

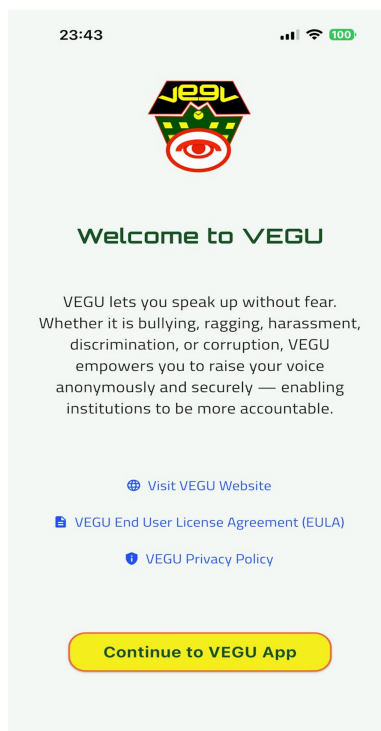


VEGU MOBILE APP by Mihir Mobile Solutions EMPLOYEES & STAFF MEMBERS – USER GUIDE Version 2.1

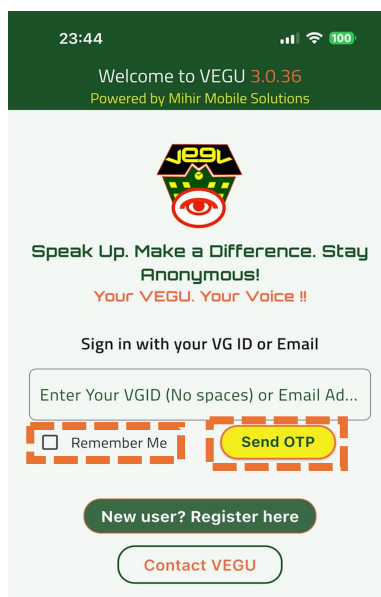
Detailed Instructions to User Registration/Sign Up are provided in the [Registration Instructions](#) (Link:

https://vegu.me/Registration/Employees/VEGU_Employees_Registration_Instructions.pdf)

Login: Open the VEGU App, read the Welcome Message, visit the links to learn more about VEGU and its policies, and click on “Continue to App”.



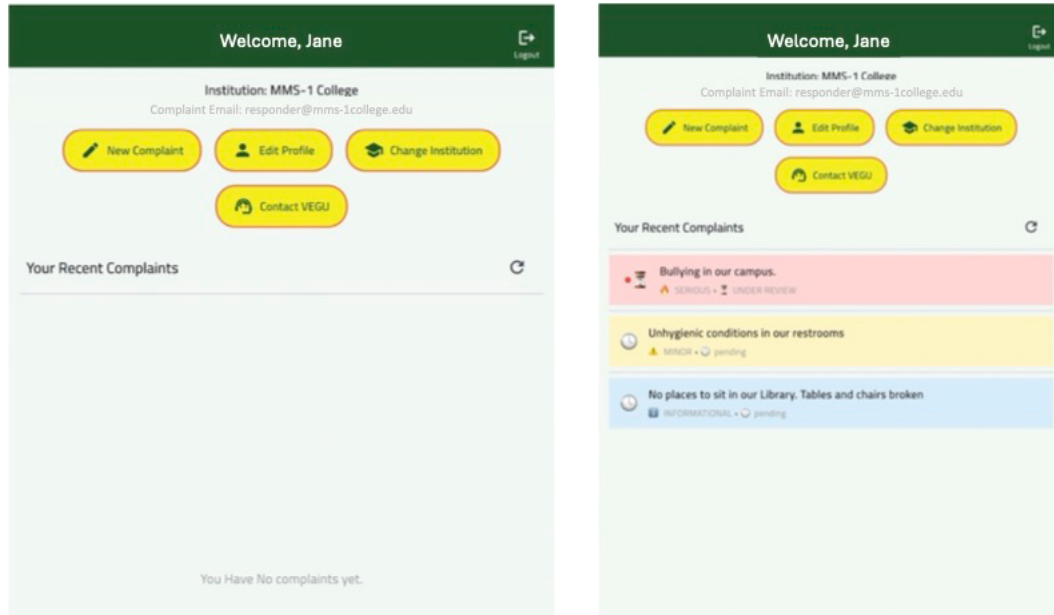
Enter your VGID (without spaces) or your registered email address and click “Send OTP” to receive an email with an OTP. Click on “Remember Me” if you’d like the App to remember your login credentials for the next time.



