

# EASSISTANCE

A PERMANENT SUPPORT SERVICE FOR THOSE WHO USE OUR PLATFORMS.



## EASSISTANCE IS A SERVICE BASED ON OUR CONCRETE EXPERIENCE

EAssistance is a comprehensive support system for our participants, which ensures an informed, fluid and successful participation on our platforms. It includes training, voting and assembly rehearsals, a personalized Help Desk during the processes, and informative tools, among others. We have assisted close to **2 million people in our 7 years of operation.**

## PREPARATION TRAINING

### 1. ADMINISTRATION OF THE ELECTORAL ROLL

Revision, correction and update of the voter and/or participant list as well as its associated data.

### 2. TRAINING

On technical aspects of voting or electronic assembly, to the Electoral Commission, Ministers of the Directorate of Labor and monitors.

### 3. REHEARSAL AND TEST SESSIONS

Prior to the formal meeting, partners and managers can test the platforms.

## COMMUNICATIONS SUPPORT

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### 1. PRESENTATION

Informative presentation of the process and the platform for voting, meeting or assembly, with general guidelines, friendly design and simple explanations.

### 2. VIDEO

Explanatory video on "How to vote", in the case of voting and "How to participate", in the case of meetings and assemblies.

### 3. VOTING PAGE FOR MEETINGS AND ASSEMBLIES

Programmed for each process, with a simple design and explanations.

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## DEVELOPMENT MULTICHANNEL HELP DESK

### 1. PERSONALIZED ASSISTANCE

By telephone and/or e-mail to people who need help with the process or the operation of the platform (authentication, incorporation to the electoral roll, expired ballots, entry to the voting process or to the meeting or assembly, among others).

### 2. AVAILABILITY

With a team that is sized according to the process and the number of voters or participants, and in a schedule according to the needs of the process.

### 3. REGISTRATION

Of each case that arrives at the Help Desk and the solution that was given.

## CONCLUSION

### FINAL REPORT

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#### 1. IMMEDIATE RESULTS

Publication of results as soon as the voting of the Election, Meeting or Assembly is finished.

#### 2. FINAL REPORT

Summary report with results of the Election, Meeting or Assembly voting, as well as statistics of the main variables.

#### 3. CERTIFICATE OF ATTENDANCE

List of attendees formally accredited on the platform.