

## PRODUCT SPECIFICATIONS FOR WELCOMEHOME RESIDENT PORTAL

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 WELCOMEHOME RESIDENT PORTAL

WELCOMEHOME RESIDENT PORTAL provides Site Owner with a way to provide additional value-add services to residents. Core features include secure login with resident validation, and access to self-service tools such as Community Calendar, Reservations, and Service Requests. Other products purchased separately from Provider may be integrated with WelcomeHome Resident Portal to enhance the resident experience, including but not limited to Payments, Concierge, and Online Renewals. WelcomeHome Resident Portal is mobile optimized, so residents can access these services through their desktop, tablet, or mobile devices.

The major capabilities of WelcomeHome Resident Portal include:

- Secure Login Page
  - Secure Login
  - User Management
  - Customizable Welcome Text
- Dashboard
  - Notification Center
  - Account Snapshot (*Requires Site Owner to purchase Payments separately*)
  - Calendar of Events

- My Apartment
  - Payments (Requires Site Owner to purchase Payments separately)
  - Service Requests (Integrates with OneSite® Facilities if purchased separately)
  - Reservations
  - My Lease Info (Requires Site Owner to purchase Document Management separately)
  - Renewals (Requires Site Owner to purchase Online Renewals separately)
  - Concierge (Requires Site Owner to purchase Concierge separately)
- My Profile
  - Reset Password
  - Update Resident Information
- My Community
  - Community Contact Info
  - Community Calendar
  - Community Resources

Note: The WELCOMEHOME RESIDENT PORTAL 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 WELCOMEHOME RESIDENT PORTAL Product Center to upload or to store any electronic protected health information.

### 3. DETAILED SPECIFICATIONS FOR WELCOMEHOME RESIDENT PORTAL

This section outlines the major capabilities of WELCOMEHOME RESIDENT PORTAL:

#### 3.1. Login Page

- a. Secure Login – WelcomeHome Resident Portal is maintained on Provider’s servers. From the Site’s website, the WelcomeHome Resident Portal logon page will open in a new window. Security is maintained through use of SSL encryption.
- b. User Management – Allows Site Owner to manage WelcomeHome Resident Portal Authorized Users:
  - (i) Ability to view list of Authorized Users
  - (ii) Ability to change usernames
  - (iii) Ability to reset user passwords
  - (iv) Ability to enable/disable features for specific Authorized Users
- c. Customizable Welcome Text – Site Owner can include a short personal message for Site residents.

#### 3.2. Dashboard

- a. Notification Center – Featured on the Dashboard page, the Notification Center displays system-generated notifications for residents, including but not limited to reminders that rent is due and lease renewal notices.
- b. Account Snapshot – Notifies residents of their current or upcoming balance due, and prompts them to pay their rent online. *(Requires Site Owner to purchase Payments separately)*
- c. Calendar of Events – Displays upcoming Site events. (More details under “My Community” below)

