

## PRODUCT SPECIFICATIONS FOR REALPAGE UNITY

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 UNITY

REALPAGE UNITY helps consolidate separate Product Centers into a single user experience by providing Licensees a platform to manage Authorized Users and access Product Centers. The unified platform represents a centralized standard implementation, user management, and authentication for Product Centers on a going forward basis as Licensees and such Product Centers adopt the platform.

Additional functionality is added to RealPage Unity on a regular basis. Check the RealPage Updates resource tile in RealPage Unity for the latest Release Notes.

Note: The REALPAGE UNITY 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 UNITY Product Center to upload or to store any electronic protected health information. In addition, we don't recommend storing any other personal identifying information in RealPage Unity.

### 3. DETAILED SPECIFICATIONS FOR REALPAGE UNITY

This section outlines the major capabilities of REALPAGE UNITY:

#### 3.1. System

- a. RealPage Login Page: RealPage Unity provides one login page for all production applications and Licensees which can be accessed from the Login button on Provider's company website: [www.realpage.com](http://www.realpage.com)
- b. Authentication: RealPage Unity authenticates an Authorized User and provides access to the platform.
- c. Home Page: RealPage Unity provides a landing page with certain functionality intended for all Authorized Users.
  - (i) Product Tiles
    1. Each individual Provider application is presented as a distinct product tile.
    2. Product tiles are displayed in alphabetical order.
    3. An Authorized User can designate one or more applications as a favorite, which moves the tiles to the left for easy access. When the Authorized User has multiple favorites, all of the favorites are displayed in alphabetical order, and the remainder of the applications are then displayed in alphabetical order.
    4. An information bubble is available on the product tiles to provide additional details about the application.
    5. Legacy applications that are bundled together behind one login screen may be presented as one tile, such as the OneSite and Marketing Center product tile, which both provide access to a variety of products.
    6. The application switcher in the global header provides an alternate way to access the product tiles.
  - (ii) Resource Tiles
    1. Additional tools for digital engagement with Provider are also available on the Home page below the product tiles.
    2. Most resource tiles are rights-driven and displayed to the end users based on their RealPage Unity assigned role.
    3. The RealPage Product Updates resource tile is always present.
  - (iii) The user menu at the top right provides manage profile and log out functionality.
    1. Authorized Users are able to manage their own profile using the Basic End User System Role for RealPage Unity, which includes phone numbers, job titles, and preferred contact method. If an administrator prefers to manage this information, Authorized User access can be secured with a custom role in RealPage Unity.
    2. The log out link logs the Authorized User out of RealPage Unity.
  - (iv) There is an icon available in the Global Header that provides access to context-specific Help content.

#### 3.2. Reporting Capabilities

- a. For administrators with access to the User List View, filter and export options are available. The Export function honors the filter criteria specified on the page.
- b. The Activity tab on the user record provides a history of events related to the Authorized User with available filters and export options.
  - (i) Access to the platform and specific applications
  - (ii) Updates to the Authorized User by administrators
- c. The User Activity Log page available from the People option on the side menu consolidates activity pertaining to all Authorized Users with available filters and export options.

### 3.3. System Administration

#### a. User Management

- (i) User Type: Authorized Users of RealPage Unity are grouped into high-level categories that drive functionality of RealPage Unity.
    1. RealPage System Administrators
      - Licensee should have two or more RealPage System Administrators.
      - Only RealPage System Administrators can create or update other RealPage System Administrators.
      - A RealPage System Administrator accesses RealPage Unity with an email address as the Username. This email address should be unique and specific to the Authorized User, and is validated as unique across all RealPage Unity Authorized Users.
      - RealPage System Administrators get appropriate access to all Product Centers and Sites.
      - A Licensee Authorized User administrator does NOT have to be a RealPage System Administrator.
    2. Regular User
      - Regular User is the default and most common type of Authorized User.
      - A Regular User accesses RealPage Unity with an email address as the Username. This email address should be unique and specific to the Authorized Users, and is validated as unique across all RealPage Unity Authorized Users.
      - A Regular User can be assigned any combination of products, roles, and rights, including any system or custom role for RealPage Unity.
    3. Regular User (No Email)
      - While we strongly recommend that the Licensee adopt email addresses for each Authorized User, we have provided this User type as an alternative.
      - The Username does not have to be in the format of an email address, but should still include a unique Licensee identifier; for example, @CompanyDomainName.
      - For this type of Authorized User, a Notification Email field is exposed that can be used to associate a shared email address to the Authorized User for certain notifications.
      - We expose Password fields on the page for this type of Authorized User so that an administrator can specify and manually convey the username and password to the Authorized User. For other types of Authorized Users who are not leveraging an external Identity Provider, we send the Authorized User an email with a link to set their password.
  - (ii) For supported applications, Authorized Users can be provisioned with access to include properties, roles, and rights. The Product Access Panel for each product provides the administrator with the ability to configure access to the product and is intended to provide feature parity with the legacy Product Center.
  - (iii) Access to the resource tiles for RealPage Unity Migration Tool and the Leasing & Rents Conversion Tool is based on the rights assigned in RealPage Unity role.
- #### b. Roles & Rights
- (i) Role Management is available through RealPage Unity for certain Product Centers that already offer custom roles.
  - (ii) Role Management is available for RealPage Unity
    1. System Roles are provided that enable some default levels of access:
      - Basic End User: Normal access for an Authorized User

- User Administrator: Complete list of functions which are supported in RealPage Unity
  - Read Only for RealPage Unity: Provides access to all available data in RealPage Unity without any ability to create or edit records
2. Custom roles can be created with any combination of available rights.
  3. A custom role can be designated as the user default and assigned to new Authorized Users as they are created.