Next, Enter the OTP sent to the User's registered login email address. Please note that the OTP expires in 5 minutes. You will have the option to resend/regenerate an OTP, if expired or not received.

Upon successful login, the User is taken to VEGU User Dashboard.

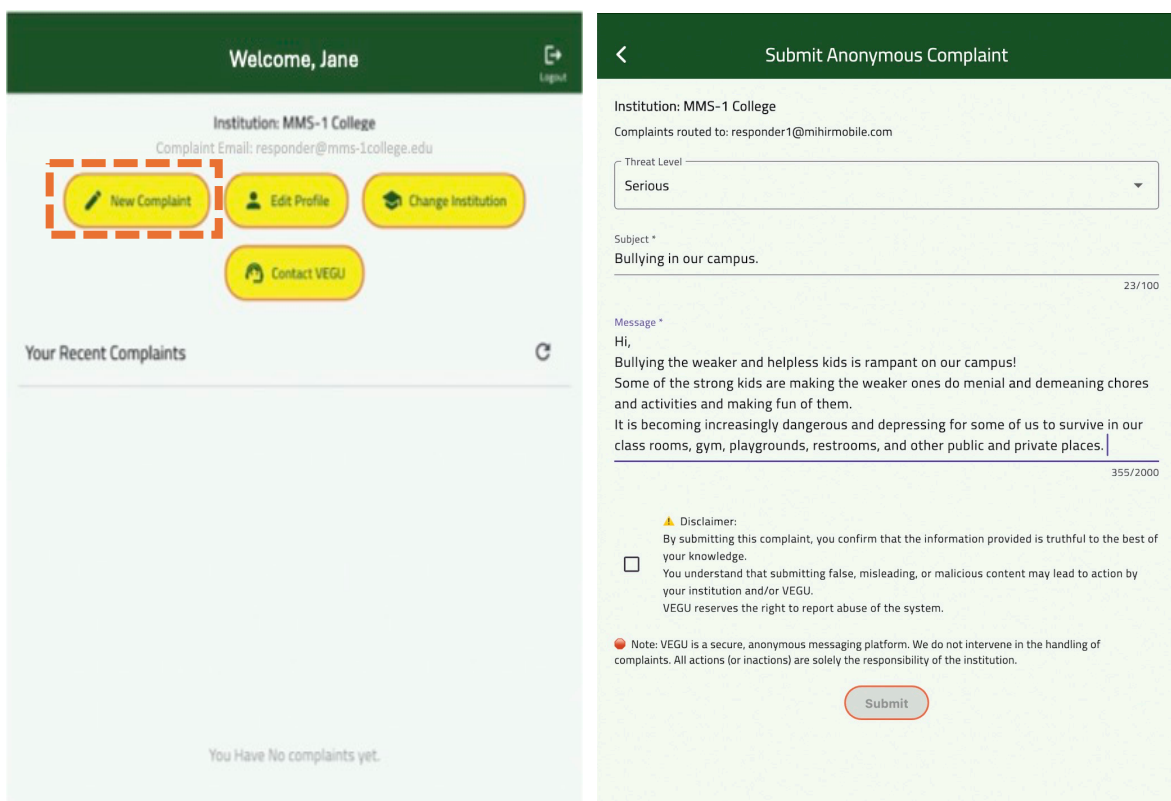
Your dashboard may not show any complaints at first but evolves and looks different depending on your active complaints and their statuses.



