

PRODUCT SPECIFICATIONS FOR REALPAGE EASYLMS

UPDATED: March 5, 2020

These Product Specifications describe the current functionality and certain dependencies of the above-referenced product center (the “Product Center”). Access to and use of the Product Center is governed by an underlying agreement and, as applicable, addendum (collectively, the “Agreement”) with RealPage, Inc. and, as applicable, its affiliates (collectively referred to herein as the “Provider” “we” or “us”). Capitalized terms used in these Product Specifications have the meanings provided in the Agreement unless otherwise defined herein.

Subject to the terms of the Agreement, these Product Specifications may be modified at any time. If we modify these Product Specifications, we will post the updated version at <http://www.specifications.controls.realpage.com> and update the “Updated” date above. We recommend that you review these Product Specifications periodically for any changes. Your continued access to or use of the Product Center will constitute your acceptance of the updated Product Specifications.

1. AUTHORIZED USERS AND PASSWORD

Provider will provide the licensee under the Agreement (“Licensee”) with a user name and password permitting Authorized Users to access the Product Center. Licensee is responsible for the protection and dissemination of such user name and password and for any activities or actions occurring under Licensee’s account or log-in credentials—including, without limitation, for any losses or damages resulting from the loss, theft or misuse of or failure to protect any such user name or password. Licensee will permit only Authorized Users to access the Product Center, will ensure that all Authorized Users comply with the terms and conditions set forth in the Agreement and herein, and will not permit any person that ceases to be an Authorized User to continue to use a user name or password.

2. OVERVIEW OF REALPAGE EASYLMS

REALPAGE EASYLMS provides customers with a learning platform to effectively deliver, manage, track, and report employee learning activities. EasyLMS works on all phones and tablets with its mobile-optimized interface, providing various user roles to facilitate access to training, team management, and system administration. The EasyLMS purchase includes access to mobile-friendly courseware across both the RealPage On Demand Product Training Catalog and the RealPage On Demand Multifamily Specific Soft-skills Catalog. This includes the ability to create, upload, and manage customer-created courseware and instructor-led classes. The RealPage EasyLMS offers branding capabilities to customize, background color, images, email notifications, certificates, and frequently asked questions (FAQs). The system also offers robust custom and standard out-of-the-box reporting options. With motivational mechanics in place, you can promote organic competition and active engagement to motivate learners long-term.

Note: The REALPAGE EASYLMS Product Center was not designed to store electronic protected health information, as defined by Section 160.103 of the HIPAA Regulations, 45 CFR Parts 160, under the Health Information Portability and Accountability Act Omnibus Final Rule released on January 17, 2013. Users should not use any feature of the REALPAGE EASYLMS Product Center to upload or to store any electronic protected health information.

The RealPage EasyLMS product cannot house Personally Identifiable Information (PII), such as Social Security Number, Date of Birth, or Home Address. Please ensure Personally Identifiable Information is not added within the EasyLMS.

3. DETAILED SPECIFICATIONS FOR REALPAGE EASYLMS

This section outlines the major capabilities of REALPAGE EASYLMS:

3.1. Feature List

- a. **Mobile-optimized interface:** Launch the mobile-ready RealPage On Demand Product and RealPage On Demand Multifamily Specific Soft-skills Courseware anywhere, any time, on any mobile device, using the mobile-optimized interface.
- b. **Custom branding:** Add company logo and header, log on, and welcome message content. Choose a custom color scheme and create multiple brands
- c. **Resources:** Upload various types of files, and URLs as resources that are categorized into folders on the Resources page, where employees can access useful documents and links any time.
- d. **Groups:** Create groups to associate functional subsets of users together. Assign relevant courses specific to the subsets of users. All of the users in the group are then assigned the associated courses. A user group can have its own branded EasyLMS instance with a limited group catalog, having content that is specific to that user group. Group examples include Property managers, Leasing agents, All employees, and Corporate office.
- e. **Motivational mechanics:** Develop a leaderboard and, along with badges on display in a personal trophy case, promote organic competition and active engagement. This motivates people long-term and takes your learning strategy to the next level.
- f. **Enrollment management:** Require users to complete training before a designated due date in a specified amount of time and on a recurring designated basis.
- g. **Certificates:** Create customizable certificates to grant to learners upon completion of a course or curriculum.
- h. **Custom user criteria:** Create and maintain your own custom user criteria fields to organize data for your company's reporting needs.
- i. **Bulk imports:**
 - (i) **User import:** Import a tab-delimited text file of all of your users, including groups and custom user criteria.
 - (ii) **Data import:** Import a tab-delimited text file of historical course data that includes users' courses, completion details, and scores.
 - (iii) **HR system feed (for-purchase option):** Automatically import a text file of updated user data from your company's primary source of user information (usually human resource databases and systems) to the EasyLMS in order to populate and maintain user accounts in the EasyLMS.
- j. **Performance Reviews:** Ability to create and manage Performance Review for each Learner. This includes a three-step process of goal setting, self-assessment, and performance review.
- k. **Learning Paths:** Define the learning needed to complete a specific learning track, whether it be for certifications, career growth, or professional development.
- l. **Learning Boosters:** Ability to increase the recall of important concepts, maximize long-term recollection, and expand employee engagement across your teams. Learning Boosters can be specific to company information, your business processes, industry training, or even product training.
- m. **Data export (for-purchase option):** There are advanced custom reporting capabilities in the EasyLMS for customers who want to consume data in other formats; however, a data extract option is also available. The data extract provides a set of pre-defined learning activities that include user data, custom criteria, course enrollments, lesson progress, training history, motivational mechanics, live classes, live sessions, groups, resources, courses, and course

