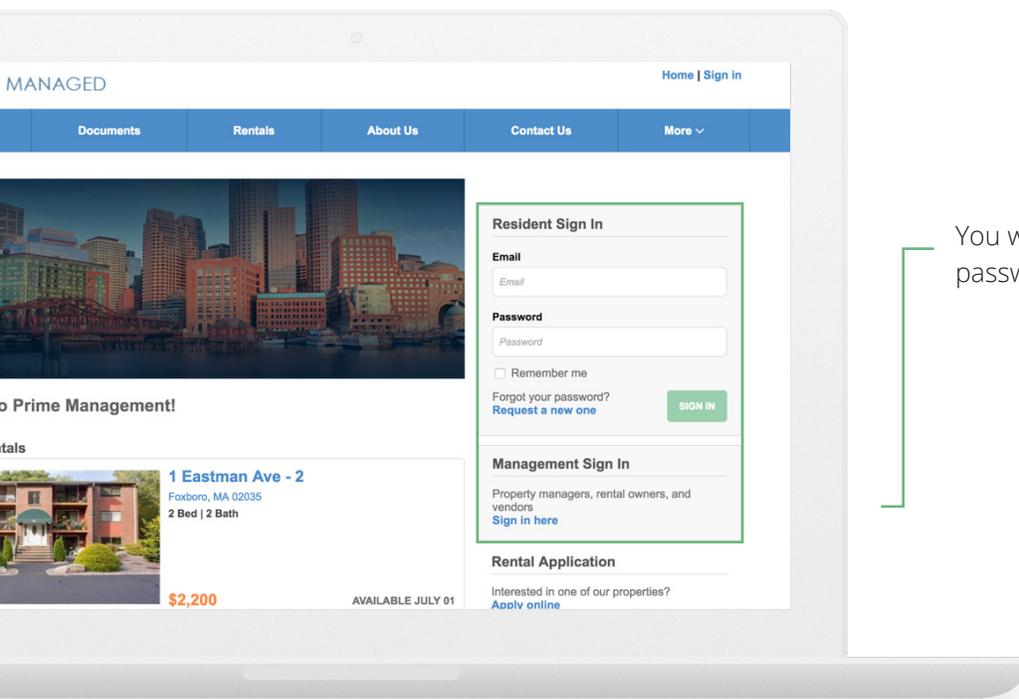




TENANT SITE INSTRUCTIONS

GET YOUR PASSWORD AND SIGN IN

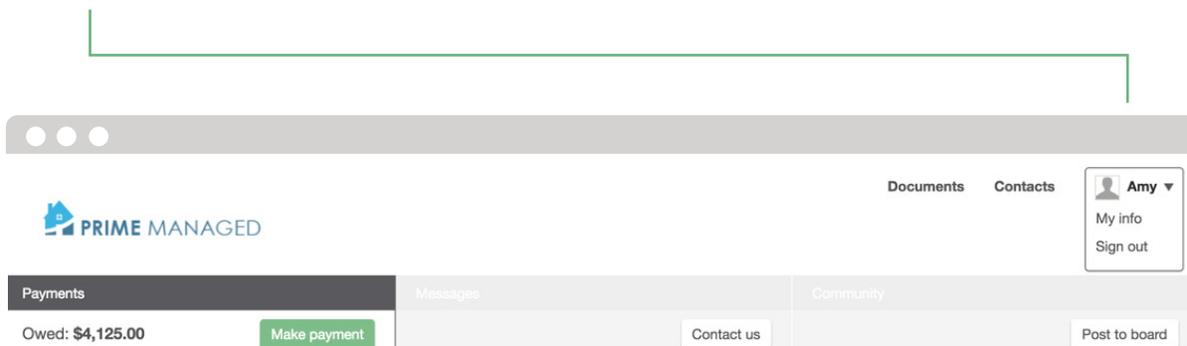
Your password will be sent by email. The email will contain the website, login ID, and temporary password to use when you sign in the first time. Sign in using the Resident sign in box on the right side of the screen.



You will be prompted to change your password the first time you sign in.