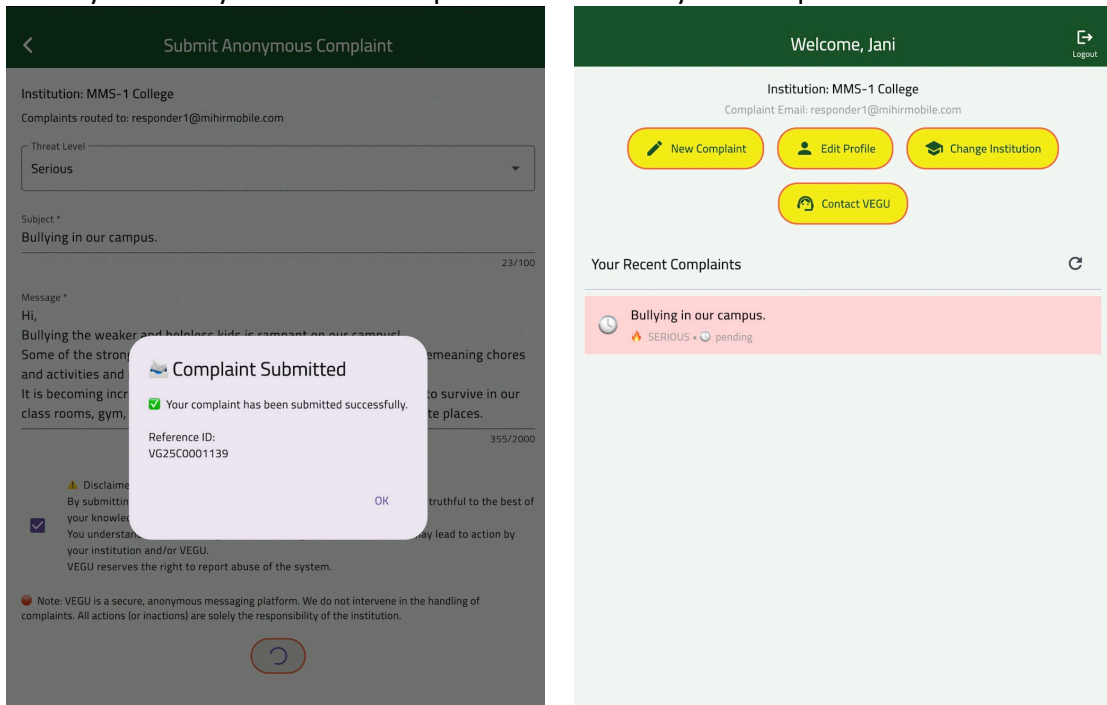
Submit a Complaint: Click on “New Complaint”. Enter all mandatory information. VEGU assures your privacy and anonymity. The platform will not reveal any personal information of the user. To continue protecting your anonymity, please don't include any personal information in your complaint subject or description.

The complaint subject has a limit of 100 characters and the body's limit is 2000 characters. Provide as much information about your complaint as you can.

Prior to clicking Submit, read and accept the disclaimer about your responsibility in providing accurate information in your complaint, VEGU's limitations, and your institution's next steps.

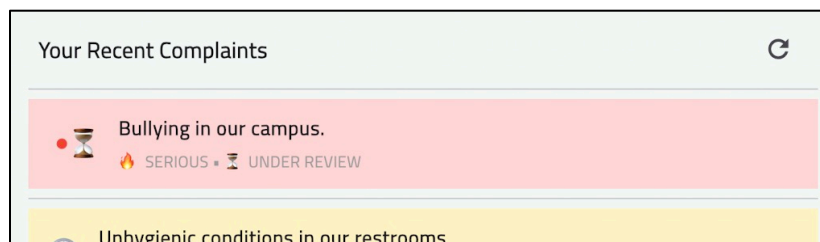


Upon successful creation of your complaint, a message will be displayed with your submitted complaint's reference number. When you return to the App's dashboard, you will see your newly submitted complaint in the list of your complaints.