categories. You can download the data file from a specified RealPage FTP location on a daily basis.

3.2. On Demand Learning Content

- a. RealPage content:
 - (i) RealPage On Demand Product Catalog: Courseware served up in engaging 10–15 minute (average) lessons.
 - (ii) RealPage On Demand Multifamily Specific Soft-skills Catalog: Courseware served up in engaging 10–15 minute (average) lessons.
 - (iii) Texas Department of Housing and Community Affairs (TDHCA) certified fair housing course
 - (iv) California Sexual Harassment for Workers and Supervisors courses
 - (v) Spanish Courses Available: some RealPage On Demand Product and Multifamily courses are offered in Spanish
- b. Customer-created content:
 - (i) Use the EasyLMS PowerPoint plug-in to quickly and easily create custom content, which can include images, videos, audio, and quizzes.
 - (ii) Load any SCORM 1.2 compliant (.lms or .zip file) content from any third-party authoring tool, such as Articulate[®] or Adobe[®] Captivate[®].
 - (iii) Load only content that the customer either owns or has the requisite license to use and display.
- c. Competitor content:
 - (i) The RealPage EasyLMS Product is not intended to permit, and is not used by, RealPage to access competitor information that may be considered confidential and/or proprietary. To ensure against unintentional access to such information, RealPage requires that the customer expressly include the name “Yardi” (for Yardi Systems, Inc.), “Resman” (for ResMan, LLC), “MRI” (for MRI Software LLC), or “Entrata” (for Entrata, Inc.) in both the course and lesson title for any custom content that includes screen shots or other materials originating from any of these entities that (i.) are taken from a password-protected location, (ii.) require any form of logon to access, or (iii.) are not otherwise publicly available. The customer’s failure to fully comply with this requirement may constitute a material breach of any executed Statement of Work (SOW) and the Governing Documents.
 - (ii) Pursuant to this requirement, RealPage employees are not permitted under any circumstances to access or view any portion of a course or lesson that includes “Yardi,” “Resman,” “MRI,” or “Entrata” in its name. Accordingly, RealPage employees are unable to troubleshoot or otherwise assist with any issues that require viewing any portion of such courses.
 - (iii) The customer should load only content that the customer either owns or has the requisite license to use and display.
- d. For customers subject to California laws only: Sexual Harassment Training
 - (i) Prior to RealPage releasing the Sexual Harassment California Supervisor course to an EasyLMS customer, the customer must provide RealPage with a designated point of contact who satisfies the requirements outlined below. The customer is responsible for notifying RealPage in writing (by sending an email to: lmshelp@realpage.com) regarding any changes to the customer’s designated trainer, including any change in contact information, to ensure the requirements outlined below are satisfied. Additionally, the customer acknowledges that RealPage is solely a provider of the eLearning content for the Sexual Harassment California Supervisor course and is not in any way responsible for or liable for the customer’s compliance or non-compliance with applicable state regulations regarding employee inquiries or record-keeping, as outlined below.