GENERAL SETTINGS

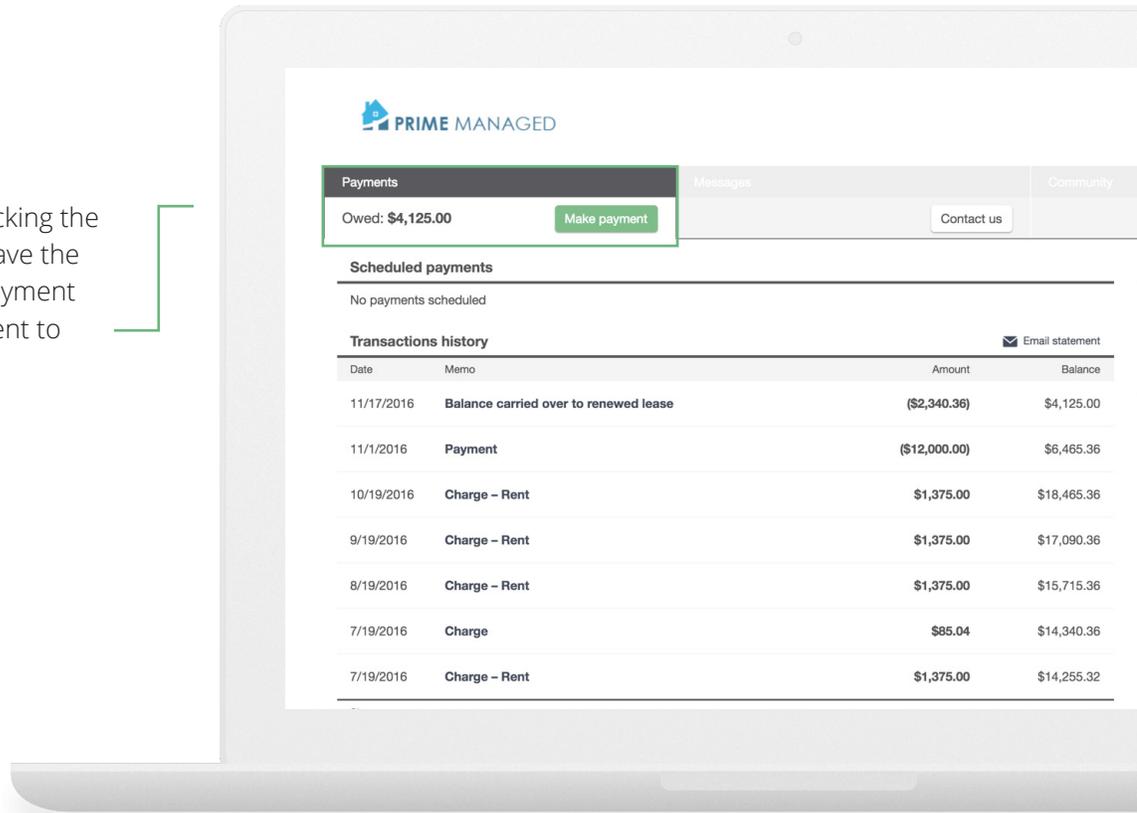
You can use the My info page to keep your contact information up-to-date and to change your password.



PAYMENTS TAB

The Payments tab shows ledger history - charges, payments, refunds, and so on.

Make a payment online by clicking the Make payment button. You have the option to make a one-time payment or set up an automatic payment to process on a regular basis.