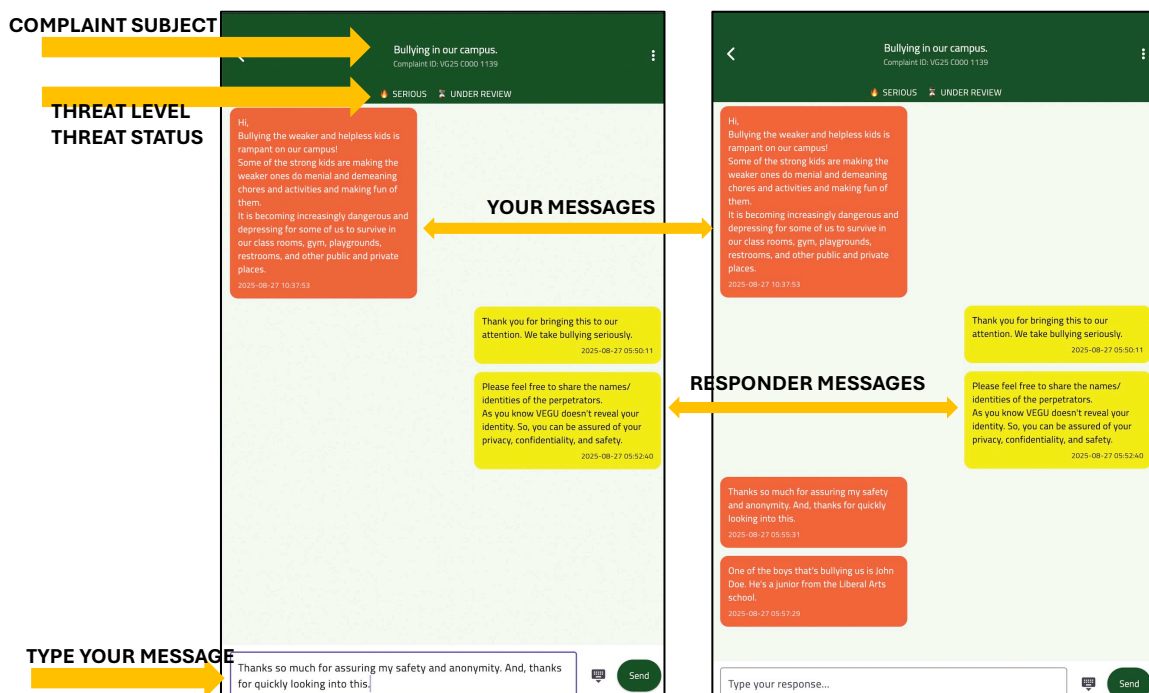


Responding and communicating with your responders about a complaint: Your complaints will reach your institution's responder(s) via emails with keywords extracted from your message.

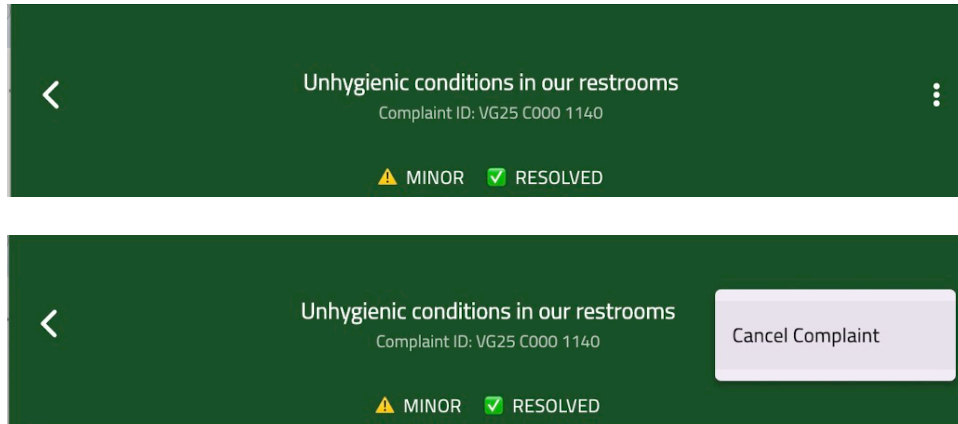
Once onboarded, your institution's responder(s) will have a two-way chat portal to respond to and update each of your complaint(s) and communicate with you. All your chats with updates not seen by you are marked with a red dot.



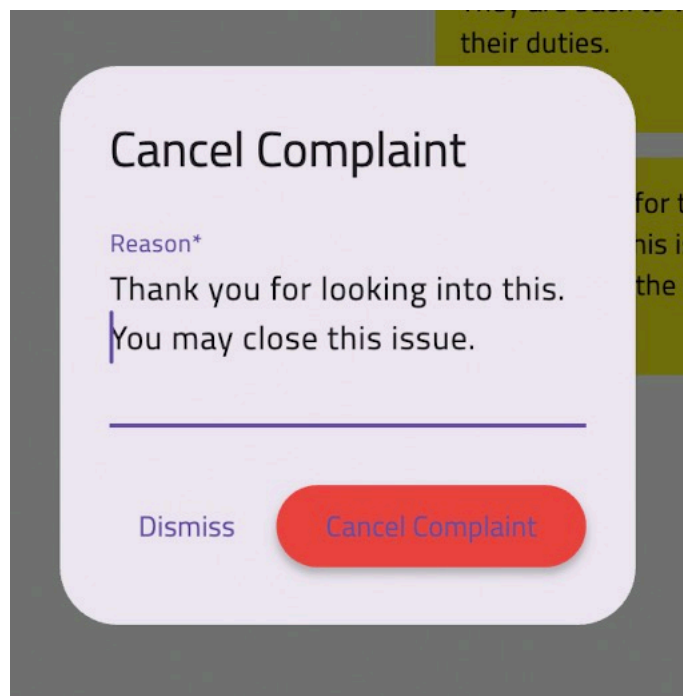
Click on a complaint on your dashboard. It will open a chat window to communicate with your institution's responder(s) about your complaint. Right-aligned text in the Yellow boxes are the messages from your responder(s). Left-aligned text in the Red boxes are the messages from you/user.