### 3.3. My Apartment

- a. Payments – Allows residents to view various account details and pay rent online in a variety of ways. *(Requires Site Owner to purchase Payments separately)*
  - (i) Ability to review current and upcoming charges
  - (ii) Ability to review historical payment activity, including past charges and payments
  - (iii) Ability to display Velocity convergent billing statements *(Requires Site Owner to purchase Velocity Convergent Billing separately)*
  - (iv) Ability to set up and store payment accounts
    - 1. Supports ACH (checking or savings accounts) and credit/debit card payments
    - 2. Site Owner can control which payment types to accept
  - (v) Ability to securely make one-time or recurring payments
    - 1. Residents can make a one-time payment each month
    - 2. Residents can set up a recurring payment to run automatically
    - 3. Recurring payments may be for a fixed amount, or the total balance due, not to exceed a limit set by the resident
    - 4. Site Owner can control which types of payments to accept
  - (vi) Ability for Site Owner to charge a convenience fee for one-time payments in accordance with applicable laws and rules
  - (vii) Ability to generate a payment coupon to direct residents to utilize E-Money or Tel-IVR solutions
- b. Service Requests – Allows residents to submit service requests online. *(Integrates with Facilities if purchased separately)*
  - (i) Ability to submit one or more service requests online
    - 1. Resident can use the service request builder
    - 2. Resident has the option to make an appointment for the maintenance staff to perform the request, if permitted by Site Owner
    - 3. Resident can review the service policy for the Site prior to submitting the service request
  - (ii) WelcomeHome Resident Portal sends resident an email confirmation with the service request number
  - (iii) Allows residents to check the status of service requests online
  - (iv) WelcomeHome Resident Portal inserts service requests into OneSite Facilities (if purchased separately)
- c. Reservations – Allows residents to reserve a Site amenity online
  - (i) Allows Site Owner to add, edit, and delete amenities that are available for reservation:
    - 1. Amenity name
    - 2. Reservation fee & deposit amount
    - 3. Rental agreement requirements
    - 4. Hours that an amenity is available for reservation
    - 5. Image to display in WelcomeHome Resident Portal
  - (ii) Residents can reserve amenities online
  - (iii) Reservation request appears on the tab under feature reservations
  - (iv) Site Owner can edit, delete, approve, or deny requested reservations
  - (v) Residents receive confirmation by email once Site Owner has approved the reservation
  - (vi) Provides Site Owner the ability to generate a Feature Reservations Report on a Site level

- d. My Lease Info – Allows applicants and residents to view and print their executed, counter-signed lease documents online at all times. *(Requires Site Owner to purchase Document Management separately)*
- e. Renewals – Allows a resident to complete the lease renewal process online. *(Requires Site Owner to purchase Online Renewals separately)*
  - (i) Renewal notices are sent to residents through email and through Notification Center
  - (ii) Supports upgradable amenities specified by Site Owner at lease renewal
  - (iii) Online Renewals process captures an electronic signature from residents
- f. Concierge – Allows residents to manage packages and guest authorizations. *(Requires Site Owner to purchase Concierge separately)*

#### 3.4. My Profile

- a. Reset Password – Allows residents to change their password as needed.
- b. Update Resident Information – Allows residents to update their personal information.
  - (i) Ability to update personal contact information
  - (ii) Ability to update emergency contact information
  - (iii) Ability to update apartment access authorizations
  - (iv) Ability to update vehicle information
  - (v) Ability to submit updates to pet information for approval
  - (vi) Ability to submit updates to minor occupant information for approval

#### 3.5. My Community

- a. Community Contact Info – Allows residents to view contact information for the Site and its staff.
  - (i) Office contact information
  - (ii) Staff names and titles
- b. Community Calendar – Allows residents to view upcoming Site and neighborhood events.
  - (i) Site Owner may add, edit, and delete Site events, including:
    1. Event name
    2. Event location
    3. Event description
    4. Time/Recurrence
    5. Image
- c. Community Resources – Allows residents to access additional information about the Site.
  - (i) Local utilities and service providers
    1. Names
    2. Phone numbers
    3. Website addresses
  - (ii) Ability to upload documents to the WelcomeHome Resident Portal for resident access
    1. Newsletters
    2. Site policies
    3. Lease forms
    4. Resident forms
  - (iii) Document formats currently supported include Microsoft Word®, Microsoft Excel®, and Adobe® PDF.

#### 4. WELCOMEHOME RESIDENT PORTAL USER ACCESS TESTING (“UAT”) ENVIRONMENT

##### 4.1. WelcomeHome Resident Portal – UAT

- a. Site Owner must purchase separately the WelcomeHome Resident Portal Product to be eligible to purchase the WelcomeHome Resident Portal – UAT Product.
- b. The WelcomeHome Resident Portal – UAT Product includes the same features as the WelcomeHome Resident Portal Product, with the following exceptions:
  - (i) Site Owner is prohibited from entering into the Product any current or past resident information, including, but not limited to, residents’ financial information.
  - (ii) Site Owner must set up renewal packets.

#### 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.