



# The CrossFire<sup>®</sup> System

## **Product Specifications:**

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CrossFire Living Online

August 2009

Version 3.0

Highly Confidential

# The CrossFire System

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## **Introduction**

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Access and use of CrossFire<sup>®</sup> 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 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.

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## **User Authorization**

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### 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.

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## SPECIFICATIONS – VERSION 3.0

### Overview

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CrossFire Living Online provides an easy and efficient way to provide additional value add services to residents through an online resident portal. Available optional services include submission and checking the status of service requests online, online amenity reservation, an available 24/7 contact center to handle service and emergency calls, and several other features designed to help make resident communication more efficient. This product can also support custom templates as an optional feature.

### CrossFire Living Online

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The major capabilities of CrossFire Living Online include:

- Resident Portal Home Page (Portal Content Management)
- Resident Portal Setup
- Resident Portal User Management (Secured Portal)
- Resident Portal Document Library (Document Upload)
- Online Rent Payments
- Resident Portal Calendar of Events
- Resident Portal Online Amenity Reservations (Reservable Features)
- Online Service Requests
- Velocity Bill Presentment (Requires Velocity)
- Executed Lease Documents

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## Detailed Specifications

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### Resident Portal Home Page (Content Management)

- Allows staff to manage resident portal content:
  - Images
  - Office contact information
    - Office phone
    - After-hours phone
    - Emergency phone
    - Maintenance phone
    - Maintenance e-mail address
    - Office e-mail address
  - Staff names and titles
  - Welcome messages
  - Notices to residents
  - Local utilities and service providers
    - Names
    - Phone numbers
    - Web site addresses

### Resident Portal Setup

- Allows staff to modify the required information a resident must supply in order to register for resident portal access
  - Ability to reset password
  - Ability to change user name
- Allows staff to modify which components are available in the resident portal, including online service requests, online documents, and forms
- Allows staff to manage the terms and conditions that a resident accepts upon entry to the secured portal

### Resident Portal User Management (Secured Portal)

- Allows staff to manage user access to the site
  - Secure resident portal that requires user name and password to access
- Allows residents to sign up for access to the site by creating user name and password
- Allows residents to request new password information when a password is lost or forgotten
  - Resident receives new password by e-mail
  - Resident has ability to create new password

### Resident Portal Document Library (Document Upload)

- Ability to upload documents to the resident portal for resident access
  - Newsletters
  - Community policies
  - Lease forms
  - Resident forms.
- Document formats supported include Word, Excel, and PDF.

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### **Online Rent Payments**

- Ability to set up online rent payments
  - Allow the ability to accept online rent payments in general
  - Allow the ability to accept online rent payment through either a banking account or credit card or both depending on online rent payment setup
- Ability to review rental charges, payments, total and balance due
- Ability to securely make monthly rent payments online
  - Agree to the terms of use and policies associated with RealPage online rent payment
  - Require a banking or credit card payment account to be set up to make a payment
- Ability to review historical charges, payments and balance due
- Ability to set up recurring payments through a banking account or via credit card

### **Resident Portal Calendar of Events**

- Allows managers to add, edit, and delete community events
  - Event name
  - Event Location
  - Event description
  - Recurrence
    - Staff assigns event start date/time and end date/time
- Graphical icons are also available for posting with an event
- Provides the staff the ability to generate a Calendar of Events Report on a property-level

### **Resident Portal Amenity Reservations (Reservable Features)**

- Allows managers to add, edit, and delete amenities that are available for reservation.
  - Amenity name
  - Reservation fee
  - Deposit amount
  - Rental agreement requirements
  - Hours that an amenity is available for reservation
- Residents can reserve amenities online
- Reservation request appears on the CrossFire tab under feature reservations
- Staff can edit, delete, approve, or deny requested reservations
- Residents receive confirmation by e-mail once the leasing staff has approved the reservation
- Provides the staff the ability to generate a Feature Reservations Report on a property-level

### **Online Service Requests**

- Allows residents to submit online a single or multiple service request(s)
  - Resident can select from “Top Ten” list of service requests
  - Resident can use the service request builder
  - Resident has the option to make an appointment for the maintenance staff to perform request, if permitted by management
  - Resident can review the service policy for the property prior to submitting the service request
- System sends resident an e-mail confirmation with the service request number

- Allows residents to check the status of service requests online
- Online service requests can be color branded to match the CrossFire Leasing Online web site by selecting the appropriate hexadecimal color numbers within the CrossFire Leasing Online homepage setup

**Velocity Bill Presentment**

- Allows residents to view their resident and utility billing statement online
- Allows residents to elect to receive their utility billing statements through e-mail (eBill) or continue through mail

**Executed Lease Documents**

- Allows applicants and residents to view their executed lease documents online at all times
- Allows applicants and residents to print executed lease documents

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## 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.