#### 3.4. Feature List

- a. User list view with bulk actions for active, disable, lock, unlock, resend email.
- b. Unified Login Migration Tool: This is a Resource tile to support adoption of RealPage Unity for existing Licensees.
  - i) User Data Refresh pulls Product Center Authorized User data into the Migration Tool.
  - ii) Product Users tab allows Product Center Authorized Users across all products to be displayed.
  - iii) Licensee administrator can select all Product Center Authorized Users for a given Licensee and merge them into a new RealPage Unity Authorized User that can be staged until it is created in RealPage Unity and provides the new mechanism for accessing Product Centers.
- c. New User emails are sent to RealPage System Administrators and Regular Users (who are not using an external Identity Provider) with a link to set their password for the system.
- d. Third-Party Identity Service Provider: Licensee can consolidate Provider accounts into one RealPage Unity account. Provider offers support for select Identity Providers with a company and user-level configuration regarding the use of an Identity Provider.
  - i) For Licensees configured to use an Identity Provider, a new flag appears on the Add User page for "Use third party identity service provider?" and this flag defaults to ON for new Authorized Users that are created.
  - ii) Supported Third-Party Identity Service Providers:
    - (1) Microsoft Azure®
      - (a) Provider configures the company to use Azure.
      - (b) Licensee must click a Consent link with domain admin credentials.
      - (c) Authorized Users who are flagged to authenticate with Azure are redirected from Provider's Login page to Azure.
      - (d) An Authorized User must be created in Unified Login and Microsoft Azure with the same email address.
      - (e) Provider does not support ADFS, only Azure.
    - (2) Google®
      - (a) Provider configures the company to use Google.
      - (b) Authorized Users who are flagged to authenticate with Google are redirected from Provider's Login page to Google.
      - (c) An Authorized User must be created in Unified Login and Google with the same email address.
    - (3) Okta®
      - (a) Provider must configure Licensee to use Okta and provide company-specific values for the Single sign-on URL and Audience URI (SP entity ID) settings.
      - (b) Licensee creates a tile within Okta for access to Provider.
      - (c) Licensee provides the Identity provider sign-sign on URL and Provider issuer links back to Provider to include in the configuration.

(4) Generic SAML and OpenID connectors are also available to support other Providers

#### 4. DEPENDENCIES AND USES

##### 4.1. Dependencies

- a. Licensee must be an existing customer of Provider using some combination of the supported Product Centers listed below:
  - (i) Accounting
  - (ii) Business Intelligence (BI)
  - (iii) Document Management
  - (iv) ILM Lead Management and Leasing Analytics
  - (v) Investment Analytics (IA)
  - (vi) Lead2Lease
  - (vii) Marketing Center
  - (viii) OneSite (includes Velocity, Screening, Payments, Screening, Facilities, Purchasing)
  - (ix) On-Site
  - (x) Prospect Contact Center (Leasing)
  - (xi) Performance Analytics (PA)
  - (xii) Renters Insurance
  - (xiii) Resident Portals (Active Building)
  - (xiv) Spend Management (OpsTechnology)
  - (xv) Utility Management (legacy NWP application)
  - (xvi) Vendor Services
  - (xvii) YieldStar (YS)
- b. Licensee must opt-in for adoption of RealPage Unity on <http://www.realpage.com/imready>.
- c. Licensee must engage appropriate information technology resources for any discussions or configuration of Third-party Identity Service Providers.
- d. Licensee must adopt unique email addresses for each Authorized User of the Product Centers and to complete this business process change before adopting RealPage Unity.
- e. Licensee must configure any shared workstations to ensure that each Authorized User is prompted to enter individual credentials when accessing RealPage Unity.
- f. Provider recommends that Licensee implements certain product settings before moving forward with adoption of RealPage Unity:
  - (xviii) OneSite Verified ode
    1. Accounting
    2. Role-based
    3. Must have Management Console or exactly one company
    4. For Management Console Licensees, users and roles must be configured at the top level
  - (xix) Spend Management flexible hierarchies
  - (xx) Purchasing: Remove re-authentication from approval setup
  - (xxi) YieldStar: Adopt new user interface which is accessible from the Asset Optimization platform
- g. RealPage Unity is available at no additional charge for customers who have licensed any combination of supported products.

## 5. 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.

- 5.1. 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.
- 5.2. 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.
- 5.3. 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.
- 5.4. 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.
- 5.5. 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.
- 5.6. 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.
- 5.7. 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.
- 5.8. 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.