The Howard Hughes Corporation
9950 Woodloch Forest Drive
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User Manual – Tenant Portal Project

Issue Date: 02-26-2025 Last Updated: 02-28-2025

PURPOSE

This User Manual for the Tenant Portal is designed to help you navigate and utilize the application with ease. This manual will provide you with all the information you need to effectively engage with the application's features.

The primary goal of this User Manual is to empower you with the knowledge and tools required for a seamless experience with the Tenant Portal. By offering clear and comprehensive guidance, we aim to make your interactions with the application as smooth and efficient as possible. Our objective is to enhance your overall experience and improve access to essential information.

The Howard Hughes Corporation
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Suite 1100
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TABLE OF CONTENTS

1. TENANT PORTAL DESCRIPTION

The Tenant Portal is designed to help users efficiently manage their leases. It allows Tenants to track lease information and rent details and access various options for paying rent. The Portal simplifies lease management by offering features that streamline tasks such as making payments, managing bank accounts, and adding sub users, ensuring a seamless charge management experience.

Key Features of Tenant portal:

- **Manage Open Charges:** Accept the lease assigned and see the open charges of the current month, with the ability to make payments for the same.
- **Charge Schedule:** Provide visibility of Charge Schedule/Recurring Billing for the upcoming months of the year which informs Tenants of charges in advance.
- **Handle Payments Efficiently:** Setup automatic payments, manage bank accounts, choose from various ways and payment methods to pay for all open charges, and check the payment history.
- **Access Features:** Add a sub user for leases and manage user access.

2. ROLES

The Tenant Portal defines permission levels and regulates user interactions with the application. This system enables precise management of user privileges, allowing Tenants to access and update their personal information. Each access level is designed to restrict or permit functions based on the Tenant's role, ensuring that users engage only with features that match their authorized permissions. The Tenant Portal utilizes a role-based access control system to categorize users, ensuring Tenants have the appropriate access and authority.

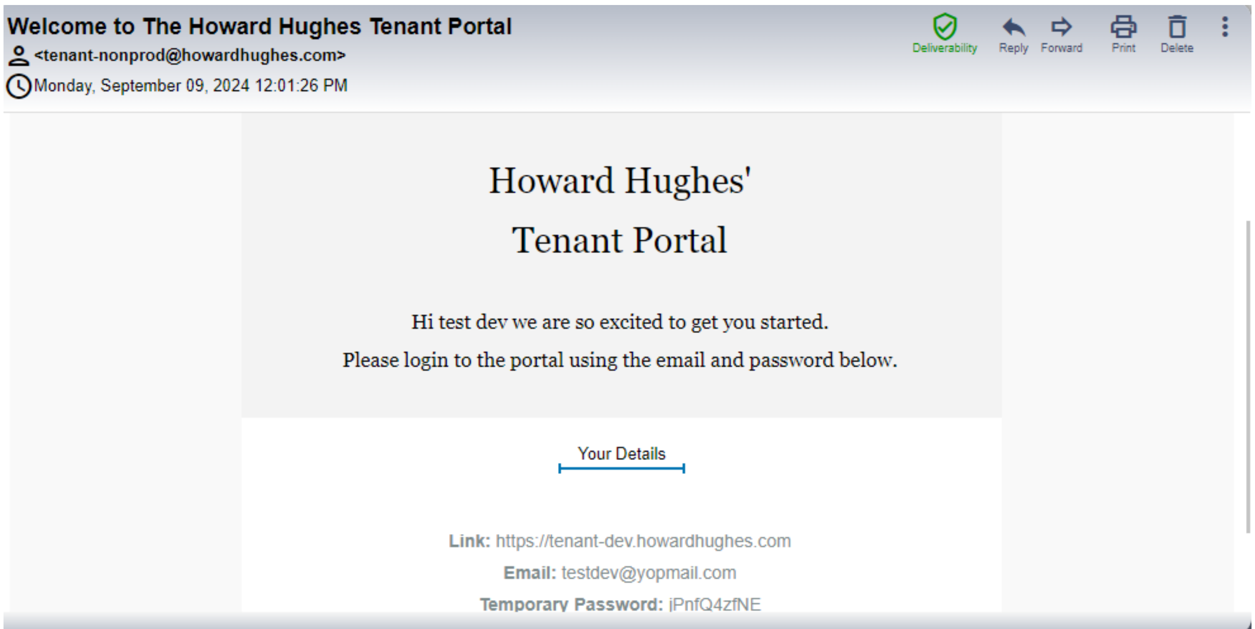
The roles are:

- Tenant
  - Tenant is a specific type of user to which the leases are assigned by the Landlord. Once onboarded to a lease, a Tenant has various roles within the Tenant portal, granting them access to essential features. These include the ability to lease details, add bank accounts, make payments, and create sub-users. Additionally, if a Tenant has multiple leases, they can manage each one individually, facilitating interactions with the Landlord as needed. This multifaceted access empowers Tenants to efficiently handle their rental responsibilities and maintain clear communication with their Landlords, ensuring a smooth rental experience.
- Sub User
  - A Sub User is a user created by a Tenant. Tenants can assign any of their leases to this user. Once assigned, the Sub User gains access to the lease(s). However, a Sub User has certain restrictions: the Sub User can only access the leases assigned to them and can use the Tenant's bank accounts for the assigned leases, though the Sub User cannot delete these accounts. A Tenant is allowed a maximum of five active Sub Users to be added at any given time, and the same lease can be assigned to multiple Sub Users. Additionally, a Sub User cannot simultaneously be a Tenant or serve as a Sub User for a different Tenant.

3. ONBOARDING A TENANT

The Tenant is created/onboarded by the Landlord along with assigning their lease. The Tenant will receive an email with login details.

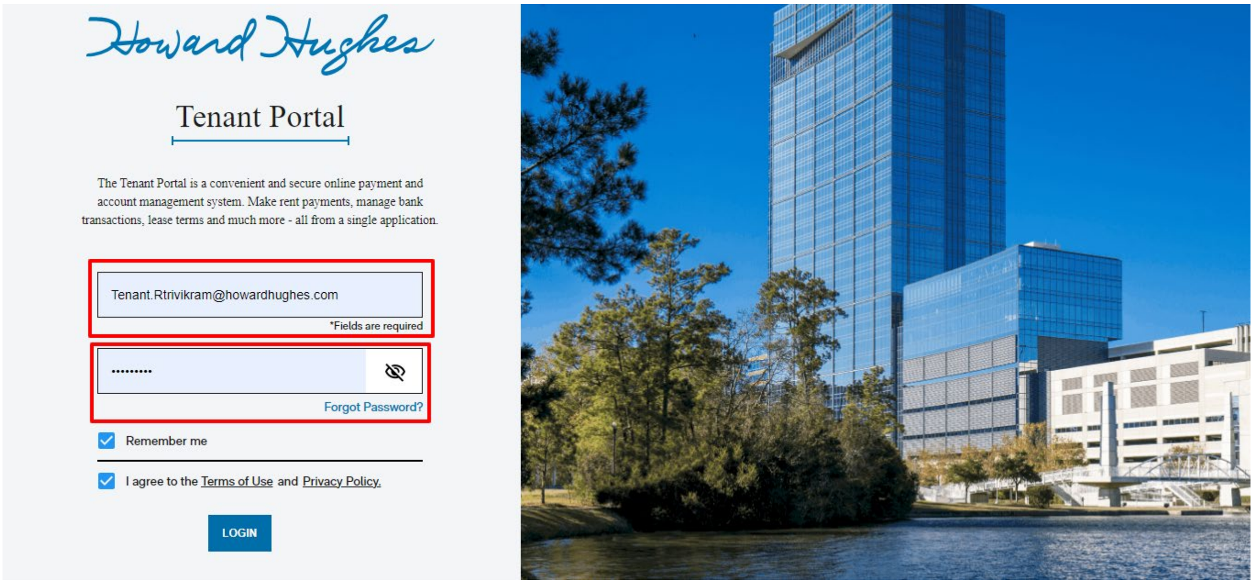
Once the Tenant gets assigned/created by Landlord, they will receive an onboarding email with a temporary password to access the login.



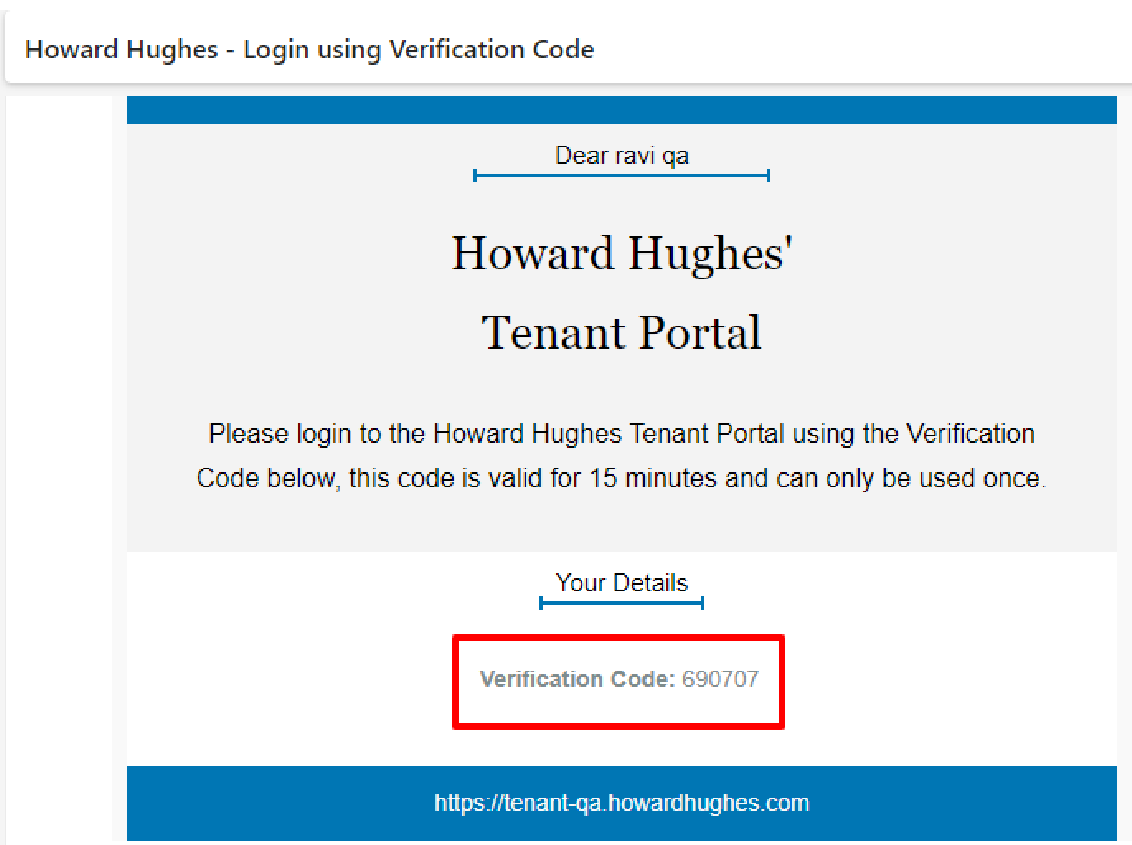
3.1 Login

The user accesses the Tenant Portal application through the link provided in the email. The link takes the user to the login page of the portal.

1) From the email invitation use the associated email address and temporary password provided, click on the "LOGIN" button (accepting the Terms and Conditions is mandatory).

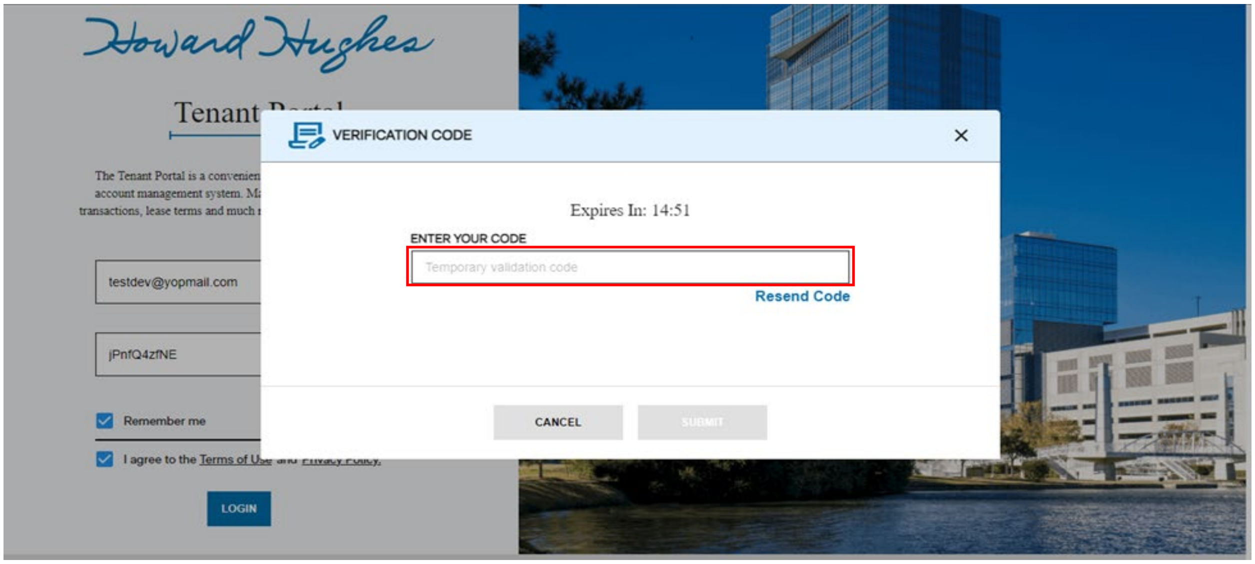


2) After clicking on the "LOGIN" button, an email gets triggered to the Tenant with the verification code (MFA) as below:



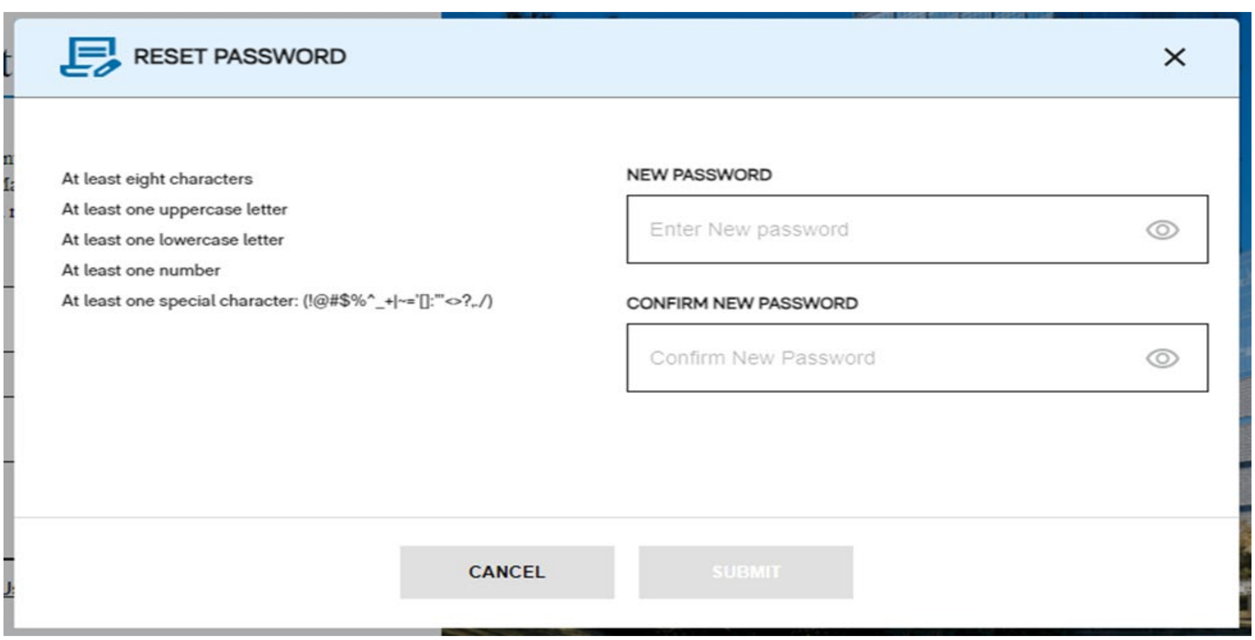
This verification happens only once per application client (browser) for the user.

