



**Raiffeisen
BANK**



RaiConnect

RaiConnect Collaboration platform

Short user guide
Registration and start of direct communication

RaiConnect Collaboration platform

Introduction

RaiConnect WEB is a collaboration platform through which Raiffeisen BANK customers connect and discuss directly with our dedicated team.

This user guide provides the necessary information for Business Customers/Contacts to register and use the RaiConnect collaboration platform effectively.

The purpose of this document

This is a general document of the Business Contact Guide for the RaiConnect WEB Collaboration Platform. It provides a guide that aims to help the connected user understand the standard features and functionality.

This document provides screenshots and relevant descriptions to show how to register and start communicating with our dedicated team, through the RaiConnect WEB Collaboration platform.



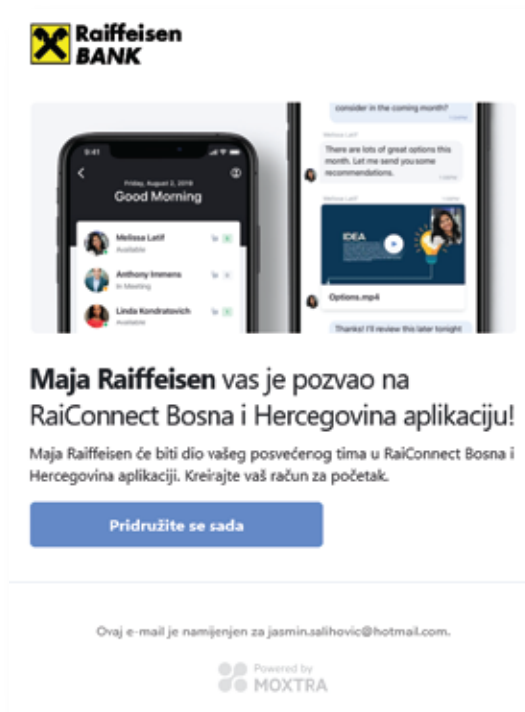
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Registration process

Your Administrator or Business Advisor at Raiffeisen BANK will record your data by entering details such as name, ID, email, etc.

Once the details are recorded, you will receive the invitation via email, with the link which will lead you to the RaiConnect WEB Communication platform.



To connect to the RaiConnect WEB communication platform, click on the **Join Now** button and you will be directed to the homepage of the platform.

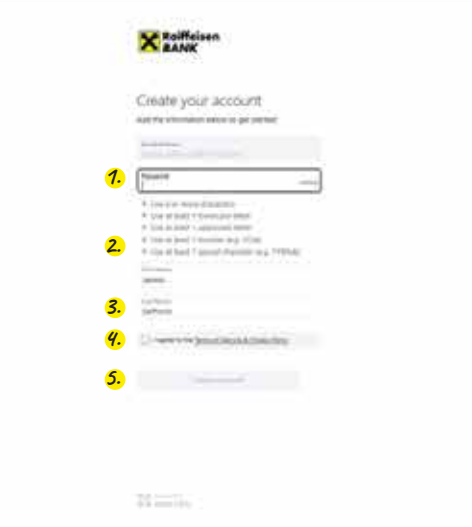


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Registration and login to the platform

You will be presented with the home page, in which you must fill in some fields, as follows:



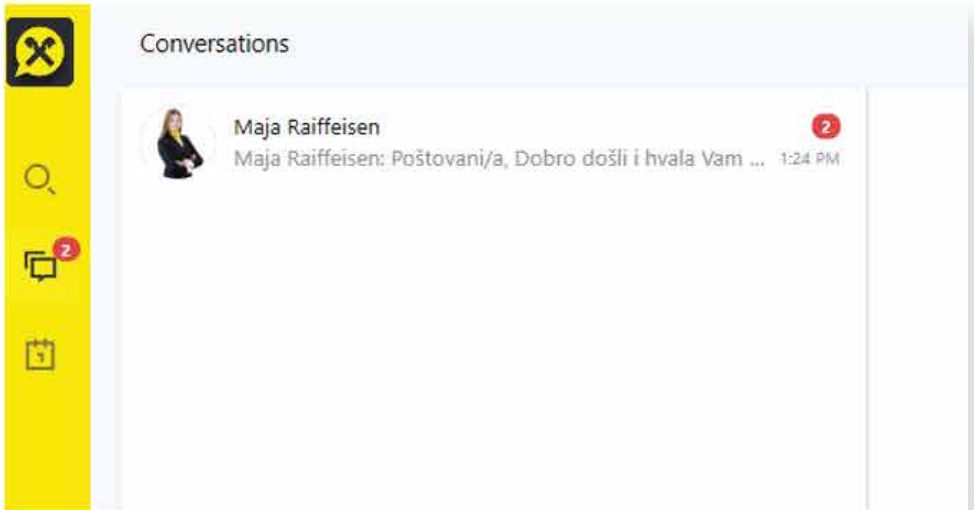
1. Enter your password, which you will always use to log in to the platform.
2. Enter your name.
3. Enter your last name.
4. Carefully read the Terms and Conditions, which are available at *Terms of Service & Privacy Policy* and if you agree with them as a whole, check the small box.
5. Click the **Create Account** button to create your account on the RaiConnect Communication Platform. The button will change the color and be active after you have completed Step 4.