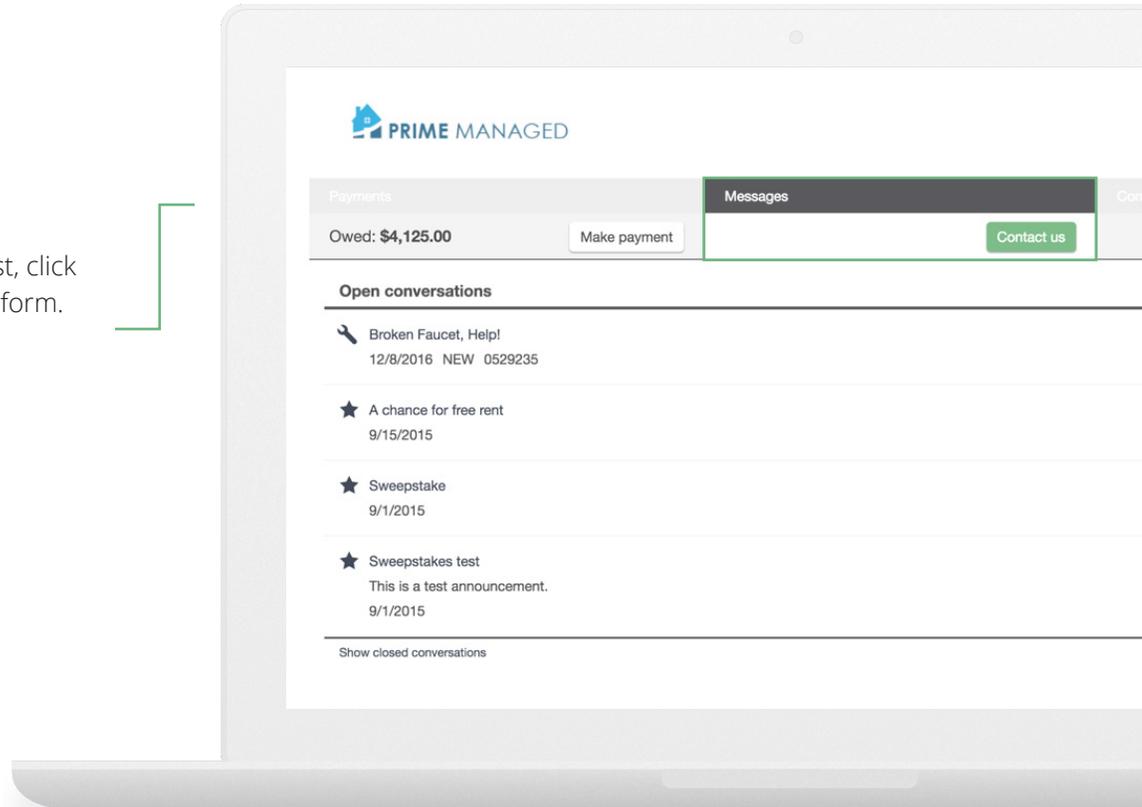
The screenshot shows the "Make a payment" form. It is divided into three steps: 1. Payment info, 2. Review payment, and 3. Receipt. The form includes fields for "Pay with" (set to eCheck), "Pay this amount" (\$4,125.00), "On this date" (12/8/2016), and "Frequency" (One time payment). There are also fields for "Account owner name" (Amy and Bridge), "Account type" (Checking and Savings), "Routing number" (9-digit number), and "Account number" (Account number). A "Help?" button is also present. At the bottom, there is a checkbox for "Save my Banking info for next time" and "Review" and "Cancel" buttons.

Once you make a payment, it will be credited instantly to your account. It may take a day or two for the charge to affect your bank account or credit card. If an online payment is refused by your bank, the Payments tab will be updated automatically.

MESSAGES TAB

The Messages tab allows for the submission of maintenance requests and other contact requests. It also contains resident announcements from your property management company.

To add a maintenance request, click Contact us and complete the form.



Once submitted, your request is saved and available here. When we update your request, we'll let you know by email and on this page.

A form titled 'Broken Faucet, Help!' with the instruction: 'If you have more than one issue, please send a message for each. Thank you!'. It has a 'Subject (required)' field containing 'Broken Faucet, Help!'. Below is a 'Message' text area containing the text: 'Our faucet has been continuously leaking for the past 3 days. Please help!'. At the bottom, there is an 'Add attachments...' button, a 'Save message' button, and a 'Cancel' button.

COMMUNITY TAB

The Community tab is a place where residents can add topics and submit replies to ongoing conversations.

The screenshot shows the Prime Managed user interface. At the top, there are three window control buttons and a navigation bar with 'Documents', 'Contacts', and a user profile 'Amy'. Below the navigation bar is the Prime Managed logo. A secondary navigation bar contains three tabs: 'Payments' (showing 'Owed: \$4,125.00' and a 'Make payment' button), 'Messages' (with a 'Contact us' button), and 'Community' (highlighted with a green border and a 'Post to board' button). Below the 'Community' tab, the heading 'Community' is followed by a post titled 'Block Party Next Weekend!' with '0 replies' and 'original post by Amy Bridge a few seconds ago'.

DOCUMENTS

The Documents section shows all files that have been shared with you. For example, you might find a scanned copy of your lease, move-in report, and local maps of the area on this page.

The screenshot shows the Prime Managed user interface with the 'Documents' tab selected and highlighted with a green border. The navigation bar includes 'Documents', 'Contacts', and 'Amy'. Below the navigation bar is the Prime Managed logo and a breadcrumb trail '< Home'. The 'Documents' section title is followed by a list item: 'Sample Lease (49KB DOCX)' with a document icon and 'Updated 12/8/2016'.

CONTACTS

The Contacts section helps you find your way in your neighborhood. You will find phone numbers and websites for local utilities, municipal services, restaurants, and other useful information.

The screenshot shows the Prime Managed user interface with the 'Contacts' tab selected and highlighted with a green border. The navigation bar includes 'Documents', 'Contacts', and 'Amy'. Below the navigation bar is the Prime Managed logo and a breadcrumb trail '< Home'. The 'Contacts' section title is followed by a 'Sort by: Name' dropdown menu. Below the dropdown, a contact entry for 'Hank the Handyman' is shown as 'Unfiled' with contact information: '(888) 414-1988' and 'hankthehandyman@buildium.com'.