3) Enter the verification code on the screen:

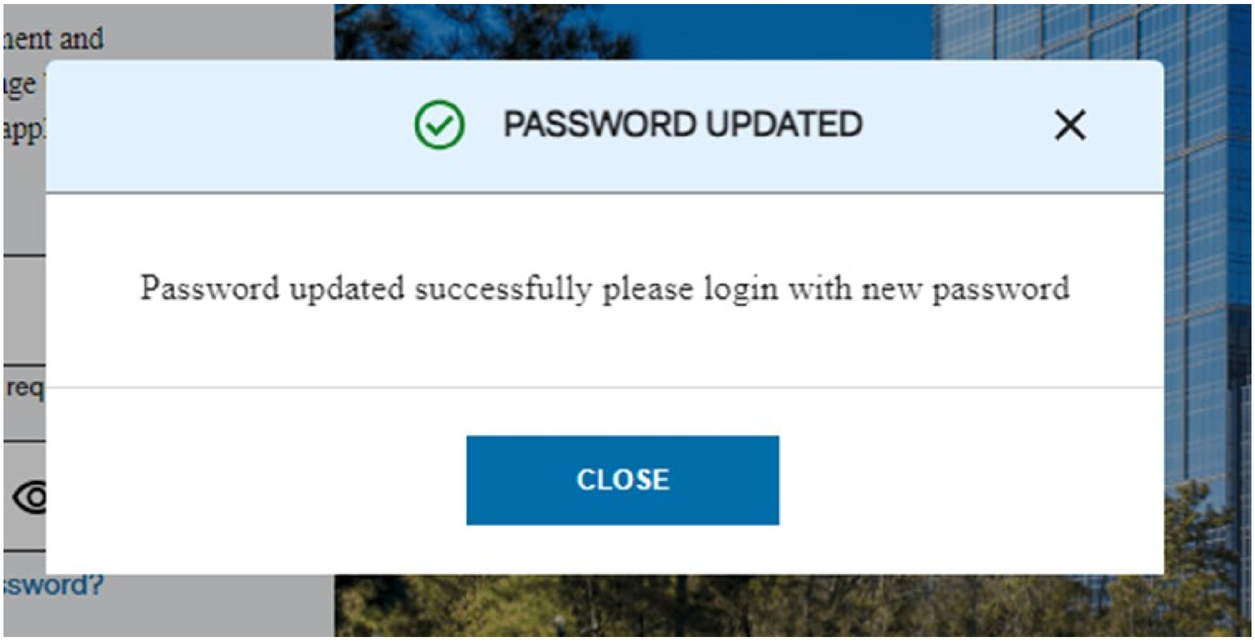


NOTE: The code will expire in 15 minutes, and you may have to request a new verification by clicking “RESEND CODE" in case of expiry.

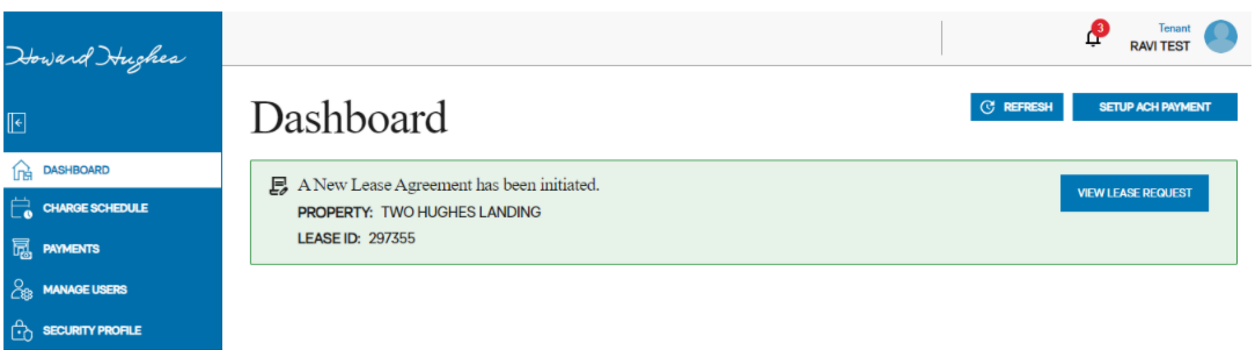
4) Upon clicking the “SUBMIT” button, a reset password window appears (This password reset flow is provided for the initial login). Please enter the new password and confirm the password as per the criteria provided and click on “SUBMIT”.



5) Once a new password is provided (along with confirm password), the password updated notification displays on the screen:



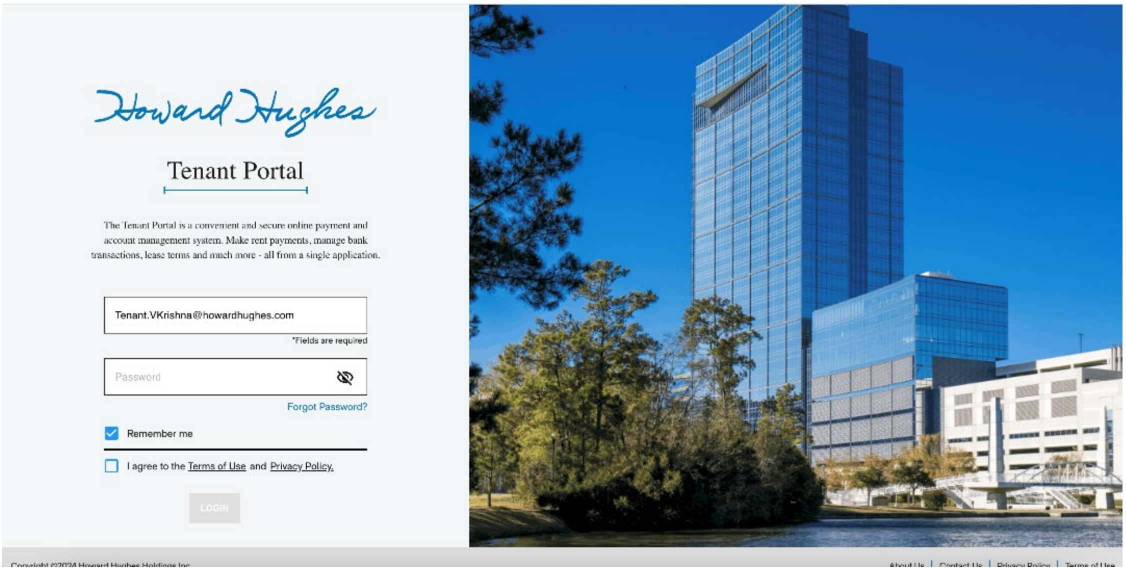
6) Click on the “CLOSE” button and login into the application with the email and new password to see the “DASHBOARD.”



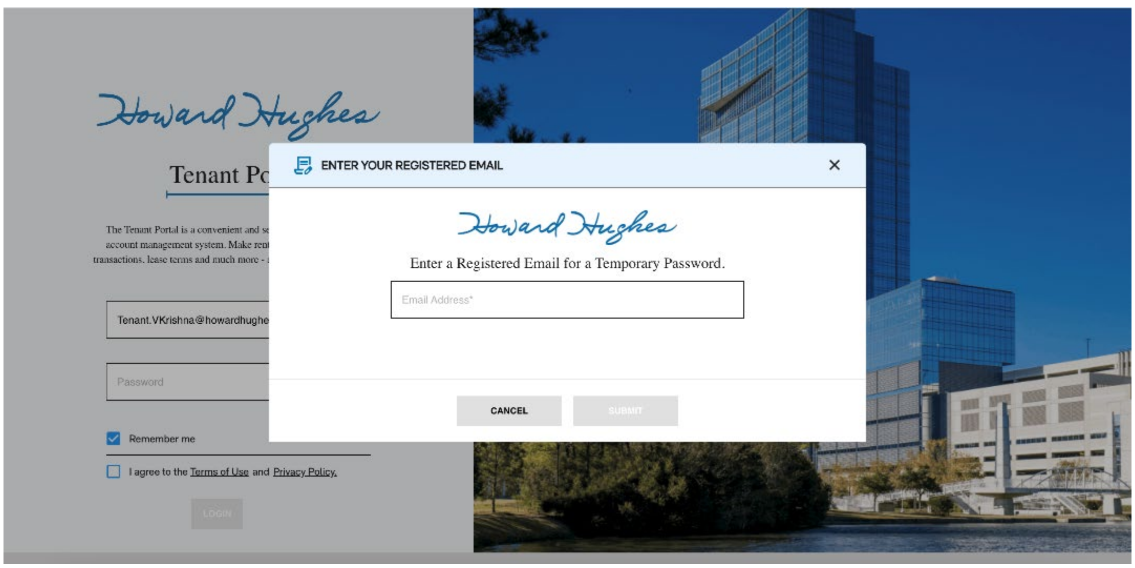
3.2 Forgotten Password

Tenants can reset their password if they do not remember their password from the login page.

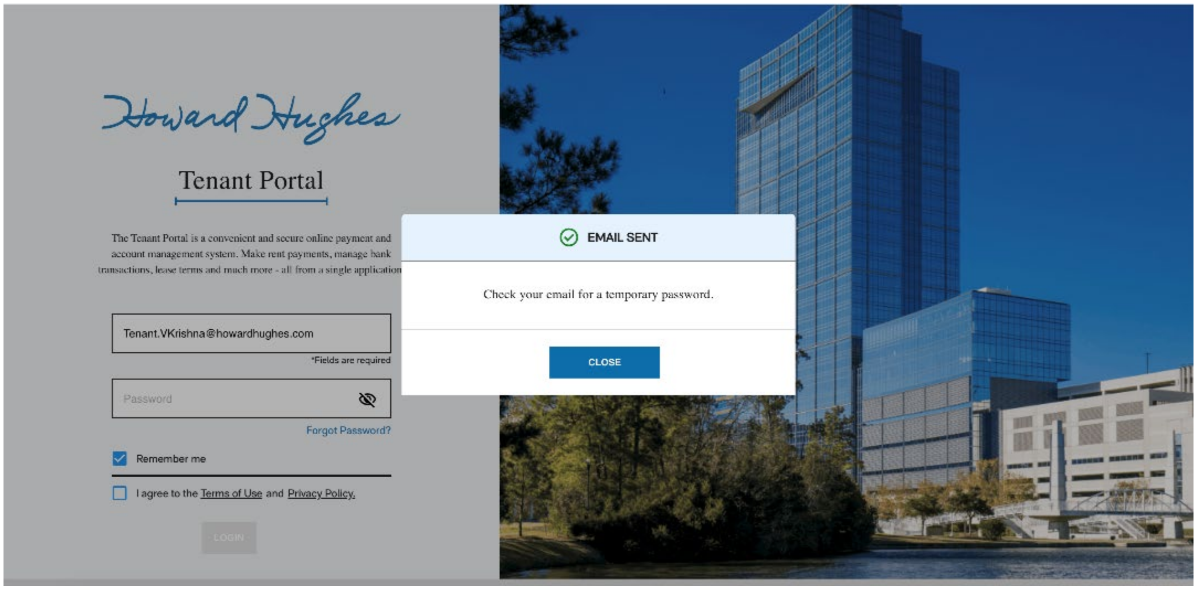
1) Click on the “Forgot Password” from the below Login page:



2) Provide the registered email to receive the temporary password:



3) Check the email provided for the temporary password. Click on the "CLOSE" button to login with the temporary password.



4) Login with the email address and temporary password by following the steps mentioned under the "LOGIN" section.

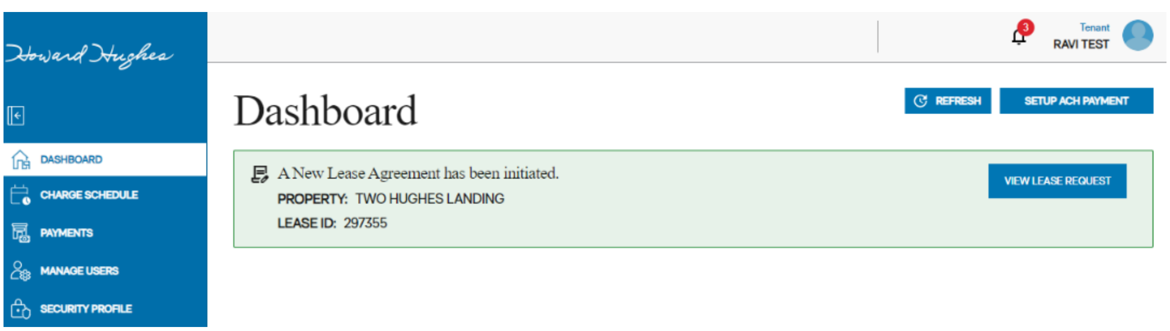
4. APPLICATION AND FEATURES

After successful login, Tenant should be able to access the following features as below:

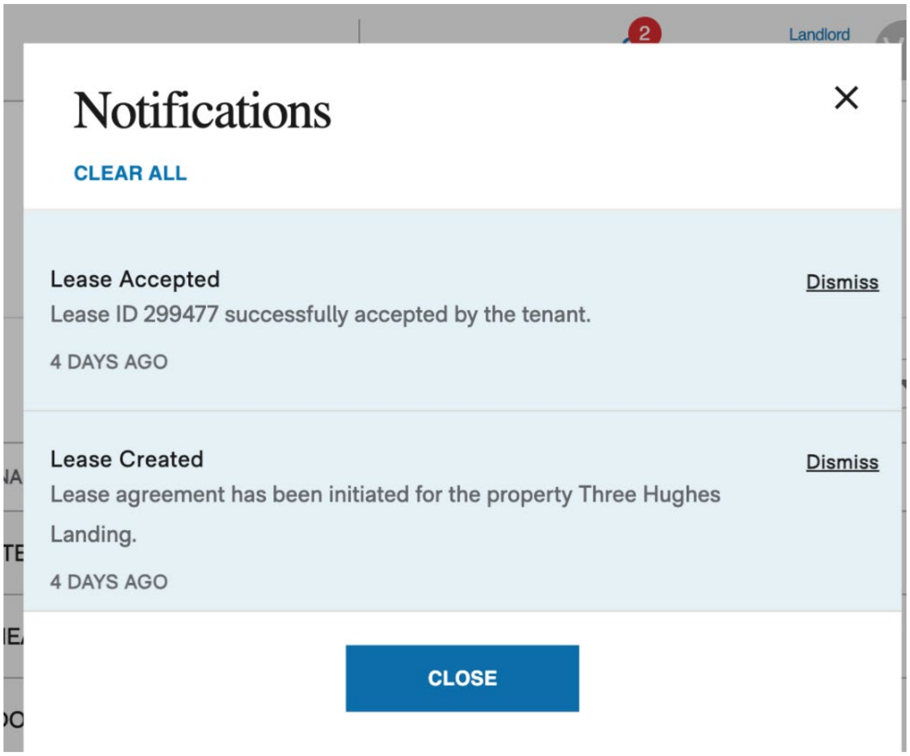
4.1 Notification Alerts

Tenants should be able to see and manage the notifications specific to their accepted lease assignments.

