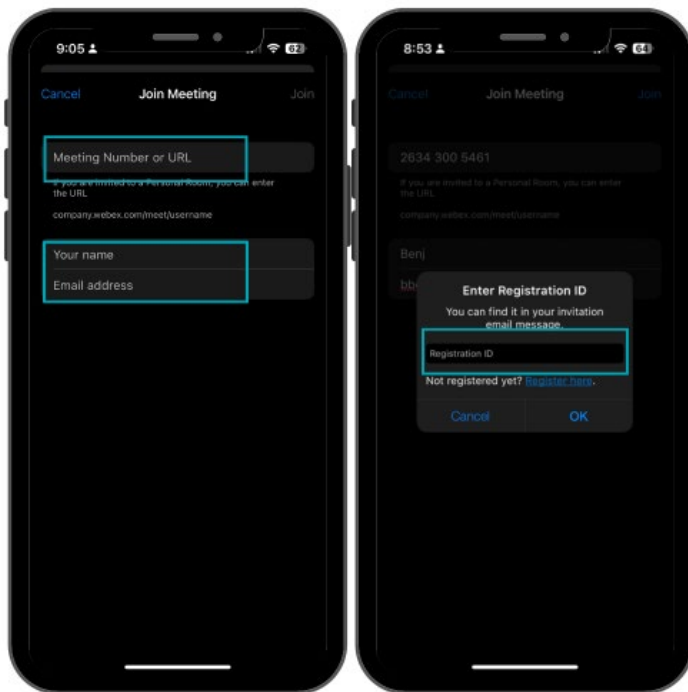


Download links:

[Apple App Store](#)

[Google Play Store](#)

[Webex Meetings App for Android](#)



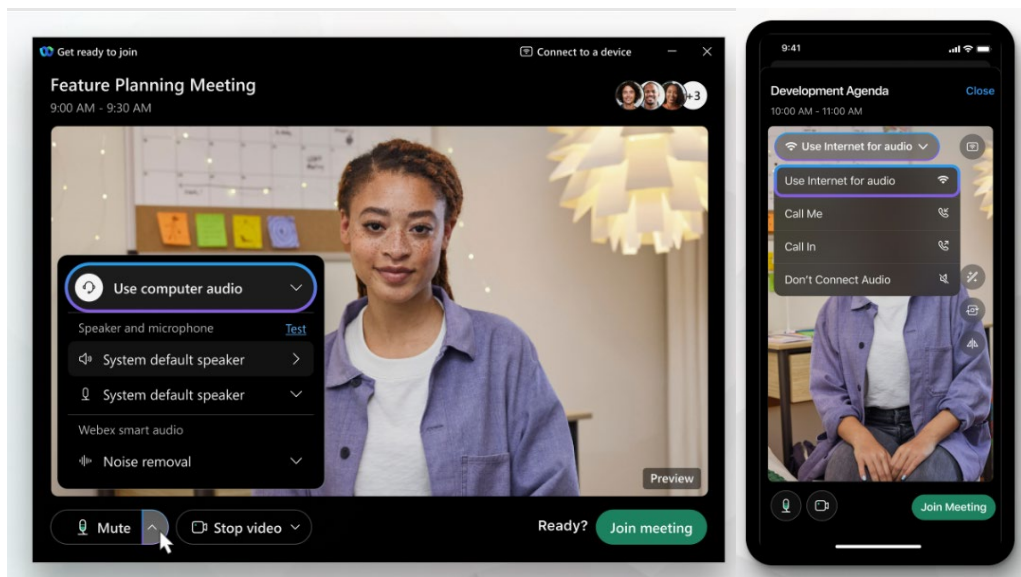
When it's time to join the meeting, click the **"Join the Meeting"** button in the email reminder we sent you on your phone or tablet. Or, if you prefer, simply open the Webex Meet mobile app, and enter the meeting number and registration ID. That's it. You're ready to go!

**Do you need more help?** Click [here](#) to go to the Webex support page.

## Changing your Audio Setting

A quick tip before you join the meeting - make sure to select **"Use computer Audio"** if using your desktop or laptop, or **"Use Internet for Audio"** if using a mobile device in the preview window for your audio setting. This way, you can use your device's built-in speakers or headphones to listen in. Easy peasy!

