



The CrossFire[®] System

Product Specifications:

CrossFire Leasing Online – Student

July 2010

Version 1.0

Highly Confidential

The CrossFire System

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Introduction

Access and use of CrossFire® product centers at a particular site is governed by a CrossFire Product Center Use Agreement. The Use Agreement contains a Product Center Warranty that states that each product center will perform the functions applicable to the product center set forth in the then most current version of these specifications.

Thus, the most current version of these specifications is an integral part of the overall agreement between RealPage, Inc., and Licensees of CrossFire product centers.

User Authorization

Authorized Users

Site Owner's access to and use of the CrossFire System shall, at times, be limited to employees and agents of Site Owner, each of whom shall have been identified by the Site Owner to Provider as an authorized user (an –Authorized User). Site Owner shall permit only Authorized Users to access and use the CrossFire System. Site Owner must not permit any other entity to access and use the CrossFire System without the permission of Provider. Site Owner shall ensure that all Authorized Users of Site Owner's passwords comply with these terms and conditions of use. Site Owner shall not permit anyone who has not been designated as an Authorized User to obtain or use an assigned password, nor permit anyone who has ceased to be an Authorized User to continue to use an assigned password.

Site Owner's Agents

Any agent of Site Owner accessing and using the CrossFire System on behalf of Site Owner shall, prior to such access and use, agree to be bound in its individual capacity to all of these terms and conditions of use by means of acceptance of a CrossFire System Agent's Master Agreement.

Passwords

Site Owner will be solely responsible for the confidentiality of the passwords used to access the CrossFire System and will be solely responsible for any and all losses and damages to either Party resulting from the loss, theft, or misuse thereof, or from Site Owner's failure to maintain, the confidentiality of Site Owner's passwords.

On-Demand Learning User Access

Access to CrossFire On-Demand Learning requires activation within CrossFire setup options. Once CrossFire On-Demand Learning has been activated for a property, all users assigned a CrossFire role within the property will be able to access CrossFire On-Demand Learning web-based training courses. Authorized users may easily access the menu of available CrossFire product center courses by selecting the Learning tab. Selecting the desired class launches the user's web-based learning experience.

SPECIFICATIONS – VERSION 1.0

Overview

CrossFire Leasing Online – Student is an easy-to-use roommate matching and online leasing system that enables students to search for a roommate, pre-qualify for apartment homes, complete their lease applications, and sign their lease—all online—24 hours a day. CrossFire Leasing Online – Student collects fees and deposits throughout the leasing process, including pre-qualification (screening), reservation, and application fees and deposits. CrossFire Leasing Online – Student gives students real-time access to floor plans, amenities, and availability information. Students can start the leasing process online and can complete the leasing process at the property or vice-versa. And, they can search for roommates, send invitations to other students, and find a roommate all online. This system is also configurable to match leasing processes at the site.

CrossFire Leasing Online – Student

CrossFire Leasing Online – Student fulfills the following tasks and services:

- **Pricing and Availability**
 - Provides real-time apartment and bed availability
 - Integrates with property web sites and most major Internet listing services (ILS)
 - Allows the prospect to take a virtual tour of rooms and facilities
 - Automatic guest card creation
 - Student Portal is created
- **Screening and Reservations**
 - Allows a student to select a bed online
 - Permits a student to pre-qualify for a unit (requires LeasingDesk Screening)
 - Allows collection of associated fees
 - Supports five applicant types
- **Create My Profile**
 - Collects personal information
 - Collects general information
 - Allows a photo to be uploaded or avatar
 - Collects answers to configurable demographics
 - Collects roommate preference information
- **My Matches**
 - Allows students to search based on certain criteria
 - Allows students to invite other students
 - Creates a favorites list for the student
- **Select an Apartment**
 - Allows bed assignment
 - Allows completion of application information
 - Allows student to pay balances due now
 - Includes an information verification step
 - Allows receipt to be printed

- **Lease Execution**
 - Permits students to sign leases online (requires OneSite Document Management, the system provides legally binding lease document for electronic signature)
 - Permits a student to complete an application online (requires OneSite Leasing & Rents)
- **Guarantor Portal**
 - Allows e-mail communication to guarantor at student's request
 - Requires guarantor to agree to the terms of use
 - Allows the guarantor to be screened online
 - Allows guarantor to pay balances due now
 - Allows guarantor to digitally execute the lease documents online
- **Preferences Tab**
 - Manages contact information
 - Manages e-mail notifications
 - Manages guarantor access
 - Manages links on the student's portal
 - Manages log-in information
 - Manages roommate matching process
 - Manages the messaging functionality
- **General Functions**
 - Transaction activity is posted in OneSite Leasing & Rents (for example, quotes, apply/pre-screen, unit reservations)
 - Customizable workflow and branding (additional fees apply)
 - Configurable to match leasing processes at the site
 - Allows prospect to start and stop the leasing process at any time
 - E-mail messages are sent out throughout the duration of the online leasing process

Detailed Specifications

CrossFire Online Leasing – Student Living and Roommate Matching fulfills the following tasks and services:

❖ Pricing and Availability

- **Provides real-time apartment and bed availability (requires OneSite Leasing and Rents)**
 - Customizes how available apartments are displayed to students based on the following:
 - Semester
 - Floor plan type
 - Gender
 - Groups
- **Integrates with property web sites and most major Internet listing services (ILS)**
 - The system works within existing web sites
 - Customizable workflow and branding (additional fees apply)
 - Allows property web site to link to a view of available apartments and/or beds
- **Allows the prospect to tour rooms and facilities**
 - Kitchen
 - Living room
 - Bathroom
 - Bedroom areas
 - Common areas
 - Amenities
- **Automatic Guest Card Creation**
 - Student information automatically creates a guest card in prospect management (requires OneSite Leasing & Rents)
 - System will enter guest cards seamlessly into OneSite Leasing & Rents
 - System will generate and send e-mail message to students at guest card creation
- **Prospect Portal Is Created**
 - Student is prompted to create a unique identifier
 - Prospect portal password is used for the eSignature process
 - Prospect portal ensures security during lease execution
 - Prospect must agree to the Terms of Use before creating the portal account

❖ Screening and Reservations

- **Current Semester**
 - Student must agree to consent form and rental criteria prior to bed selection and payment information (requires setup)
 - Allows student to select a specific apartment and bed
 - System collects application fees after they pick a bed
 - Permits credit cards and/or an ACH (eCheck) for processing fees (requires RealPage Payments)
- **Future Semester**
 - Student must agree to consent form and rental criteria prior to being placed on the waitlist
 - Allows student to be waitlisted based on a semester and a –Preferred floor plan preference
 - System collects application fees after they are waitlisted
 - Permits credit cards or an ACH (eCheck) for processing fees (requires RealPage Payments)

- **Supports Multiple Screening Models (requires LeasingDesk Screening)**
 - Scoring model used for screening is based on the student's
 - Address
 - Entry of Guarantor contact information
 - Property will use a scoring model for student
 - Property will use a separate scoring model for guarantor
- **General**
 - Pre-qualifies student for a floor plan
 - Pre-qualification results are available in about 15 seconds
 - Settings enable sites to configure their screening settings
- ❖ **“Create my Profile” is initially completed through a Wizard, then editable at any time thereafter. The information collected is as follows:**
 - **“My Information”**
 - Location
 - Class
 - Phone number
 - Group
 - Face Book and My Space URLs
 - Student can opt to display or not display any item listed with the exception of Face Book and My Space URLs
 - **“General Facts” about the student**
 - My background
 - In my own words
 - General interests
 - Things I like
 - Things I don't like
 - Student can opt to display or not display each item in this section
 - **Upload a Photo**
 - System supports the upload of a photo or choose an avatar of the following formats
 - .jpg
 - .gif
 - .png
 - Size limitation of 4MB
 - **“About Me” information will be used for the roommate search**
 - Questions are configurable
 - Option 1 – allow user to only select a single answer
 - Option 2 – allow user to select multiple answers
 - **Roommate Preferences (these questions are weighted and used for the Roommate matching)**
 - Questions are configurable by the property
 - Questions are weighted on importance of HIGH, MEDIUM, or LOW
 - Student can respond with a single answer or multiple answers
- ❖ **My Matches – Student can view other students that match their search criteria**
 - **Search**
 - Student can filter their search based on the following:
 - Age range

- Zip Code
- Screen name
- First name
- Last name
- E-mail address
- Student can view a –detailed|| or –gallery|| style results
- Search results are based on a weighted, matching algorithm
- Search results allow short cuts to the following:
 - Message – Sends non-domain-based message to student in My Search results
 - My Space – Links to student’s personal My Space page
 - Face Book – Links to student’s personal Face Book page
 - Favorites – Adds individual to my Favorites List
 - Invite – Invites student to be a confirmed roommate
 - Block – removes the student from being returned in a search
- **Invite**
 - Student can invite students to be a confirmed roommate (used when they are choosing a bed)
- **Favorites**
 - List of students that have been manually added to Favorites List by clicking Favorites link
 - Options to do the following:
 - View their roommates
 - View their profile
 - Message with student
 - Link to My Space
 - Link to Face Book
 - Invite
 - Block
 - Delete
- **Roommates**
 - List of Invitations sent
 - List of Invitations received
 - Option to do the following:
 - View their roommates
 - View their profile
 - Message with student
 - Link to My Space
 - Link to Face Book
 - Invite
 - Block
 - Delete
- ❖ **Select an Apartment**
 - **Bed Assignment**
 - Assign all occupants’ beds
 - **Complete your Application**
 - Collect pet information
 - Collect vehicle information
 - Additional upgrades