1) The notifications count is displayed over the bell icon highlighted as shown below:



2) Click on the icon to see the unread notifications.



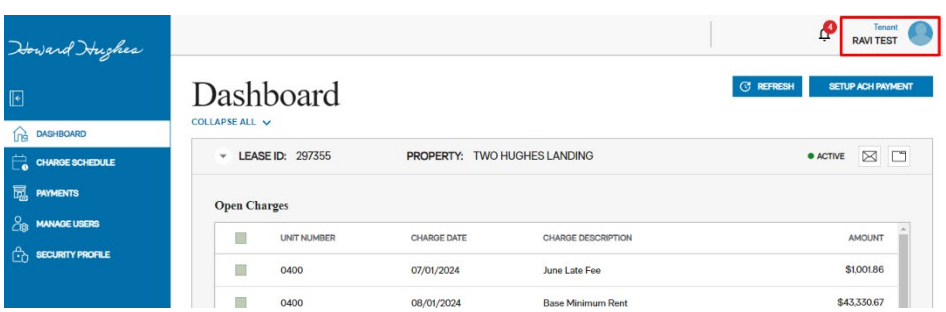
3) Click on the "DISMISS" button to clear the notification at row level or clear all by clicking the button "CLEAR ALL".
4) Click on the "CLOSE" button to come back to the Dashboard page.

4.2 Profile Overview

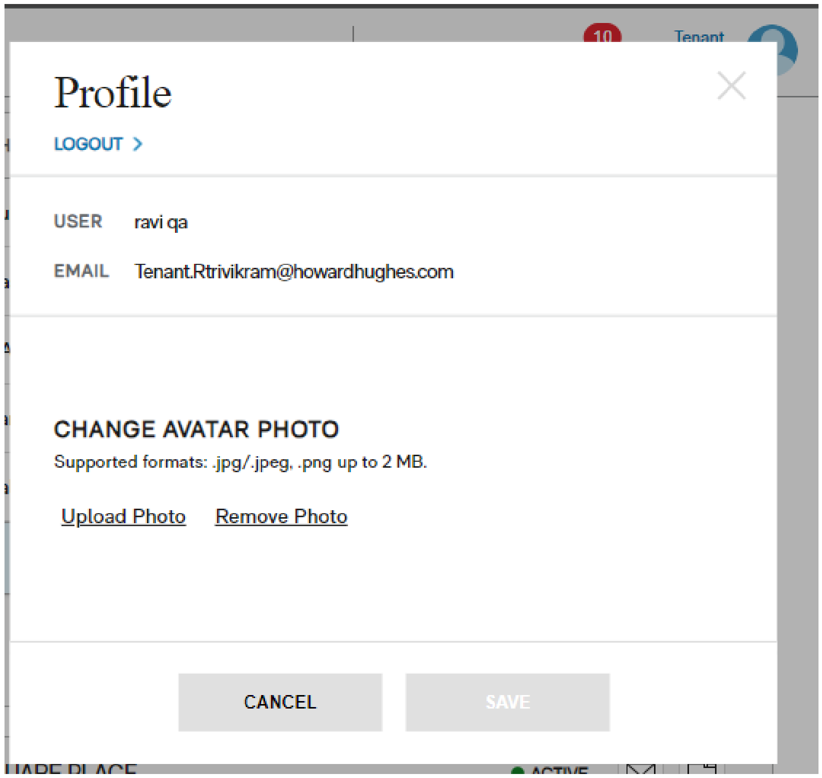
The Profile Overview section holds the Tenant details (name and email). The Tenant will be able to upload/update a profile picture.

Tenants will be able to log out from the application from this section.

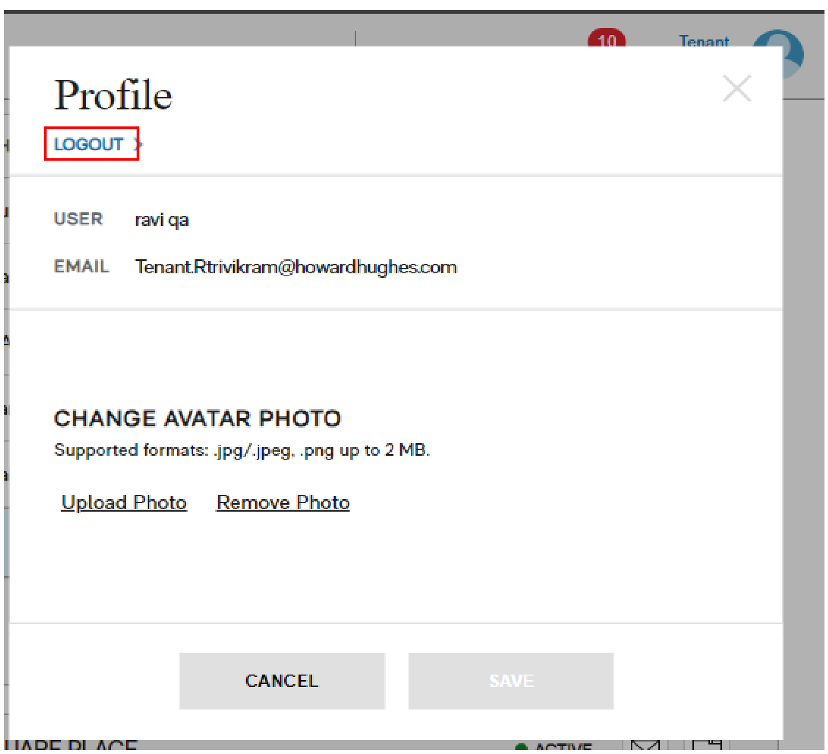
1) Click on the Profile Option (highlighted below) to view, update picture or log out.



2) After clicking on the profile option, a popup shows up with the details and other actions as below:

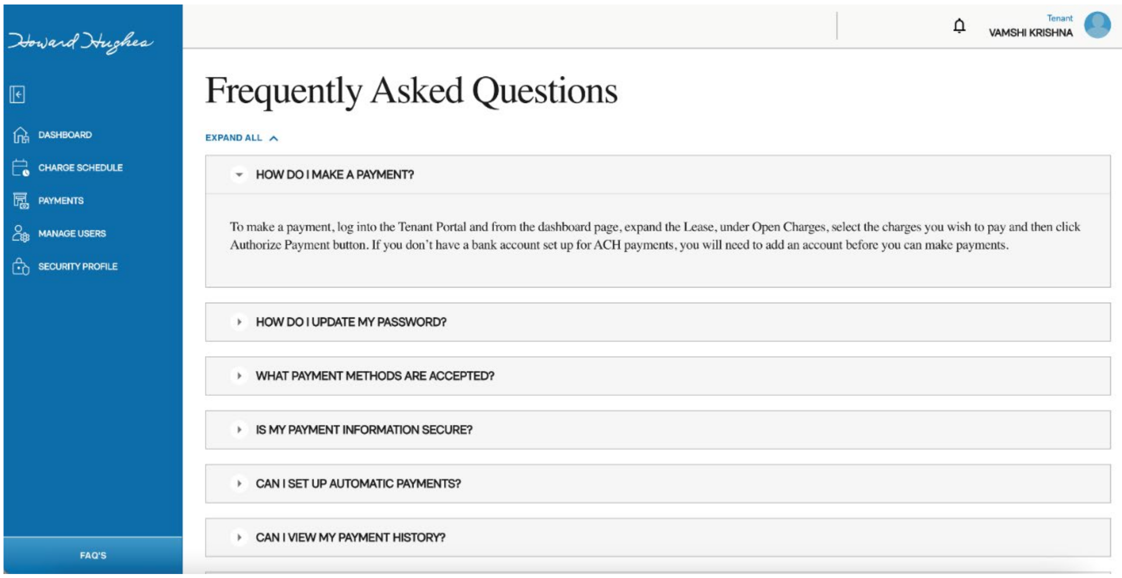


3) Click on the “LOGOUT” button to sign out from the portal (highlighted below):



4.3 Frequently Asked Questions

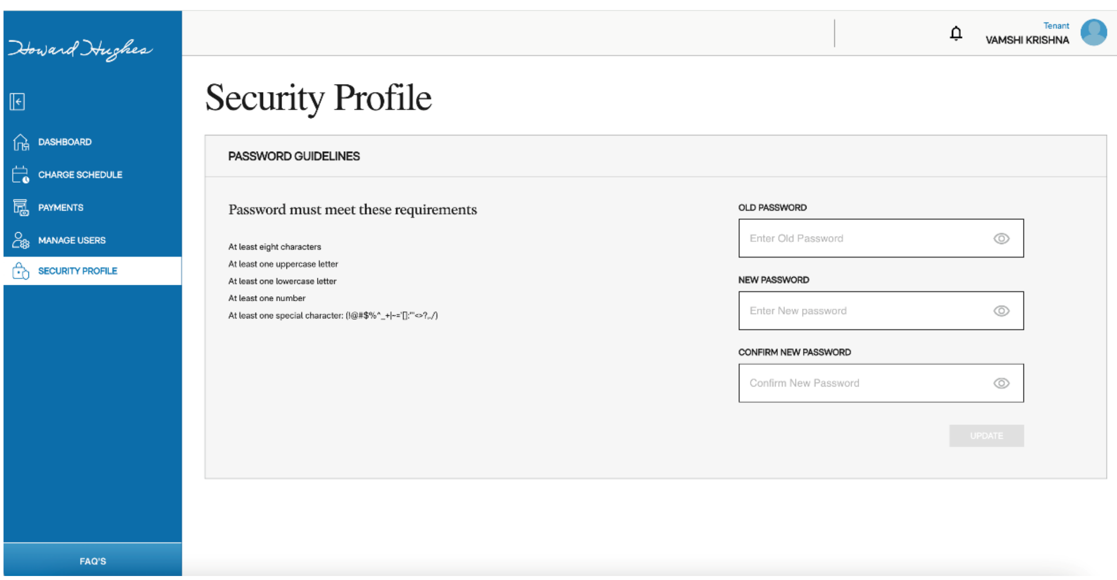
Tenants can go through the "Frequently Asked Questions" by clicking on FAQ's navigation option from the left menu.



4.4 Security Profile

Tenants will be able to change their password from "SECURITY PROFILE" section.

1) Click on the "SECURITY PROFILE" tab from the left menu.



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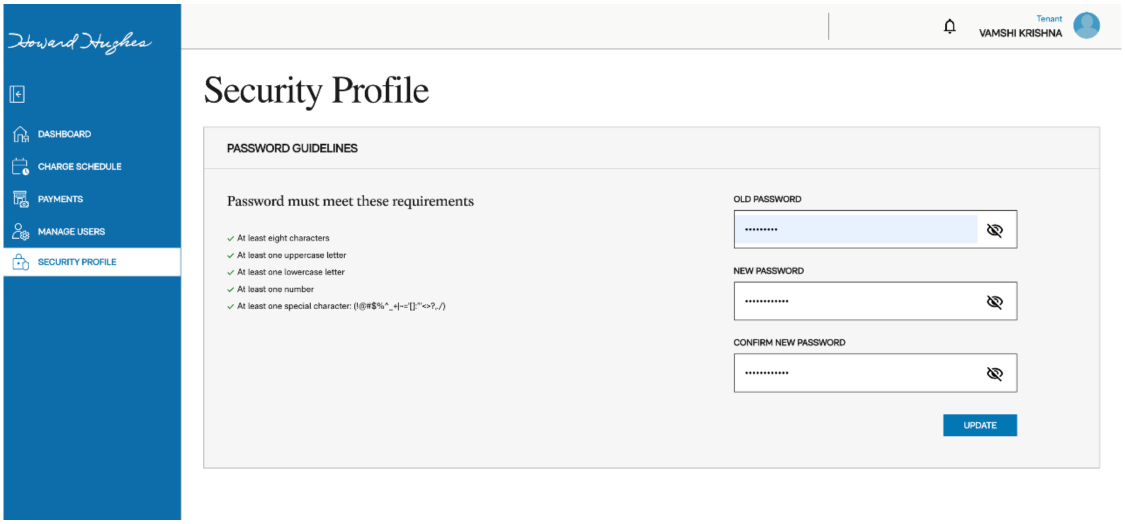
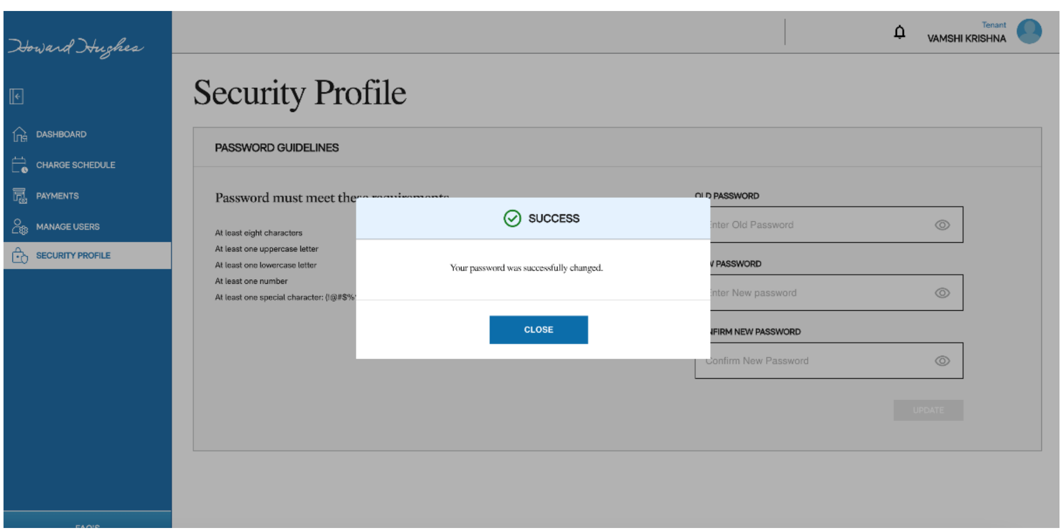
The Woodlands, Texas 77380