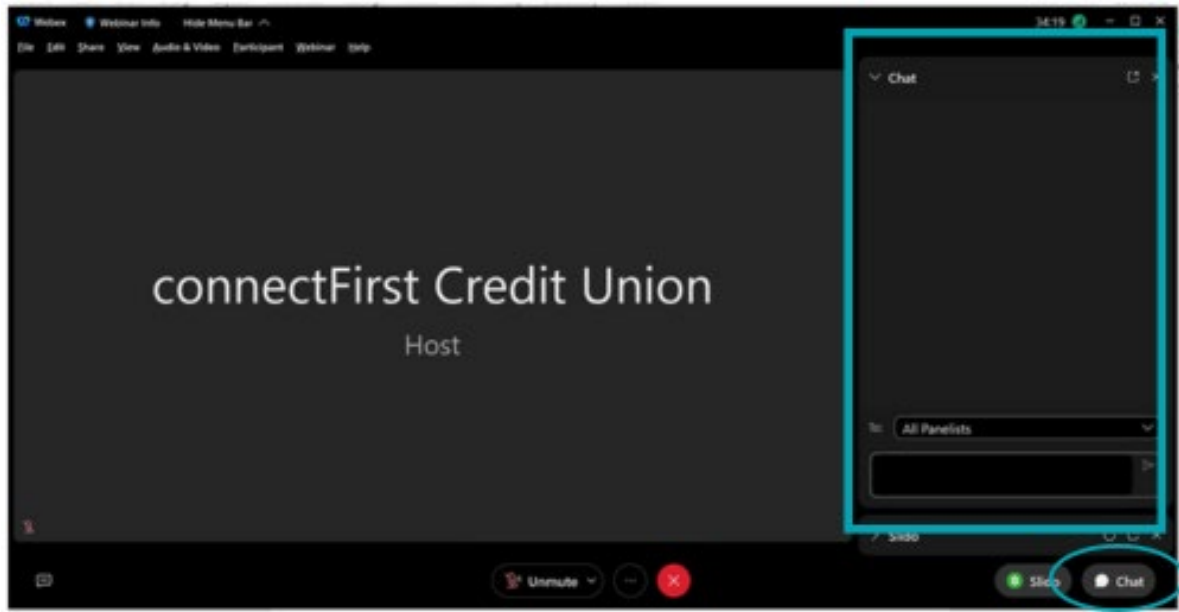
**REMINDER:** You won't be able to use your camera or microphone during the meeting as those options will be disabled.



Our AGM livestream will start at 5:45 pm on the day of the event. We'd love to see you there, so you can test your audio and video playback before the meeting officially begins. To make things even easier, we'll play some instructional videos on the screen to show you how to use the chat, Q&A and poll functions during the meeting.

## Chat Box Guide for Participants

The chat box should be showing on your screen automatically once the meeting is started, but if it isn't, simply click on the **"Chat"** button located on the bottom right-hand side of your screen.