- **Review Fees and Deposits**
 - Lease Information
 - Fees due monthly
 - Fees due at move-in
 - Fees due now
- **Pay Balance Due Now**
 - Displays what is due now
 - Collects payment information
- **Verify Information**
 - Personal information displayed for verification purposes
 - Payment information displayed for verification purposes
- **Print Receipt**
 - Displays payment information
 - Displays item not to forget at move-in
 - Allows student to print a copy of the receipt
- ❖ **Lease Execution**
 - **Permits student to sign lease online**
 - Enables an applicant to digitally execute a document online
 - Uses a secure algorithm that binds the document signer identification and authentication, and the document thumbprint, into a single unique identifying number
 - Digitally stamps with an ESA seal
 - Student can sign multiple forms required by the property
 - Signed document is stored in a tamper proof storage system
 - Once all documents are fully executed through a wizard, they will be viewable on the –My Docs tab located on the Home page.
- ❖ **Guarantor Portal**
 - **E-mail message sent to the guarantors when students requests that they serve as the students' guarantor**
 - E-mail message contains a username and password
 - When guarantors log in to their portal for the first time, they are immediately prompted to change their password
 - **Guarantor must agree to the terms of use**
 - **Apply Now**
 - Enter personal information
 - Review Fees and Deposits
 - Completes screening online
 - **Sign Documents**
 - Enables a guarantor to digitally execute a document online
 - Uses a secure algorithm that binds the document signer identification and authentication, and the document thumbprint, into a single unique identifying number
 - Digitally stamps with an ESA seal
 - Guarantor can sign multiple forms required by the property
 - Signed documents are stored in a tamper proof storage system
 - Once all documents are fully executed through a wizard, they will be viewable on the –My Docs tab located on the Home page

❖ **Preferences Tab**

➤ **Links**

- Ability to change My Space URL
- Ability to change Face Book URL

➤ **Log in Information**

- Ability to change username
- Ability to change password

➤ **Matching**

- Ability to give viewing access to other students
- Ability to use profile for the roommate matching process

❖ **General Functions**

➤ **Transaction Activity is posted in OneSite Leasing & Rents (requires OneSite Leasing & Rents)**

- Registers payments
- Tracks screening and results
- Transaction activity is posted in OneSite Leasing & Rents

➤ **Allows student to start and stop the leasing process at any time**

- Students' information is saved
- Students can log in and resume leasing process where they left off

1. CALIFORNIA CONSUMER PRIVACY ACT OF 2018 (“CCPA”) DATA PROCESSING STATEMENT

This CCPA Data Processing Statement applies to “Personal Information” of a “Consumer” as those terms are defined under the CCPA (referred to hereafter as “Personal Data”) that RealPage processes in the course of providing services under the Product Center (“Services”) governed by the Agreement to Customer.

RealPage understands the terms in this CCPA Data Processing Statement and agrees to comply with them. The terms of this CCPA Data Processing Statement will prevail in connection with the purpose and scope of this CCPA Data Processing Statement over any conflicting terms in the Agreement.

- 1.1. Customer’s Role. The Customer is a for profit entity that determines the purpose and means of processing Personal Data. Customer will provide Personal Data to RealPage solely for the purpose of RealPage performing the Services.
- 1.2. RealPage’s Role. RealPage shall provide the Services and process any Personal Data in accordance with the Agreement. RealPage may not retain, use, or disclose Personal Data for any other purpose other than for providing the Services and in performance of the Agreement.
- 1.3. Data Processing, Transfers, and Sales. RealPage will process Personal Data only as necessary to perform the Services, and will not, under any circumstances, collect, use, retain, access, share, transfer, or otherwise process Personal Data for any purpose not related to providing such Services. RealPage will refrain from taking any action that would cause any transfers of Personal Data to or from RealPage to qualify as “selling personal information” as that term is defined under the CCPA.
- 1.4. Sub-Service Providers. Notwithstanding the restrictions in Section 2.3, Customer agrees that RealPage may engage other Service Providers (as defined under the CCPA), to assist in providing the Services to Customer (“Sub-Service Providers”). RealPage carries out appropriate due diligence on each Sub-Service Provider and the arrangement between RealPage and each Sub-Service Provider is governed by a written contract which includes terms substantially equivalent to those set out in this CCPA Data Processing Statement.
- 1.5. Security. RealPage will use commercially reasonable security procedures that are reasonably designed to maintain an industry-standard level of security, prevent unauthorized access to and/or disclosure of Personal Data.
- 1.6. Retention. RealPage will retain Personal Data in accordance with Customer instructions, the terms of the Agreement, or any applicable law(s), whichever requirement is controlling under the circumstances. At the termination of this CCPA Data Processing Statement, or upon Customer’s written request, RealPage will either destroy or return Personal Data to the Customer, unless legal obligations require storage of the Personal Data.
- 1.7. Assistance with Consumers’ Rights Requests. If RealPage, directly or indirectly, receives a request submitted by a Consumer to exercise a right it has under the CCPA in relation to that Consumer’s Personal Data, it will provide a copy of the request to the Customer. The Customer will be responsible for handling and communicating with Consumers in relation to such requests.
- 1.8. Enforceability. Any provision of this CCPA Data Processing Statement that is prohibited or unenforceable shall be ineffective to the extent of such prohibition or unenforceability without invalidating the remaining provisions hereof. The parties will attempt to agree upon a valid and enforceable provision that is a reasonable substitute and shall then incorporate such substitute provision into this CCPA Data Processing Statement.