2) Provide the “OLD PASSWORD” and fill in the “NEW PASSWORD” and “CONFIRM PASSWORD” by following the password guidelines (NOTE: Password must meet the requirements provided side by):

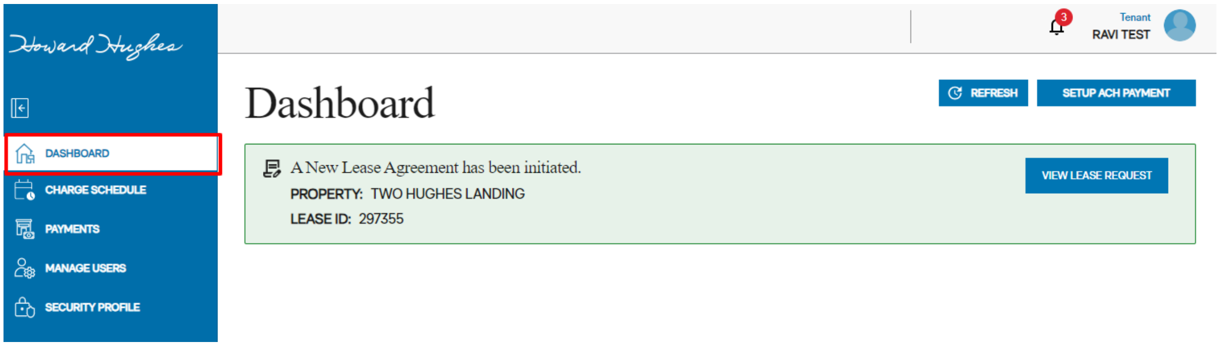


3) After providing the new password, click on “UPDATE” button. The system will update the password and display the success prompt to the Tenant regarding the same.

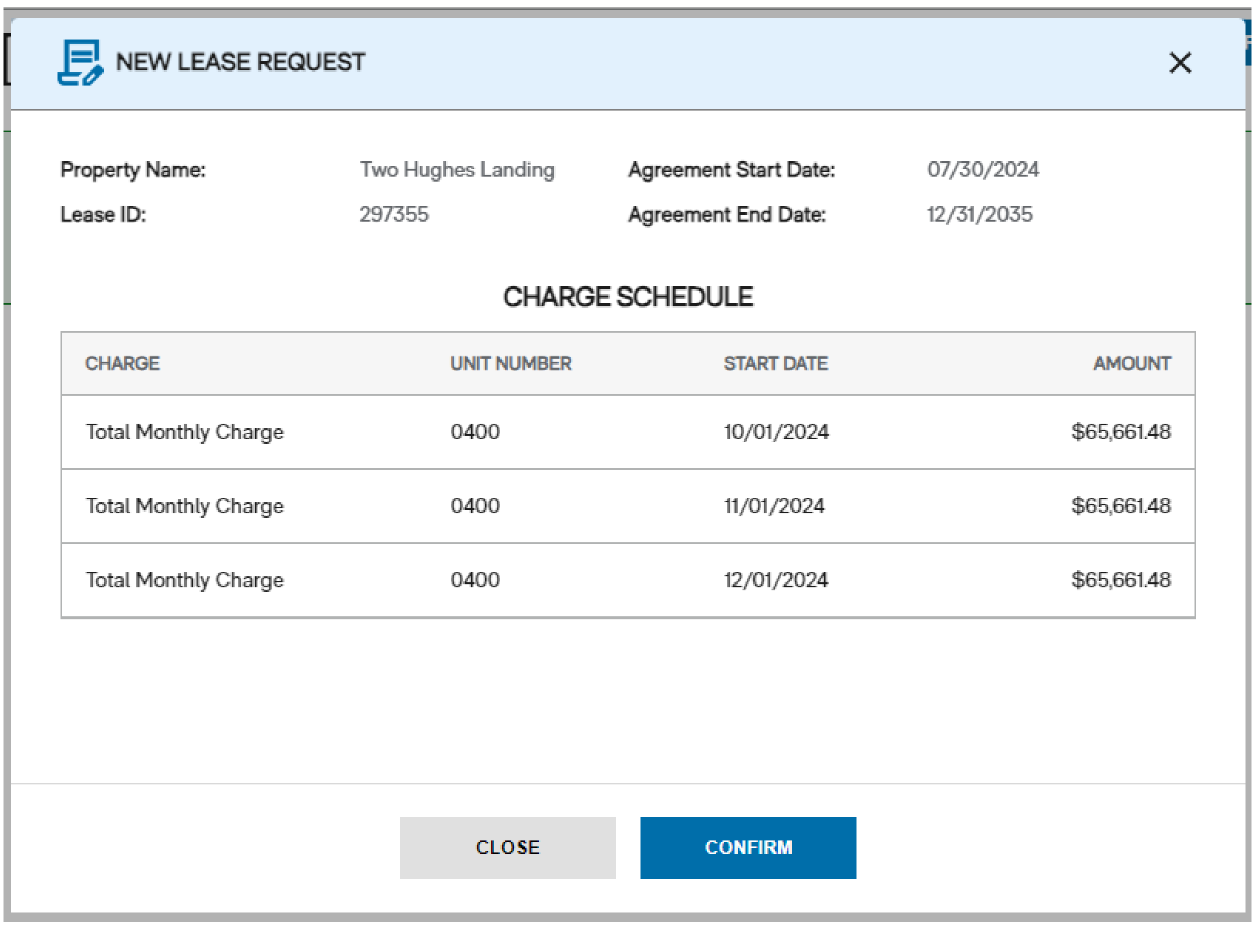


4.5 Accepting New Lease

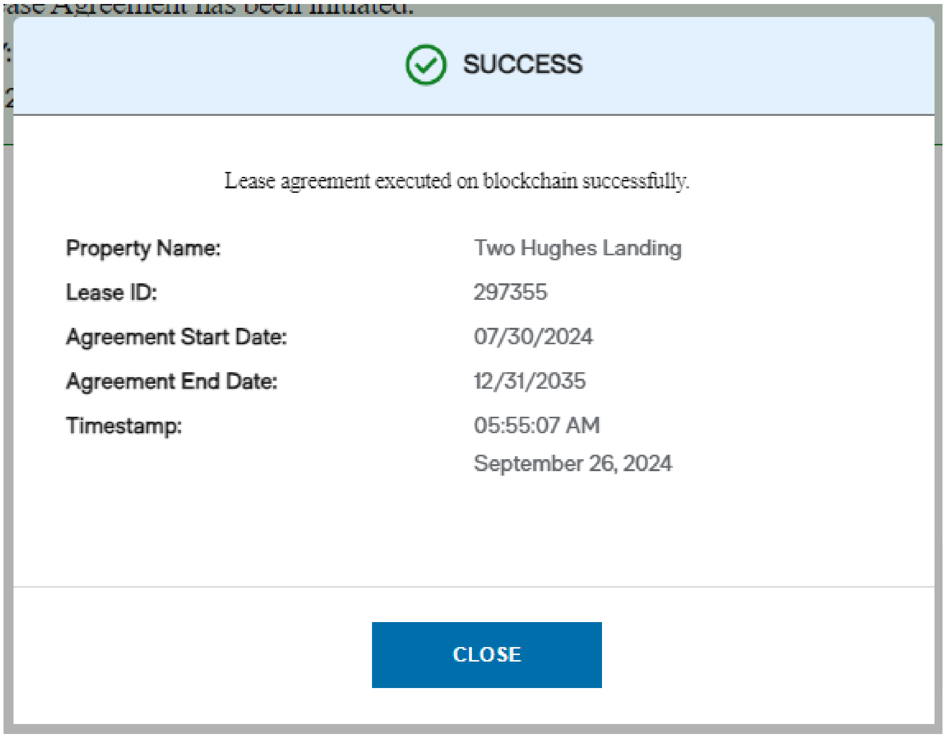
Under the “DASHBOARD” section, a new lease notification shows up as shown below:



1) Click on the “VIEW LEASE REQUEST” to start viewing the details and accepting the lease. A popup window opens with the below information describing the lease details along with the current year charge schedule.



2) Accept the lease by clicking the “CONFIRM” button, which shows the SUCCESS notification on the screen:

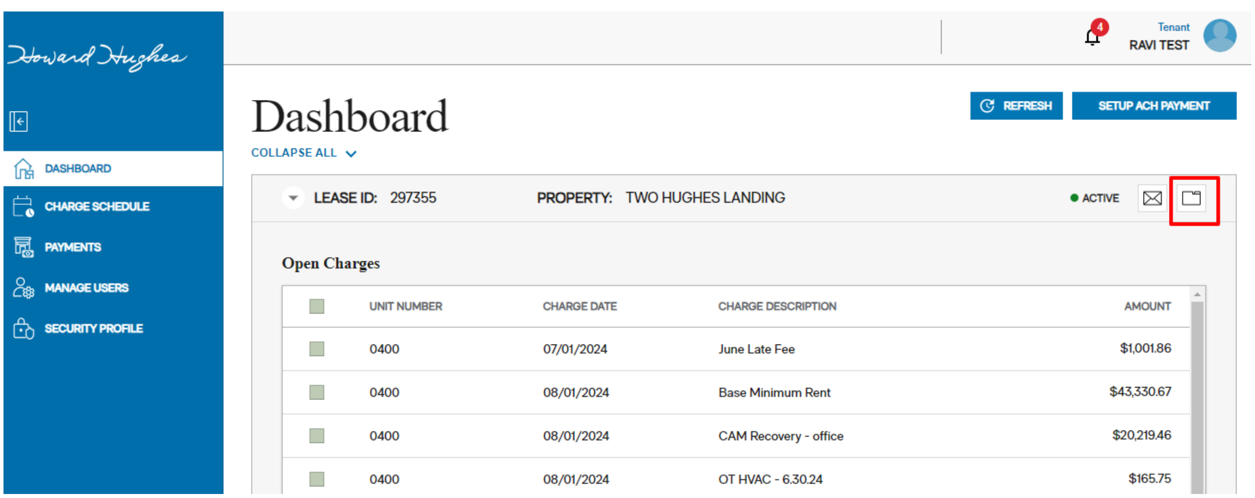


3) Click the “CLOSE” button to go back to the dashboard screen to see the lease item and available monthly open charges.

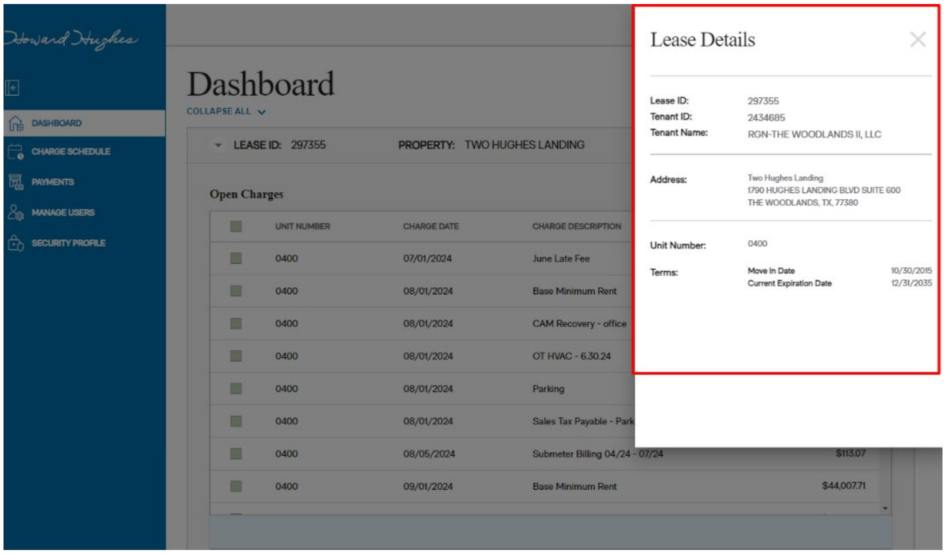
4.6 Validate Lease Details

1) Click on the folder icon highlighted below, to see the accepted lease details:

x



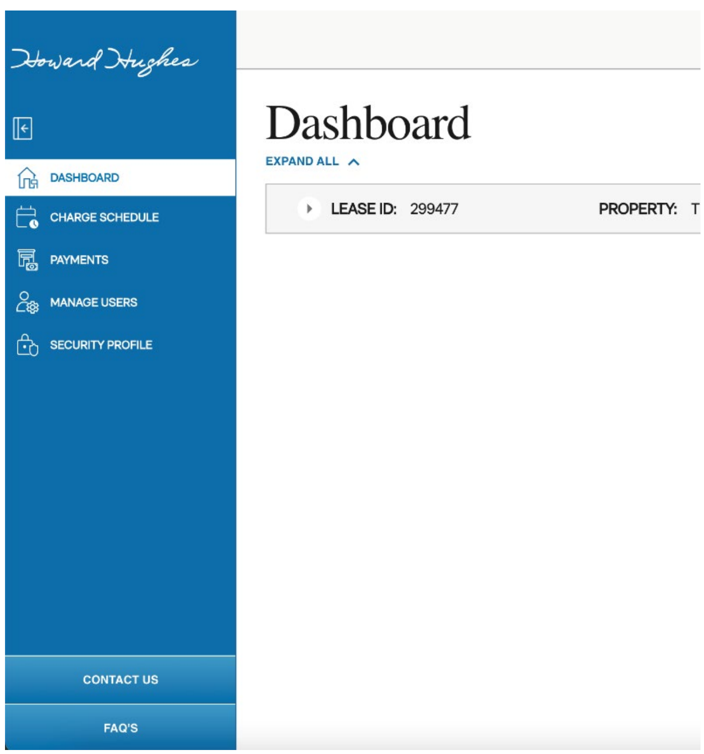
2) It shows a popup on the right side with the lease details and property address along with the unit number.



4.7 Contact Support

The Tenant will be able to contact the support if the Tenant faces any issue while accessing the application or see any discrepancies with lease information details.

1) Click on the "Contact Us" button from left menu to start using contact us section.