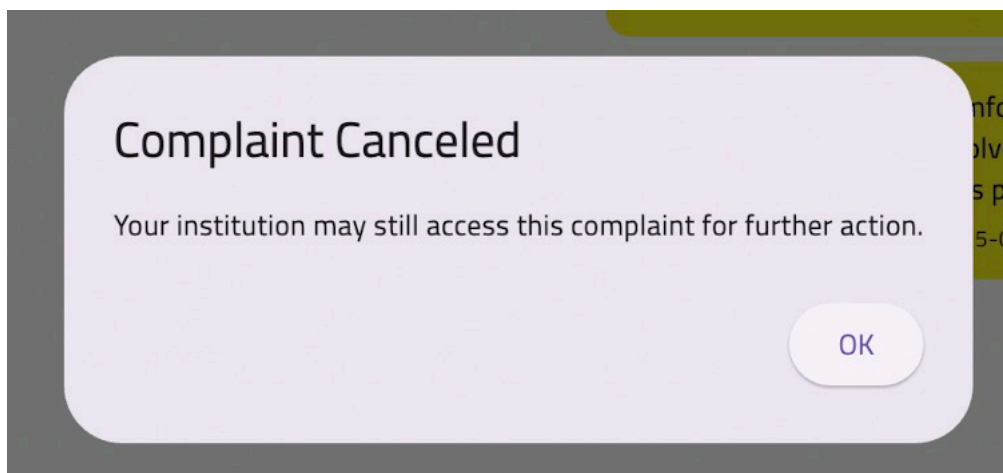
Cancel a Complaint: If you choose to cancel a complaint, click the three-dots on the top-right corner of the chat window of a complaint, and select “Cancel Complaint”.



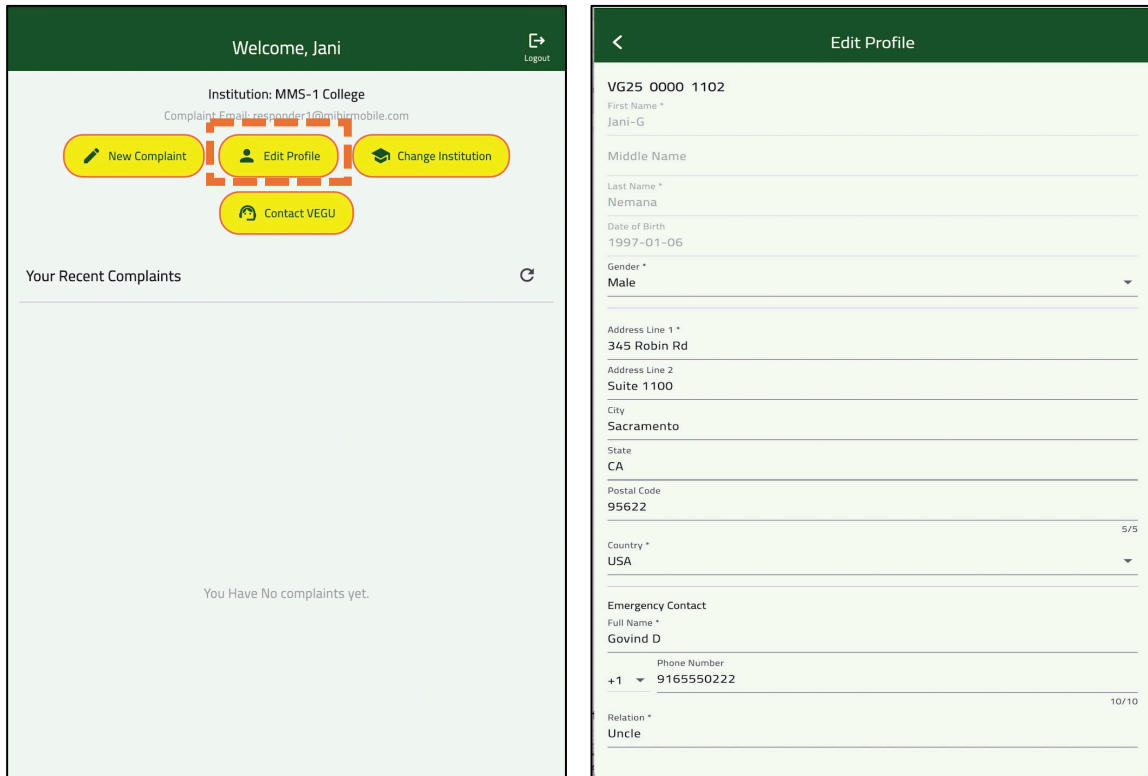
Enter your reason for canceling the complaint and click “Cancel Complaint” in the pop-up window.