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Start text chat

Once you have registered, you will be ready to immediately start a text chat with one of the employees of Raiffeisen *BANK*, responsible to communicate with you.



The name and surname of the Bank employee, with whom you will continue the conversation, will be displayed on the screen.



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1. At the bottom of the screen, you have the space where you will type your message. Shortly after, you will receive a response from the bank employee.



2. If you need to upload a file, click on **Files**, and a page will open where you can upload various files, by dragging and dropping them directly to the page, or by searching on your device.
3. In addition to uploading documents, you can also create various **Folders**, open a page with notes through **Note** or open a whiteboard that you can use to draw. All of these are saved in your account and you can use them whenever you need.

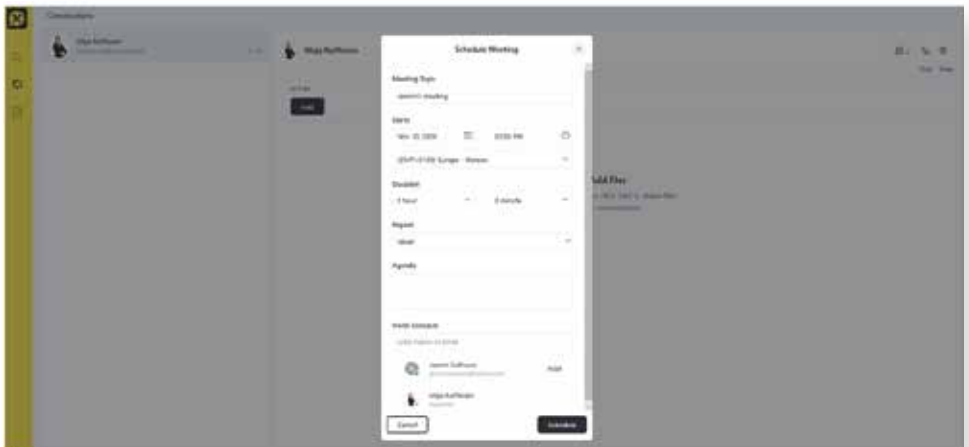


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4. In addition to text communication, you can start a virtual meeting or schedule a virtual meeting for another time that is more convenient for you.



5. To schedule a virtual meeting for later, click on **Schedule Meeting**, which will show you some fields to complete, such as: the Meeting Topic, the date and time you want to start the virtual meeting, the duration of the meeting in hours and minutes, the possibility for this meeting to be repeated in certain periods (Repeat), to briefly describe the agenda of the virtual meeting (Agenda), as well as the list of invitees to this meeting (Invite Contacts). The list can be consisted of one or more people that you invite by entering their name or email.

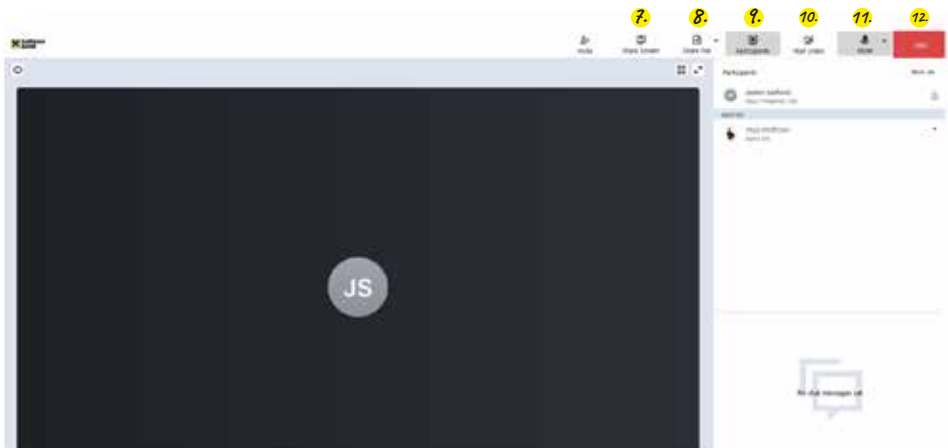


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6. To start the virtual meeting, click on **Meet Now**, and you will be directed to another page, in which you have several options:



7. share your screen with the Bank employee,
8. share any documents, photos, etc.
9. see other participants, as well as to invite participants to the meeting (press: **Invite**)
10. start a video chat, or 11. start an audio chat.
12. To end the conversation, press the red **END** button.



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