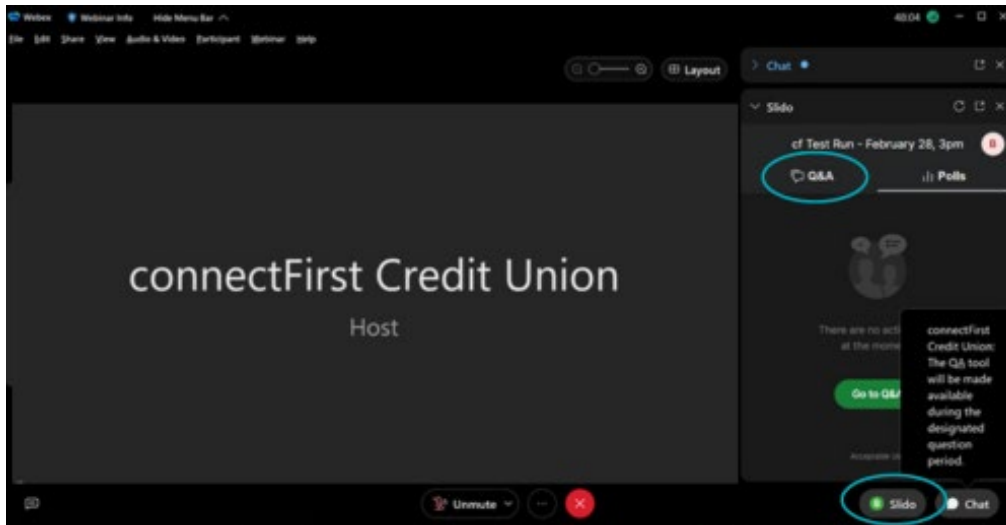


### When to use the chat:

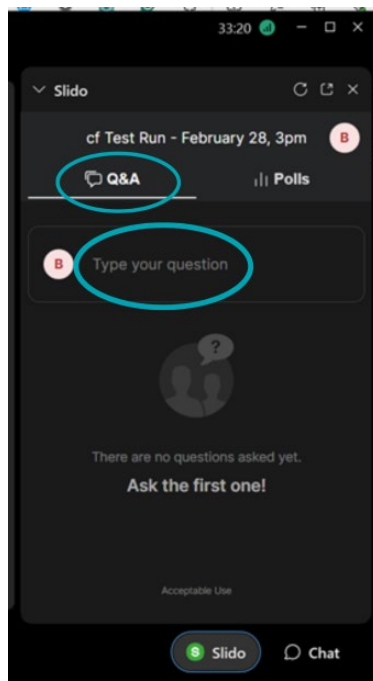
- The chat function will be used alignment with our Annual General Meeting – Rules of Order. The chat tool should be used to gain recognition during the AGM to do one of the following:
  - Raise a 'point of order' (if a member believes a rule is being broken)
  - Raise an 'objection' (when called for by the Chair)
  - Make a 'motion' (seek recognition from the Chair to make a motion)
- **Any** messages you send in chat are completely private and only visible to the panelists. And when you get a response, other attendees won't see it either. A member, or designated representative, must identify by name to engage in motion making, discussions or questions.

## Q&A: Questions and Discussions

The Q&A tool is to be used in alignment with our Annual General Meeting – Rules of Order. The Q&A is closed until the Chair opens the floor for questions. Once the Q&A is open, you can ask questions to the hosts, co-hosts, and presenters. The panelists will be there to keep everything running smoothly. Only questions (limit of two questions each per member or designated representative on pending business or during the Q&A session ) related to the content of the meeting will be addressed.



**Note:** The images shown are screenshots from the Cisco WebEx Meet web app.



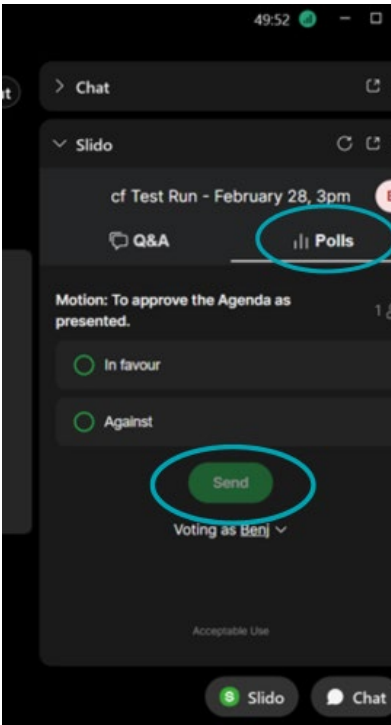
### How to ask questions:

1. If you can't see the Q&A box, click on the "**Slido**" button to open the Q&A tab.
2. **Wait** for the host to tell you when the Q&A session opens before typing your question in the message box. Also, please keep in mind that each question has a limit of 512 characters.
3. Ask your questions by clicking "**Send**". All questions are sent privately and only questions related to the content of the meeting will be answered verbally by the Chair or designate.



## Polling (How to Vote)

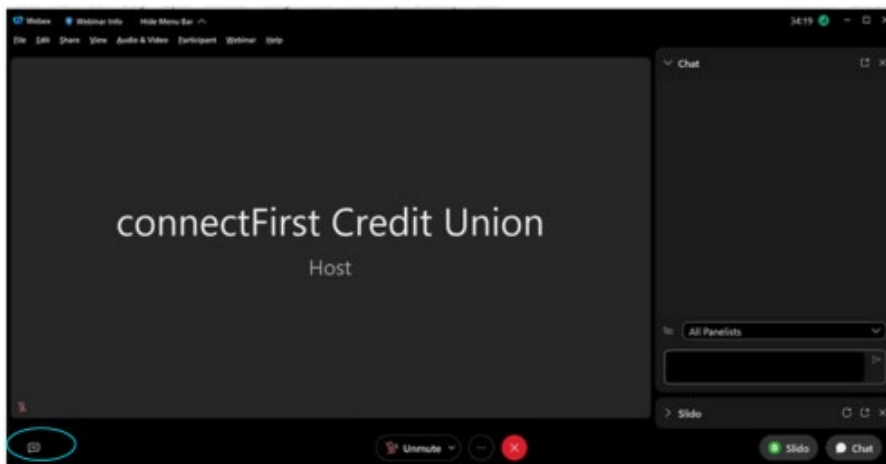
The polling box won't show up until the host shares a poll during the meeting. It's like the Q&A function, which also appears closed or unavailable until it's enabled by the host.