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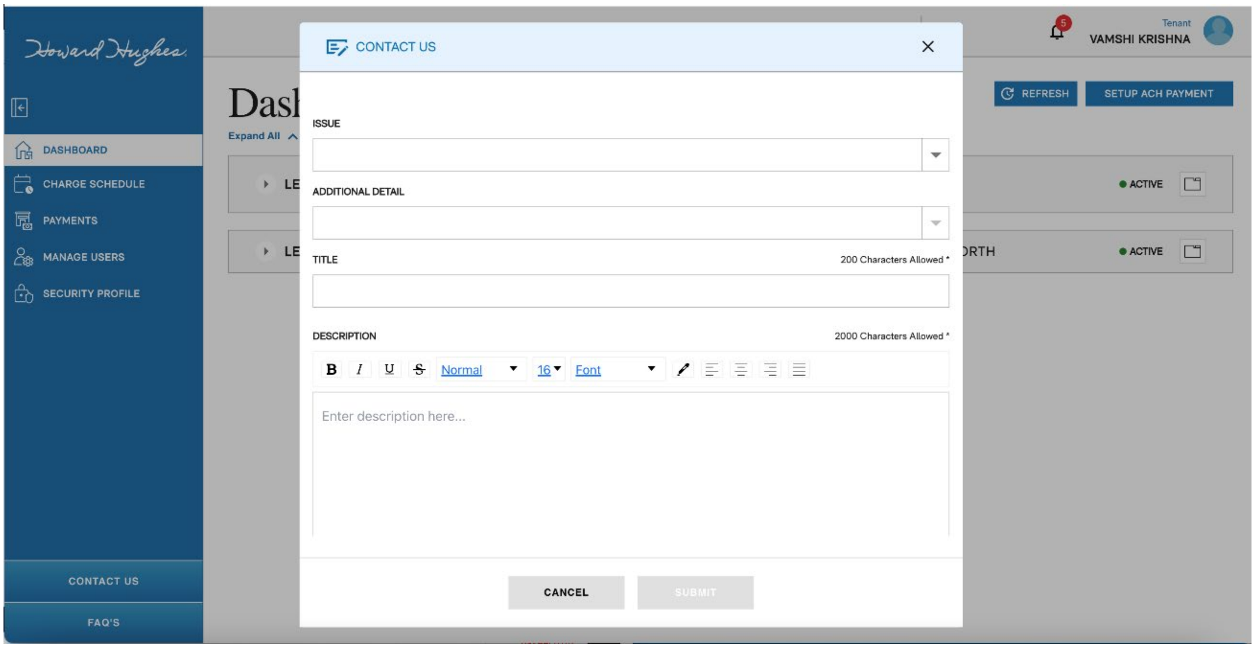
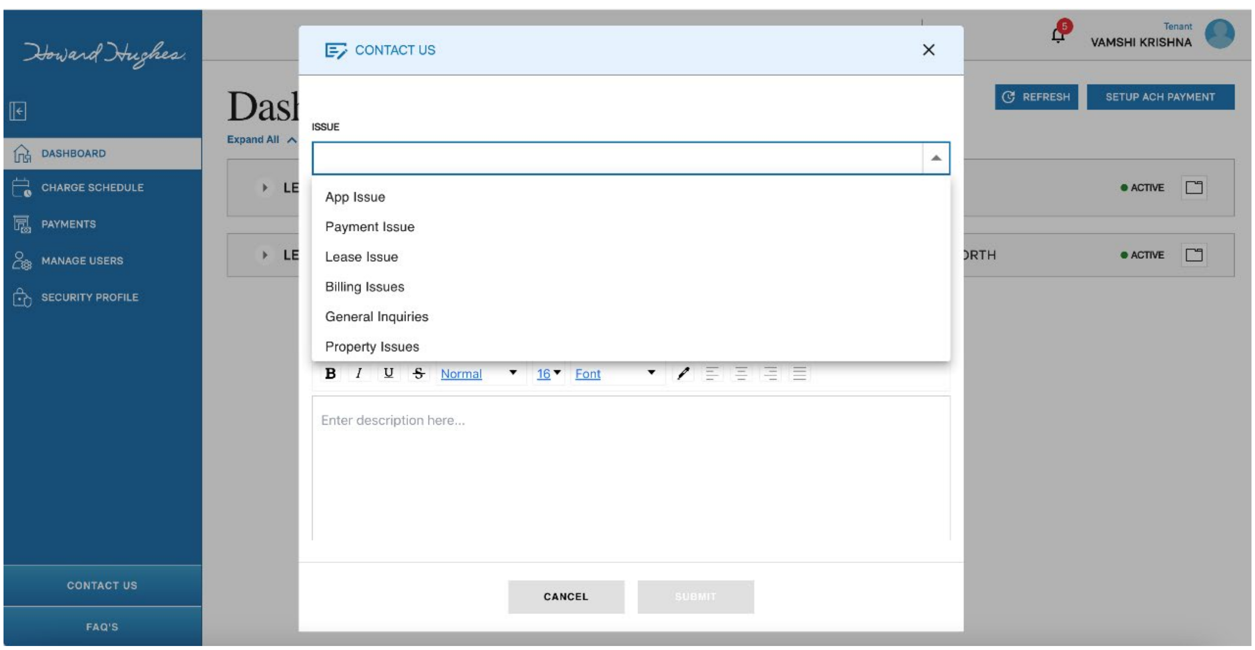
The Woodlands, Texas 77380

2) A form opens along with the options, title, and description fields,



3) Choose the "Issue" option from the below list based on the issue,



4) "Additional Details" are listed based on the selected "Issue,"

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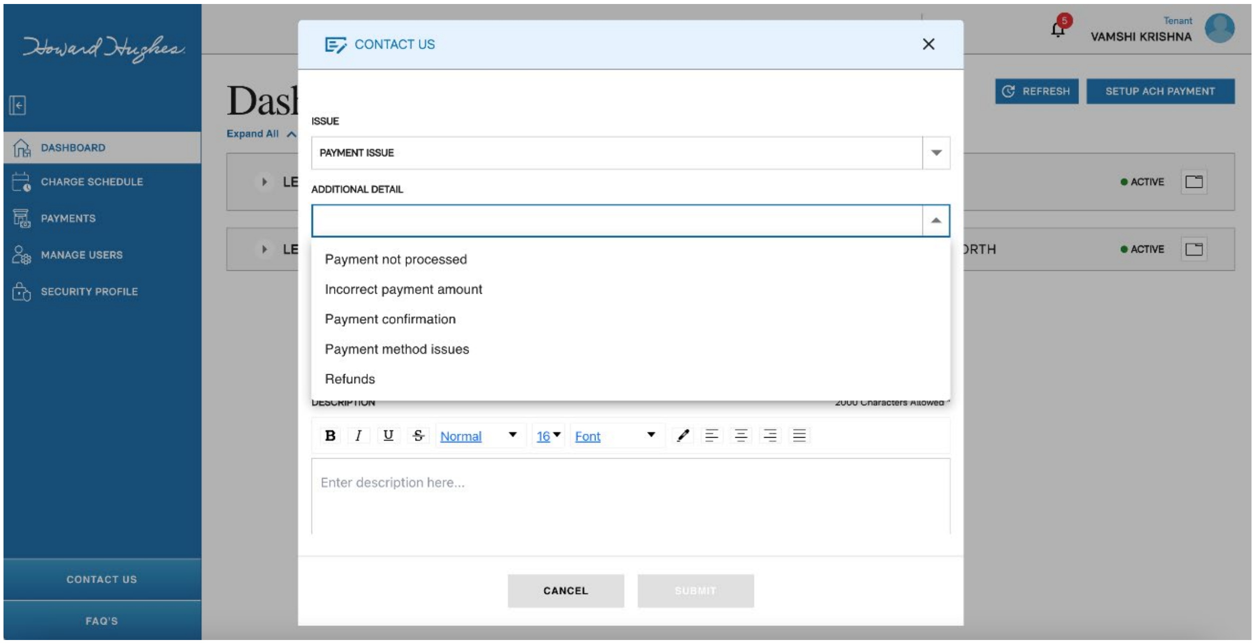
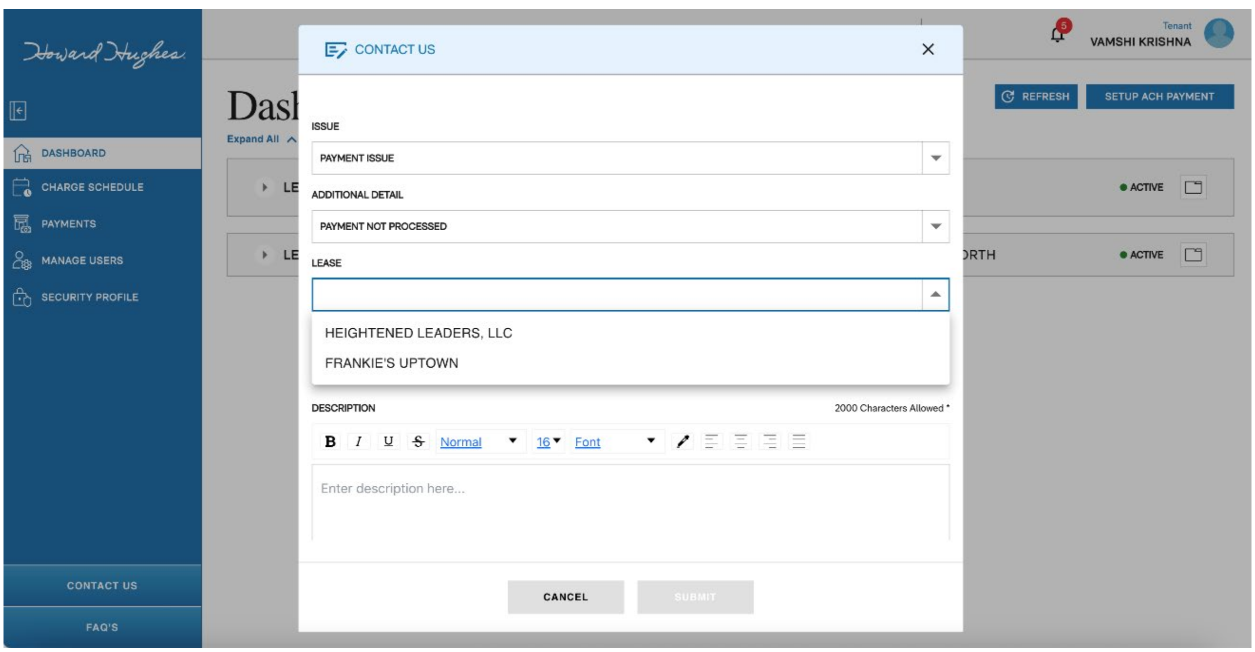
Suite 1100
The Woodlands, Texas 77380

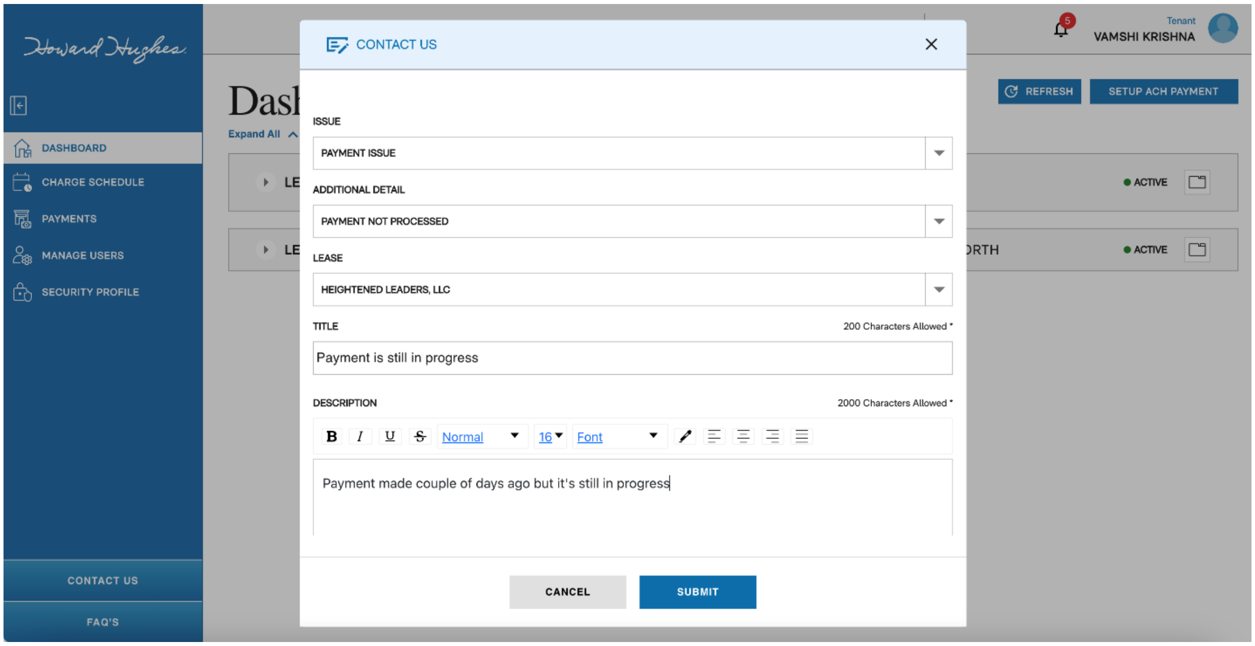


5) Choose the Lease if applicable and option is enabled,

6.5



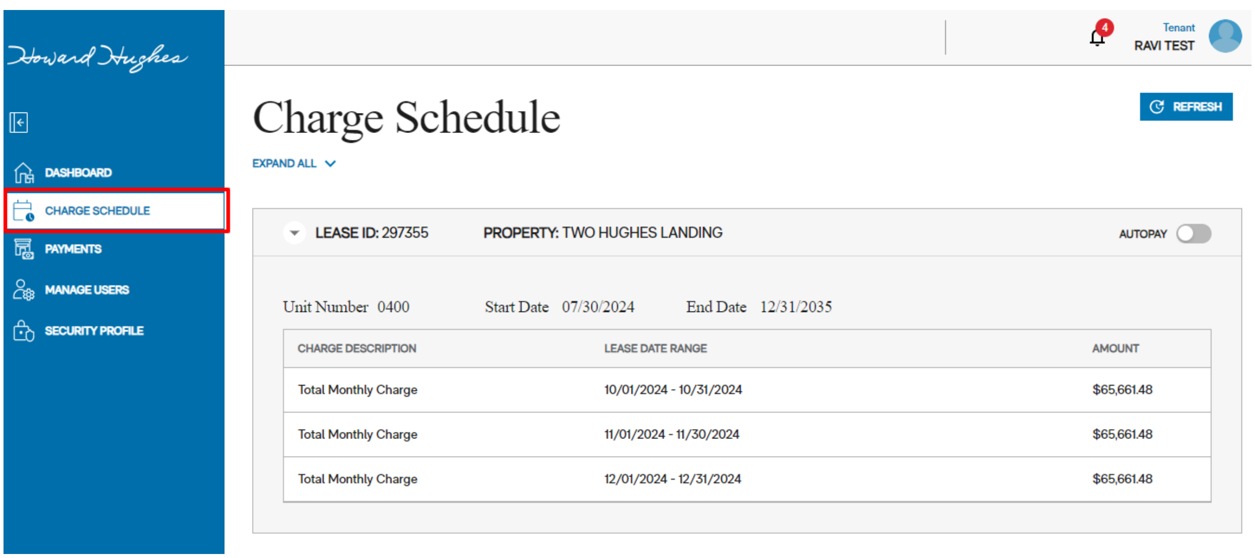
6) Provide the “title” and “description” and submit the query,