You will see a confirmation message that your complaint has been canceled. The complaint will be removed from your list of complaints. However, your institution will still have access to your complaint, which they may use for audit or other tracking.

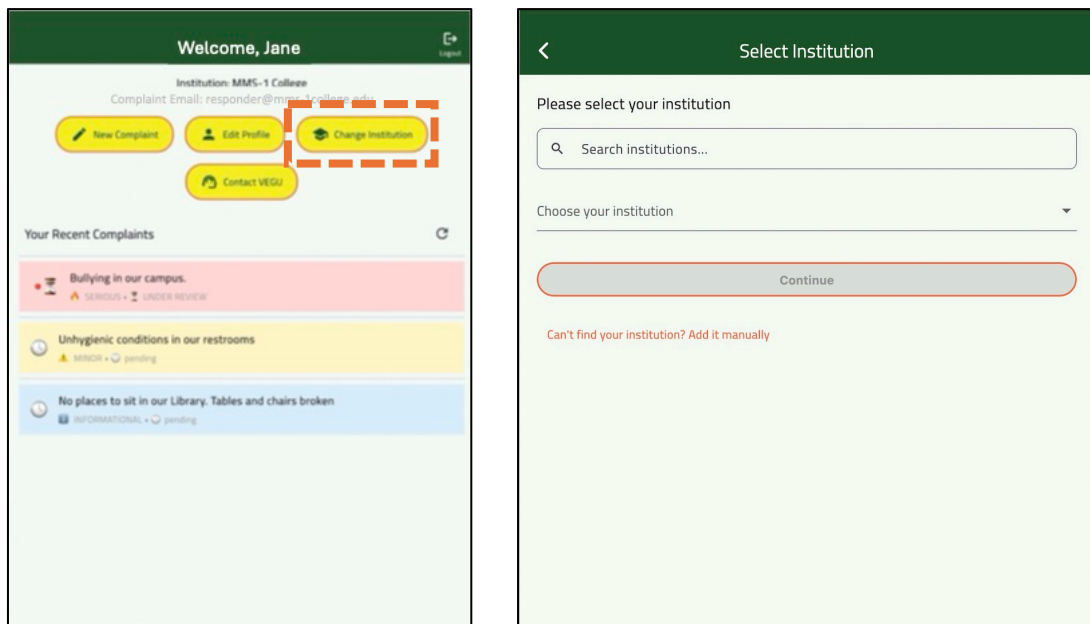


Edit/Update Your Profile: Click on “Edit Profile” button in the App Dashboard. You may edit or update all editable information of your profile. Please note that updating your email address or phone number requires OTP validation.



Changing your institution: In special circumstances of transferring to another organization, you may need to switch your affiliated institution to another one in VEGU app.

Click on “Change Institution” on the Dashboard. This will take you to “Select Institution” screen. You will have the option to select your new institution from a drop-down, search for your new institution using the search feature, or enter it manually if it is not found in the available list of institutions.



Please note that all your active and open complaints with your current institution will be hidden and become inaccessible, once you change your affiliated institution to another. Please also note that you will not have access to the old complaints, even if you switch back to your previous institution. The old complaints will be permanently hidden.

Time-out/Auto Logout: The App will automatically log the user out if there’s inactivity of 5 minutes or more by the user.

Contact VEGU: There are two ways to contact VEGU – Using the Contact VEGU option in the main landing page (Pre-login) or from the User Dashboard (Post-login). Please feel free to contact VEGU at any time.