1. An e-learning training shall provide a hyperlink or directions on how to contact a trainer who shall be available to answer questions and to provide guidance and assistance about the training within a reasonable period of time after the supervisor asks the question, but no more than two business days after the question is asked.
 2. The trainer shall maintain all written questions received, and all written responses or guidance provided, for a period of two (2) years after the date of the response.
 3. The requirements for sexual harassment prevention training record maintenance fall under both AB 1825 and revised Fair Employment Housing Act (FEHA) regulations.
 4. Employers must keep all of the following training records for at least two years:
 - Date of training
 - Names of attendees (the supervisors being trained)
 - Names of trainers or training providers
 - Types of training (for example classroom, webinar, e-learning)
 - Sign-in sheet
 - Copies of all written training materials (for example, company policies and procedures, handouts, exercises, quizzes)
 - Copies of all recorded training materials (for example, videos, webinars)
 - Copies of all written questions received and all written responses or guidance provided during any webinar or e-learning
 - Copies of any certificates provided (certificate of completion or certificate of attendance) (§11024(b)).
- (ii) Customer acknowledges the content provided by RealPage under the course training does not constitute legal advice, and that customer is not relying on any RealPage-provided training or materials as legal advice. Customer agrees that it shall seek independent legal counsel for any legal questions and to ensure customer's full compliance with all California laws, rules and regulations. To the extent permitted by law, RealPage disclaims all liability for any harm, damages, costs or expenses incurred as a result of customer's use of the course materials and training content.

3.3. System Reports

a. Manager reports

- (i) Dashboard reports: Ten types of reports are accessible on the dashboard and allow the Manager role to view direct reports and their extended team that have courses that are Past due, Due soon, Failed, Completed, Assigned, and Out of compliance. Managers also have access to Badges & achievements, Idle users, To do, and Learning boosters reports.
- (ii) Custom report: Allows the Manager role to generate custom reports for direct reports, based on various filters and criteria. These can be saved and scheduled for email delivery.
- (iii) Group report: Allows the Manager role to generate comparison reports on the user groups (and/or reports on the statuses of the users) within each of the manager's groups.
- (iv) Badges and Achievements report: Allows the Manager role to generate custom reports, based on various filters and criteria for all Badges and Achievements earned by the manager's direct reports.
- (v) Exceptions report: Allows the Manager role to view all direct reports who have course enrollments that are Past due or Failed.

b. Instructor reports

- (i) Live Session report: Allows the Instructor role to generate a summary for live sessions. Reports for a specific live session or status can also be viewed.

- (ii) Survey report: Allows the Instructor role to view a summary of survey responses from the students for live classes.
- c. Administrator reports
 - (i) Dashboard Reports: Ten types of reports are accessible on the dashboard and allow the Administrator and Administrator Reports roles to view employees that have courses that are Past due, Due soon, Failed, Completed, Assigned, In compliance, and Out of compliance. Administrators also have access to Badges & achievements, Idle users, To do, and Learning boosters reports.
 - (ii) Invalid Manager report: The Invalid Manager report shows users whose manager email address field is not populated or no longer valid (for example, when a manager quits and the account is deactivated).
 - (iii) User report: Allows the Administrator Reports role to generate reports on all learners, cumulatively.
 - (iv) Group report: Allows the Administrator Reports and Manager roles to generate comparison reports on the user groups (and/or reports on the statuses of the users) within each group.
 - (v) Course report: Allows the Administrator Reports role to generate a summary of enrollment statuses for all courses. Reports for a specific course or status can also be viewed.
 - (vi) Live Session report: Allows the Administrator Reports role to generate a summary for live sessions. Reports for a specific live session or status can also be viewed.
 - (vii) Custom report: Allows the Administrator Reports role to generate custom reports, based on various filters and criteria. These can be saved and scheduled for email delivery.
 - (viii) Badges and Achievements report: Allows the Administrator Reports role to generate custom reports, based on various filters and criteria for all badges and achievements earners by users in the company.
 - (ix) Exceptions report: Allows the Administrator Reports role to view all the users who have course enrollments that are Past due or Failed.
 - (x) Survey report: Allows the Administrator Reports role to view a summary of survey responses from the students for all live classes.
 - (xi) Login report: Allows the Administrator Reports role to view log on details, such as the number of logons, and logon/logoff timestamps for all users in the system.
 - (xii) Audit History report: Allows the Administrator Reports role to view the activity log for all users, filtered by date range.
 - (xiii) Compliance report: Allows the Administrator Reports role to view the compliance numbers for each compliance course set by the Content Administrator such as the number of enrolled users, number of users out of compliance, and number of users in compliance.
 - (xiv) Learning Boosters report: Allows the Administrator Reports role to view the completion behavior of each Learning Booster.
 - (xv) Performance report: Allows the Administrator Reports role to generate performance reviews reports based on users, users' managers, and a date range to display where users stand in the performance review process.

3.4. User Types

- a. Learner
 - (i) The Learner role is the basic student role. It lets users enroll in and take On Demand learning courses and instructor-led classes. Additionally, learners can access online

resources, view FAQs, submit Help requests, manage their profiles, participate in performance reviews, and learning boosters.