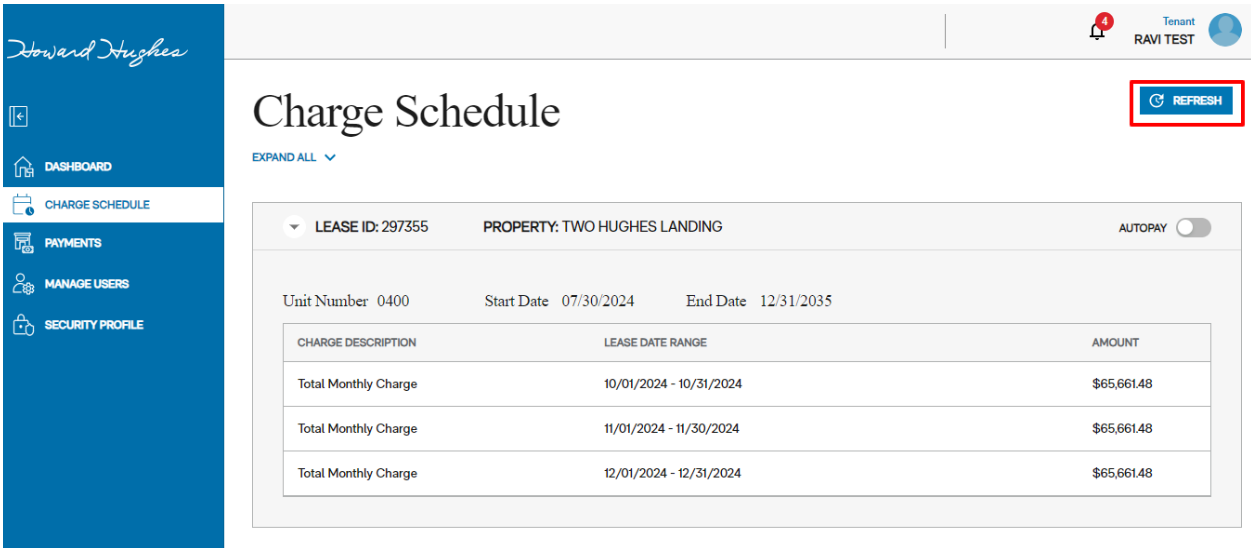
7) After clicking on "SUBMIT", the system will send an email to the respective support team with the details mentioned.

4.8 Charge Schedule

Tenants should click on the "CHARGE SCHEDULE" tab/section to access the current year recurring billing information. The Charge Schedule section provides the upcoming charges for the lease at a unit level as shown below:



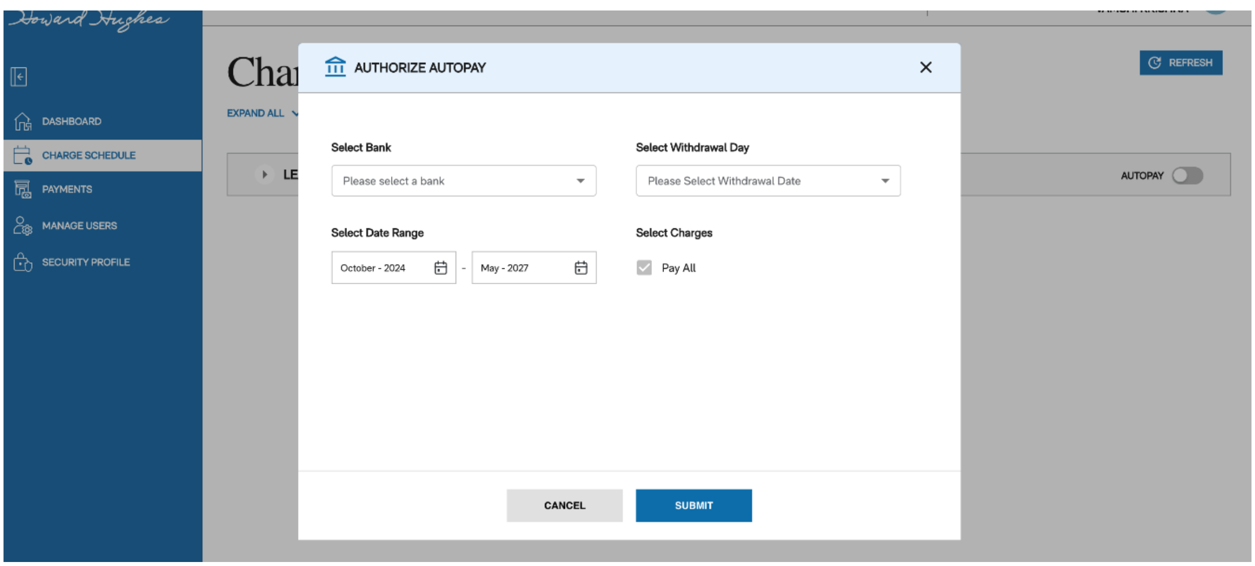
1) Click on the "REFRESH" button to see the latest Charge Schedule.



4.9 Enable Autopay

Tenants can setup autopay and schedule the payments to be made automatically each month for the selected time period.

1) Click on the "AUTOPAY" toggle switch to enable/setup autopay. The popup shown below will be displayed, requesting the Tenant to fill in the necessary details (such as withdrawal date, bank account, and on which period the autopay should pick up and make payments):

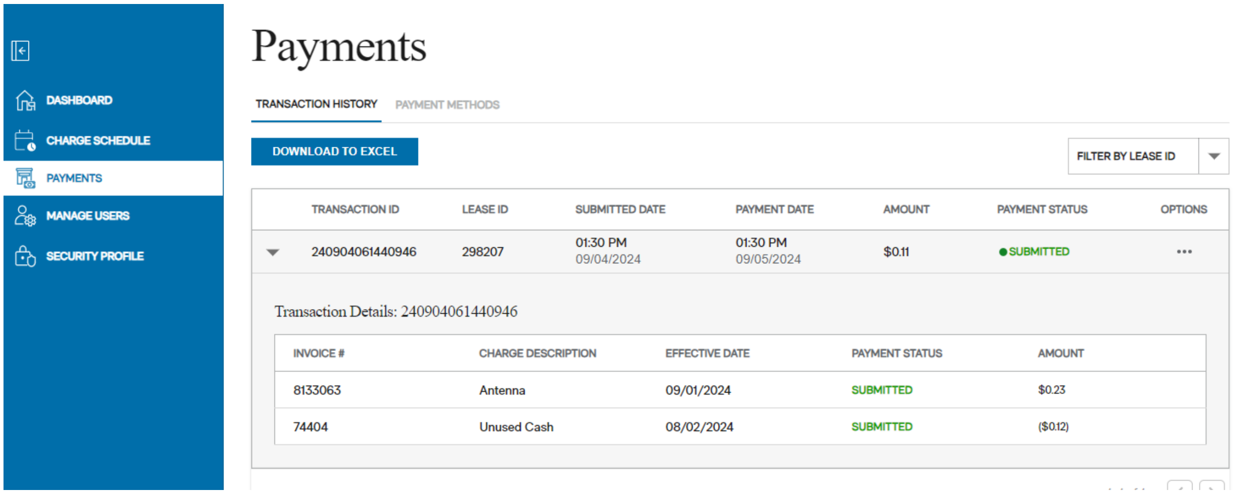


2) Click on the "SUBMIT" button and complete the autopay setup.
3) Click on the same "AUTOPAY" toggle button to disable (turn off) the autopay.

4.10 View Transaction History

To view all transaction details, click on the payments tab and select the “TRANSACTION HISTORY” section to see all payment transactions.

1) Tenant will be able to download the payment transactions by clicking the “DOWNLOAD TO EXCEL” button.



The Payment Status column provides details of each payment, as defined below:

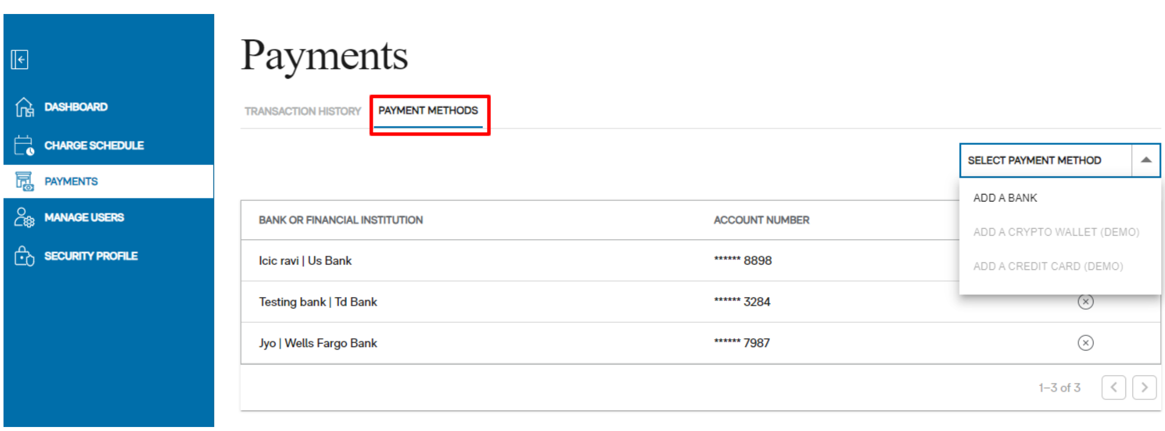
- SUBMITTED: The payment is recorded in the portal and has been submitted but has not processed yet.
- PROCESSING: The payment transaction is sent to the payment system for processing.
- PAID: The payment system has successfully executed/processed the transaction with the bank.
- REJECTED: The payment system has rejected the transaction.
- NOTE: The open charges in the Dashboard can still take up to 1 - 3 Business Days to be updated after receiving a PAID Payment Status, pending HHH’s cash application process.

4.11 Add Bank Account

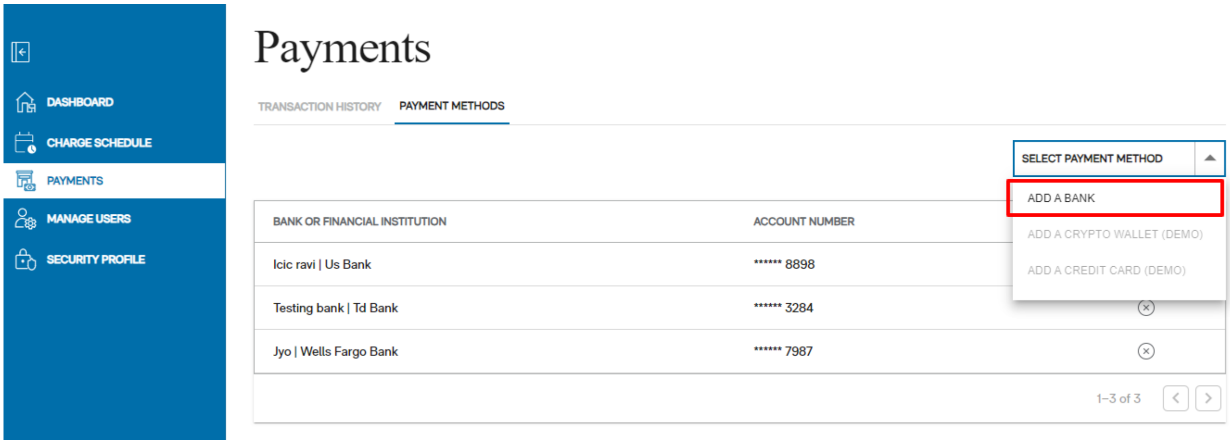
4.11.1 Adding Bank Account from Payments Tab

To add a Bank Account,

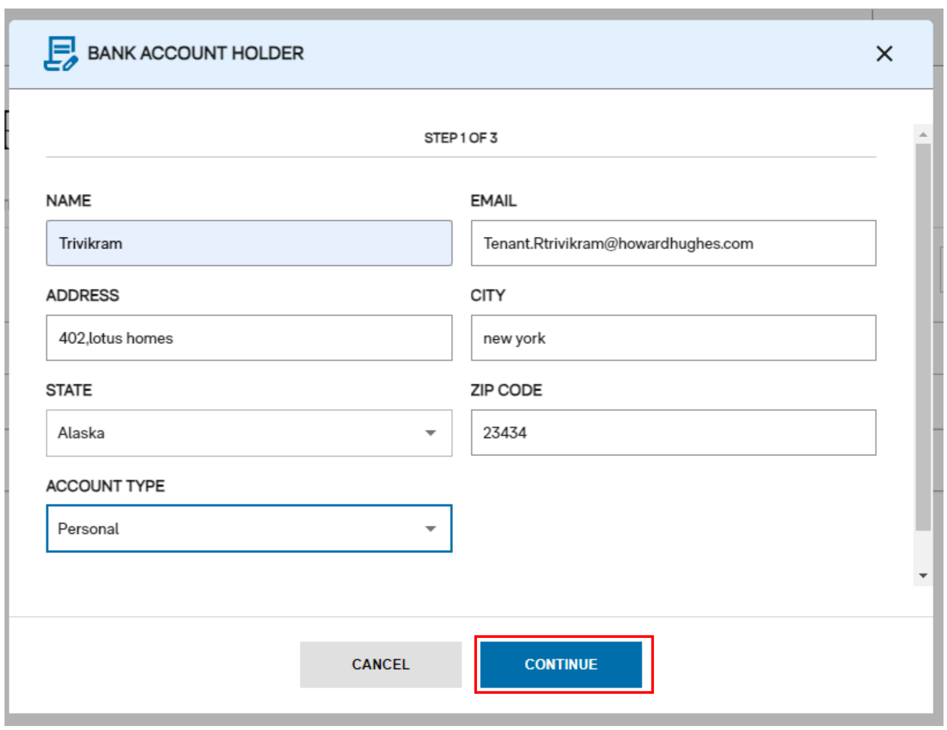
1) Click on the “PAYMENTS” section and navigate to “PAYMENT METHODS”:



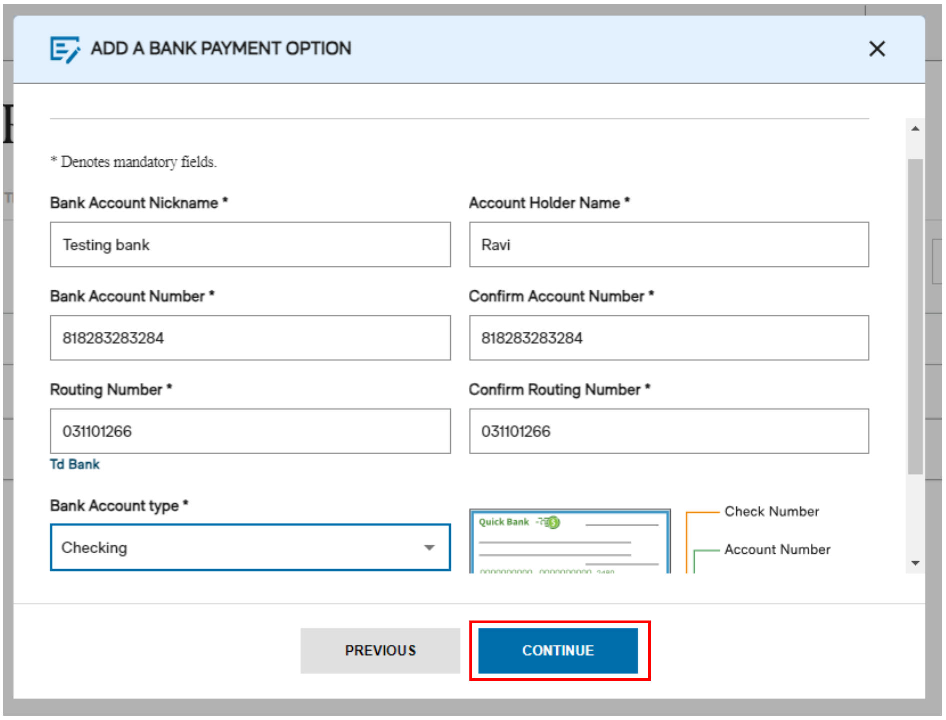
2) After navigating to the "PAYMENT METHOD" section, click on the "SELECT PAYMENT METHOD" dropdown and choose "Add Bank" option:



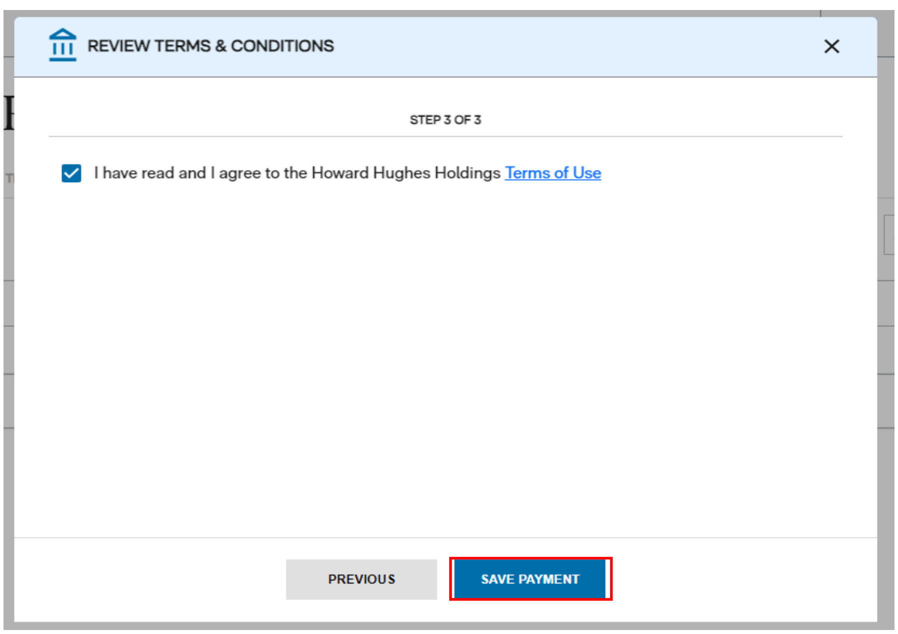
3) After clicking on "Add Bank", a popup appears asking fot the personal details. Provide the necessary details and click "CONTINUE" button, as shown below:



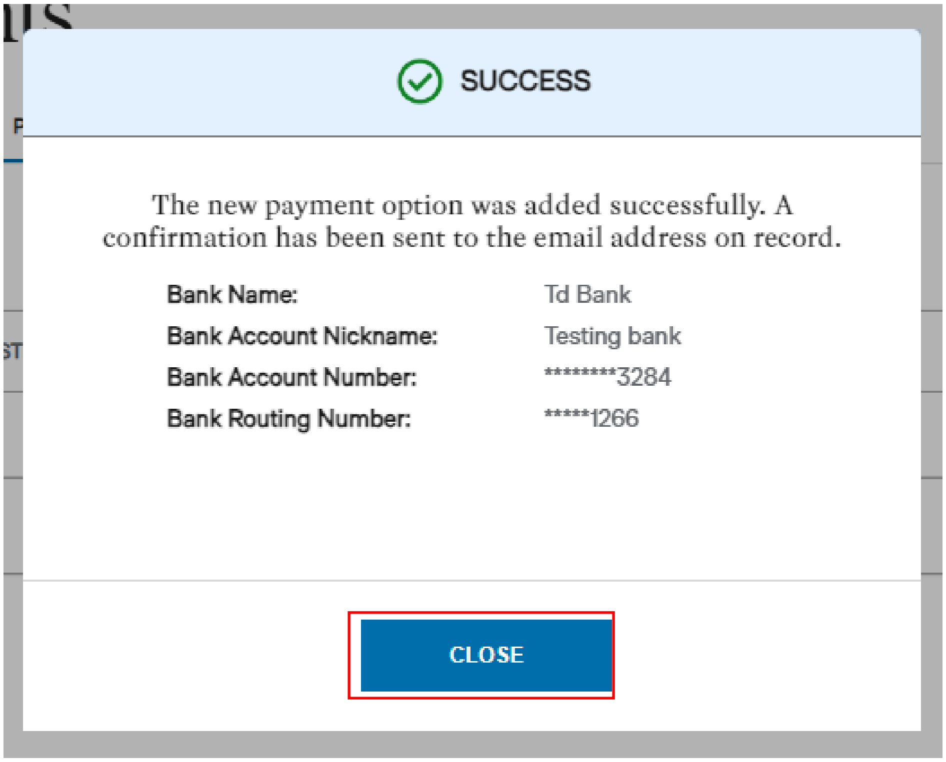
4) Fill in the bank details required to add an account and click the "CONTINUE" button:



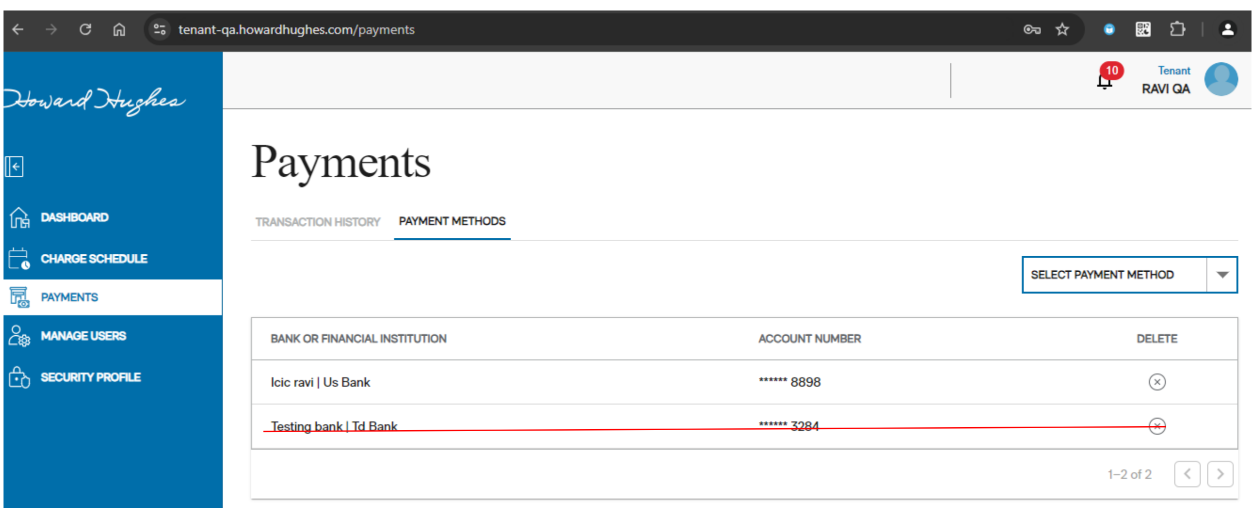
5) Review and agree to the Terms and Conditions, click on “SAVE PAYMENT” to complete adding the new bank account:



6) After clicking on "SAVE PAYMENT", a popup displaying the bank details will appear. Click the "CLOSE" button to close the popup.



7) The added bank account is visible under the "PAYMENT METHODS" tab as shown below:



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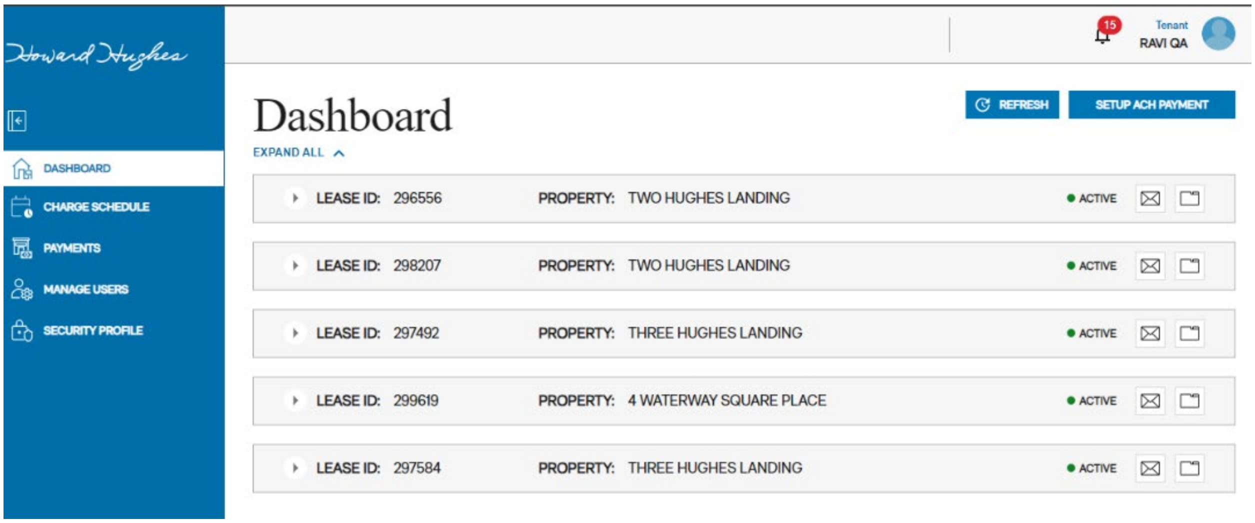
Suite 1100
The Woodlands, Texas 77380

4.11.2 Adding Bank Account from Dashboard

User can add the bank account from the "DASHBOARD" section itself.

1) Click on the "SETUP ACH PAYMENT" button from the Dashboard section:

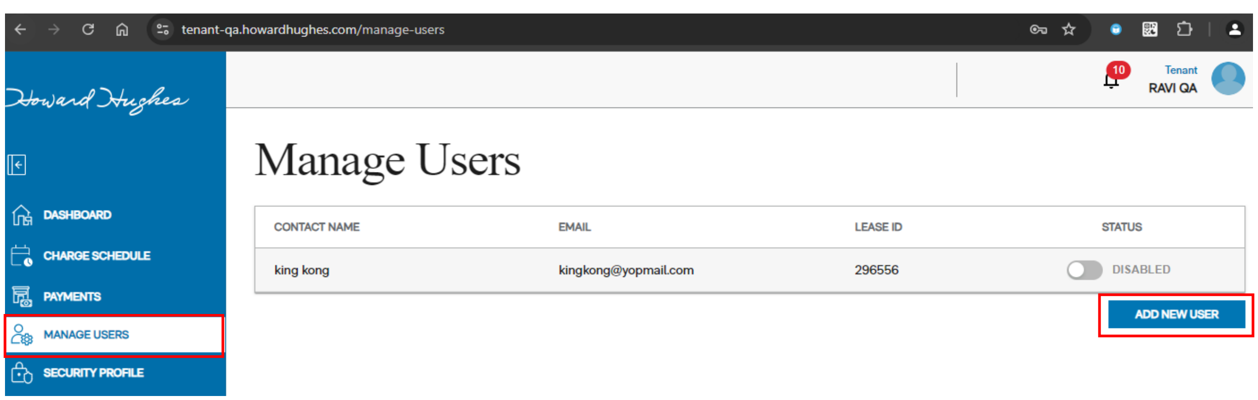


2) Complete the bank additions by repeating the steps mentioned in the above flow (Adding Bank Account from Payments Tab).

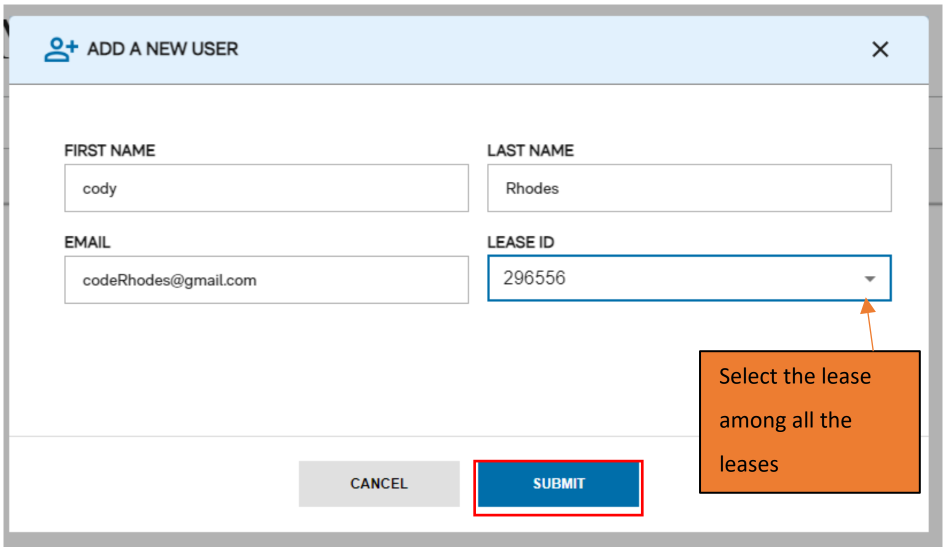
4.12 Create Sub User

Tenant can create a Sub User in the application and assign a lease to them for managing the payments.