### How to answer the poll:

1. When a poll is shared during the meeting, the polling box will automatically show up for you. If you don't see it, click on the "Slido" button and hit the "Polls" tab.
2. Choose your preferred answer once a poll goes live and hit "Send."
3. If you accidentally selected the wrong choice in the poll, you can easily change your answer as long as the poll is still open, select "Edit response." The last submission you make will be automatically logged.
4. The Chair will share poll results.

## Accessibility Feature: Closed Captioning



**PRO-TIP:** Did you know that you can use closed captioning to help you follow along? It's super easy! Just click the "CC" button in the bottom left corner of your screen to turn it on. And if you want to turn it off, just click the same button again.

## Troubleshooting Steps

Here are some easy fixes for common glitches.

### **Issue: Livestream Link Not Working**

Try these tips:

- **Best Browser:** For an optimal experience, use Google Chrome (recommended). If the live stream link isn't cooperating, manually copy and paste it into a Chrome browser.
- **Refresh Trick:** Sometimes, all it takes is a simple refresh. On mobile? Close and reopen the app to start fresh.
- **Firewall:** If you're using a work computer, ensure that firewall or security settings aren't blocking the live stream. You might need to check with your IT department for assistance.

### **Issue: Can't Hear Us**

Try these tips:

- **Mute Check:** First things first, make sure your device isn't muted and that the volume is just right.
- **Output Settings:** Be sure the correct output (Use computer audio or Use internet for audio) is chosen in your sound settings.
- **Headphones:** Using headphones? Ensure all connections are secure.
- **Sound Settings:** Delve into your device's sound settings to find the right adjustments.

### **Issue: Audio Feedback**

Try these tips:

- **Multiple Devices:** Logging in from two devices can sometimes cause feedback. Try muting one device to solve the issue.
- **Distance:** If two devices are near each other, try moving them apart to avoid feedback.
- **Update:** Ensure your app or browser is up to date to avoid any sound glitches.

### **Issue: Video is Lagging or Freezing**

Try these tips:

- **Refresh:** Sometimes, refreshing your browser can help to reset the video stream.
- **Internet Speed:** Check your internet speed and reconnect if it's slow. You might want to move closer to your router for a stronger connection.
- **Close Unused Tabs/Apps:** Free up bandwidth by closing unused apps or browser tabs.

### **Issue: Unable to Send *Points of Order* in Chat and questions in Q&A tool**

Try these tips:

- Login: Ensure that you are logged in to your account properly.
- Browser Issue: Sometimes, browser glitches can prevent you from sending messages. Try switching to a different browser or restarting your current one.
- Pro-Tip: Before refreshing, copy your message to paste it back after refreshing to avoid retyping.

### **Issue: Difficulty Navigating the Platform**

Try these tips:

- Platform Guide: Refer to the member guide available in our cFCU website or you can also head to the [Webex Help Center](#) website.
- Browser Compatibility: Ensure your browser is compatible with the platform. Usually, an updated version of Chrome works best.
- Zoom in/out: If you are having trouble viewing details, try zooming in or out on your browser to get a better view.

### **Issue: Polling/Voting Not Working**

Try these tips:

- Refresh: Start with a quick refresh; it often solves many issues.
- Wait: Sometimes, the poll might take a moment to load; give it some time before trying any other steps.
- Compatibility: Ensure your browser is compatible with the voting platform.

### **Issue: Disconnected from the Meeting**

Try these tips:

- Check your internet connection: Ensure that your internet router is working. If you are hard-wired, check the connection of your cables.
- Reconnect: If your internet connection is restored, attempt to rejoin the meeting by clicking on the meeting link once again, from the original email, and entering your name, email address and registration ID on the web or mobile app.
- Use a different device: If you are certain you have an internet connection but cannot reconnect, try using a different device. For example, if you are using your laptop, consider joining the meeting on your mobile device instead.

**If connectFirst Credit Union experiences technical issues, we will let you know through chat on the AGM Webex Meet platform or via email (in case the platform is unavailable). If you ever need to reach out to us, please feel free to contact our friendly Member Connection Centre at 1.866.923.4778. We're always here to help!**