- b. Manager
 - (i) The Manager role is responsible for managing the enrollments for courses and/or instructor-led classes for the manager's direct reports. The manager can add, edit, or remove users to and from course requirements. Managers can edit their team's information, run reports with custom criteria, and view reports for the groups they manage. They can also share resources, send emails in bulk to their direct reports within the system regarding any failed or past-due courses, and manage performance reviews for their team.
- c. Instructor
 - (i) The Instructor role is responsible for the creation and administration of instructor-led live sessions. Within this role, instructors can create live sessions, enroll learners through the calendar, send emails to learners about the live session they registered for, add scores and completion statuses, as well as generate reports on their current, upcoming, and past live sessions. Instructors can also view survey results and respond to Help requests sent by learners about their live sessions.
- d. Administrator Reports
 - (i) The Admin Reports role is responsible for running reports on all aspects of the system. The admin reporter can access information regarding the company's training status through the Administrator dashboard. This role has access to standard reports, including the summary of enrollment and course completion of users and groups, current status of the courses and live sessions, and users with failed and past due training. The role also has the ability to run custom reports determined by specified user criteria and save/schedule delivery for future reference. They can also view the list of user logons, survey reports, and the audit history of actions taken by users in the system.
- e. Content Administrator
 - (i) The Content Administrator manages the On Demand Learning Catalog, instructor-led classes, RealPage product webinars available to Learners, company resources, custom course certificates, learning paths, and learning boosters. The Content Administrator can create and upload custom training content using our easy-to-use PowerPoint plug-in with multiple format options. The Content Administrator can set up live classes and assign them to instructors, create surveys to get feedback from learners, and upload documents to share with the other users in the company.
- f. Administrator
 - (i) The Administrator monitors employee training activities and related items that require action using the Administrator dashboard. The EasyLMS admin is responsible for user administration and can add, update, or edit users. Administrators can also do the following:
 1. Enroll users
 2. View transcripts
 3. Add, edit, import, and export user data
 4. Create and limit groups
 5. Associate courses to a group
 6. Approve or deny requests for enrollment
 7. Manage help requests
 8. Configure settings (including branding, email notifications, and FAQs)
 9. Assign the Read-Only Administrator role (to certain employees, if an employee needs to view company training details without the ability to make system changes)

10. Create and manage employee performance reviews

3.5. Main Role: Learner Pages

- a. Home
 - (i) The Home page displays the Learner dashboard. This dashboard lists courses that are Past due, Due soon, or In progress that can be launched to resume or complete. On the Home page, users can view their trophy case, containing badges they have earned, as well as the badges they have not yet earned in the *Badges you can earn* section. Users can also view the company Leaderboard.
- b. My Training
 - (i) The My Training page lists all of the On Demand learning courses and instructor-led classes that the learner is currently enrolled in, but has not completed. This is where the learner can go to launch courses, and to track when and where instructor-led sessions take place.
- c. Learning Catalog
 - (i) The On Demand Learning Catalog page lists all available training courses organized into course categories. The learner can view the details about the course by clicking the info icon beside the chosen course. To enroll in one or more courses, the learner can click on the Enroll link beside the course name. When the user is enrolled, the course appears on the learner's My Training page.
- d. Instructor Led Classes
 - (i) The Instructor Led Classes page displays the calendar of available classes. Learners can enroll in classes that are open for registration or add themselves to the wait list for classes that are full.
- e. RealPage Training Calendar
 - (i) The RealPage Training Calendar displays the calendar of available, free product webinars led by RealPage. Learners can enroll in classes that are open for registration.
- f. Transcript
 - (i) The Transcript page displays a learner's entire training history and available certificates. It also displays user information, and the user's Badges and Achievements. When a course or class grants a Completed status, the course moves from the My Training page to the Transcript page.
- g. Performance
 - (i) The Performance page allows Learners to add personal goals, view performance goals, complete their self-assessment, view their performance review, and interact with an archive.
- h. Resources
 - (i) The Resources page lists all resource documents that have been uploaded to the system by the company's designated content administrator. These may be web links or documents such as PDFs, Word documents, spreadsheets, and so on, that the administrator wants to make available to learners.
- i. User Menu
 - (i) The User Menu includes the Profile page where learners can upload a profile picture or change their preferred language between English or Spanish, the Check Browser Settings, Setting as My Favorite Page to update the page the learner is logged onto, and Submit Help Request where the learner can read FAQs, submit a new help request, or view closed requests.
- j. Header Menu

- (i) The Header Menu includes the Learning Catalog search bar to search the Learning Catalog directly for a course name, the Home icon that returns the learner to their favorite page, and the Online Help icon to access online help.

4. 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.

- 4.1. 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.
- 4.2. 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.
- 4.3. 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.
- 4.4. 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.
- 4.5. 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.
- 4.6. 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.
- 4.7. 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.
- 4.8. 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.