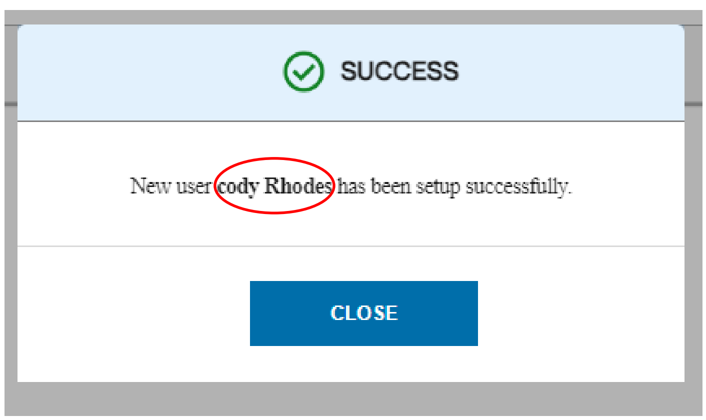
1) Navigate to the "MANAGE USERS" section and click on "ADD NEW USER" button:



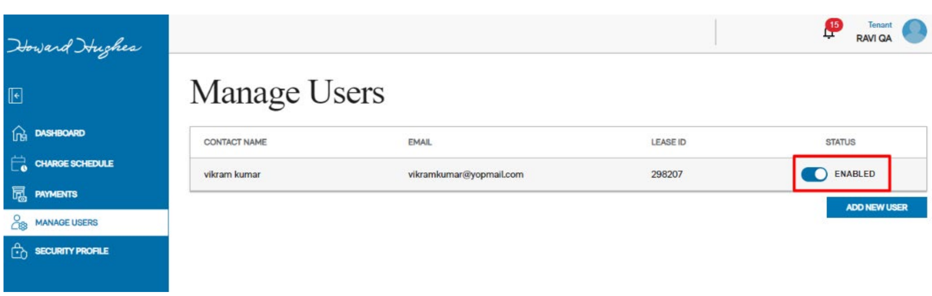
2) After clicking “ADD NEW USER”, a popup will appear requiring new user details (first name, last name and email) and a lease to be assigned to the user. Click on the “SUBMIT” button.



3) After completing the above, a popup displaying the name of the Sub user and will include a “SUCCESS” notification.



4) The added Sub User can be seen and managed (enable/disable) under the same section. Tenant should be able to disable/enable the sub user by toggling the “STATUS” column:



NOTE: A tenant may have multiple sub users, but can only enable five of them at a time.

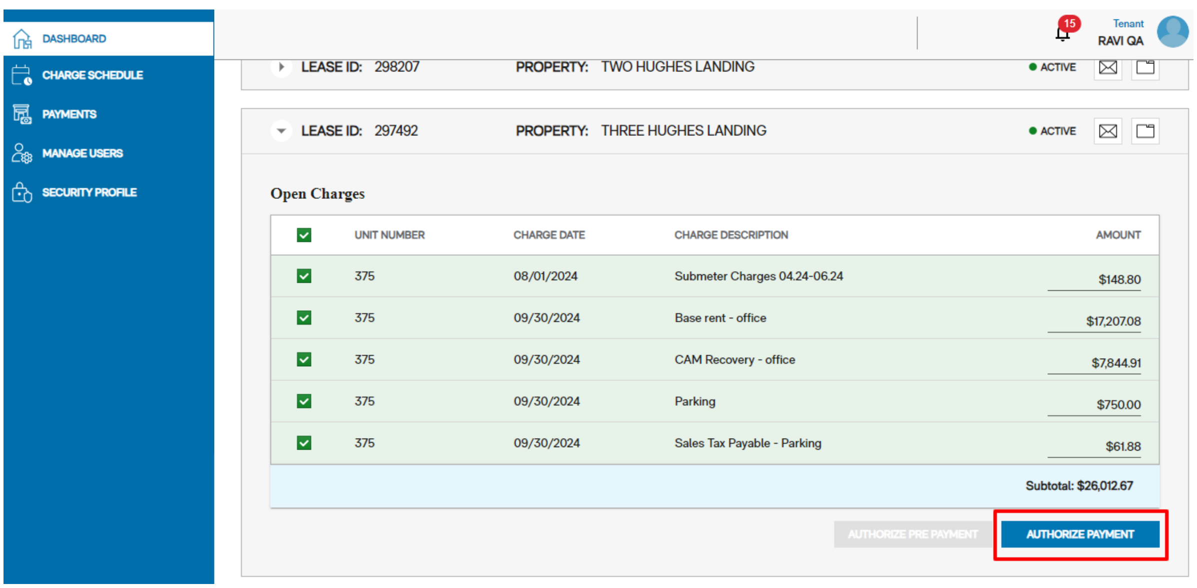
4.13 Authorize/Make Payment

Authorizing (or making) payment is one of the key features in the Tenant Portal application.
Tenants can pay the charges through

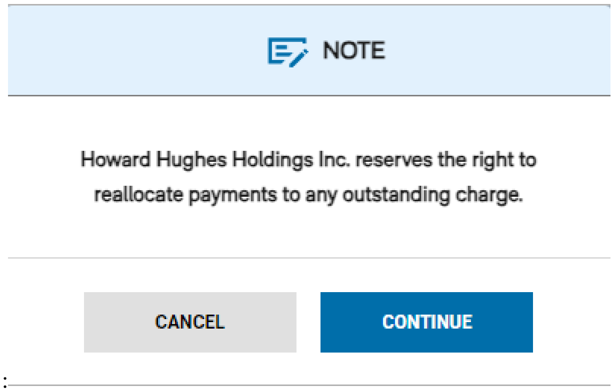
- Bank Payment: Completely paying the selected charges only with the bank account
- Prepaid Payment: No bank payment involved. All the charges are paid with Unused Cash and Unused Credit
- Partial Payment: Paying the partial amount with Unused Cash and Unused Credit along with Bank Payment

In order to make a payment follow the instructions below:

1) Go to the "DASHBOARD" and expand on the specific lease to view the list of all open charges available. Choose the charge(s) by selecting row level, then click on "AUTHORIZE PAYMENT" button to initiate the payment flow:



2) A popup with the following message appears

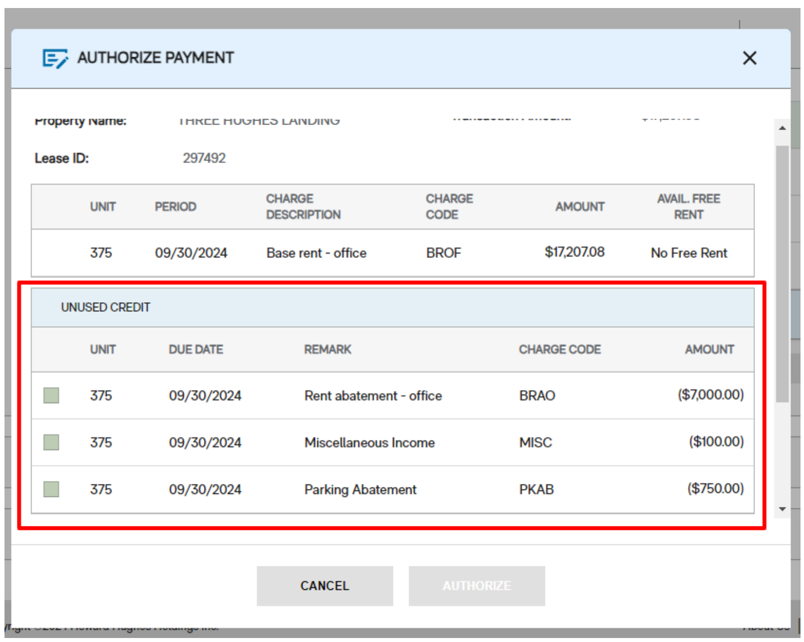


3) Click Continue.

A popup with the details of the selected charge(s) and credit options (applicable and displayed based on the charges selected) will be displayed.

a. **Unused Credits**

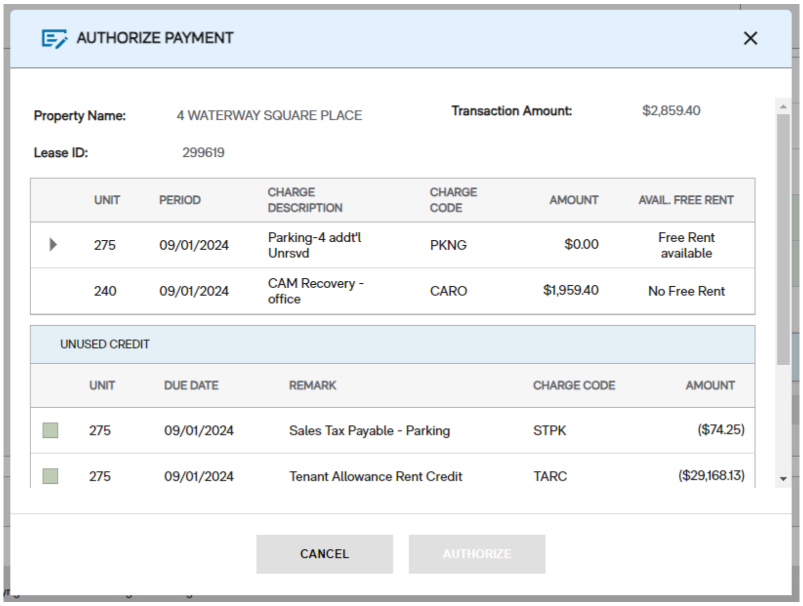
Select the multiple credits available for using to pay the full (or partial) charge amount:



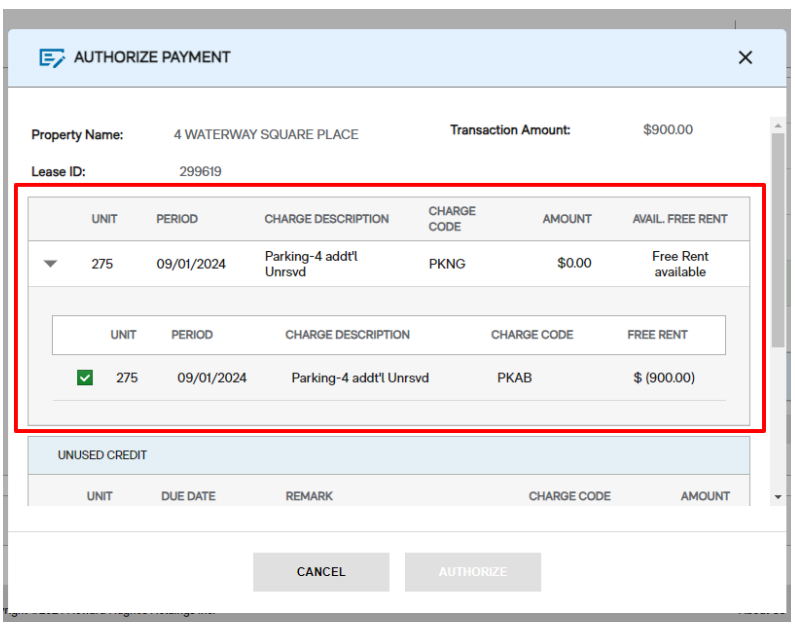
b. **Free Rent**

If free rent is available, click the arrow to view the free rent amount which will be applied to the applicable charge:

The Howard Hughes Corporation
9950 Woodloch Forest Drive
Suite 1100
The Woodlands, Texas 77380

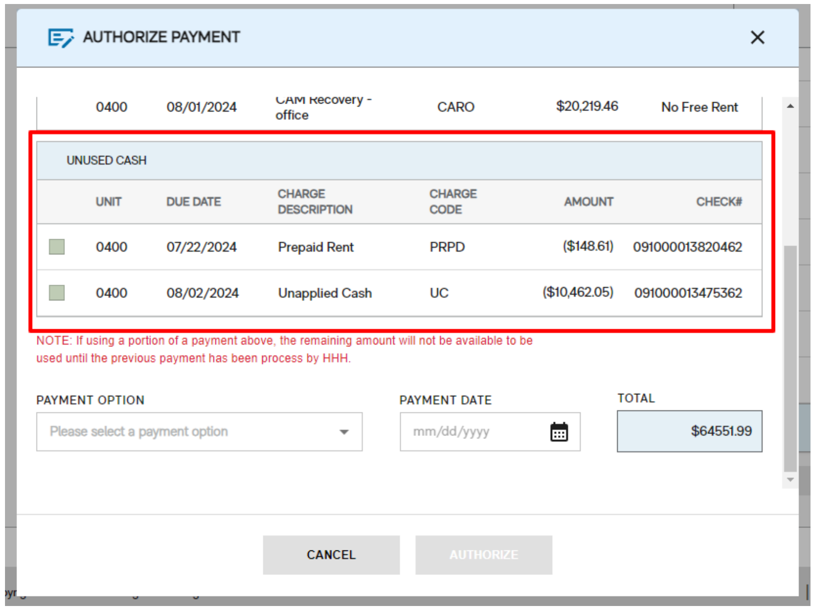


Options will display as follows:

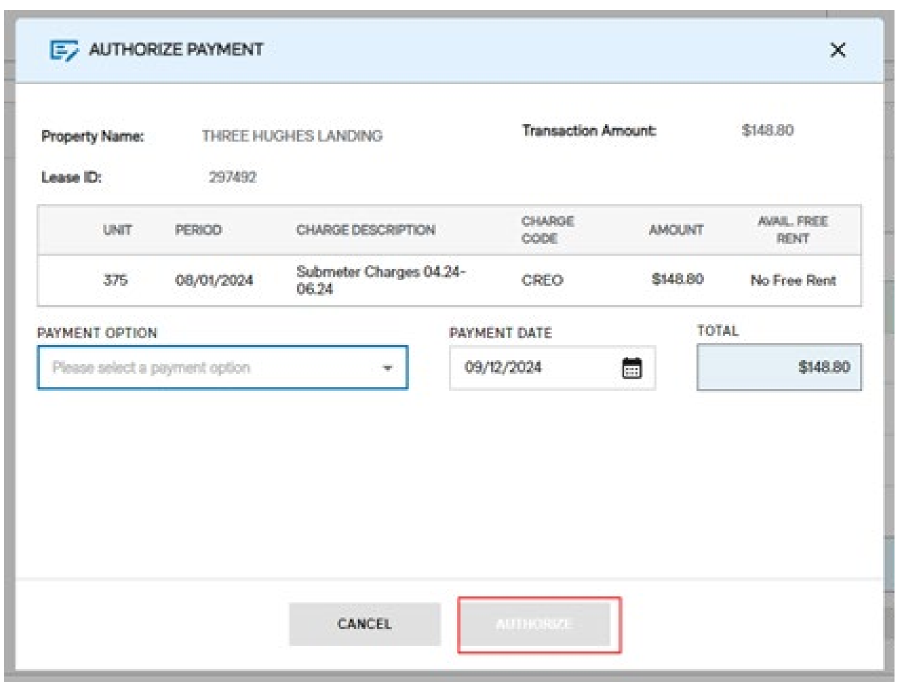


c. **Unused Cash**

If the Tenant has made prior payments (Unused Cash) these amounts can be applied to the outstanding balance. Just select the check box next to the applicable amount to be used.



4) Choose the Bank from the "PAYMENT OPTION", provide the "PAYMENT DATE" on which the payment request to be placed. NOTE: There must be an avaialable balance after selecting Unused Cash and Unused Credits to select the Payment Option.

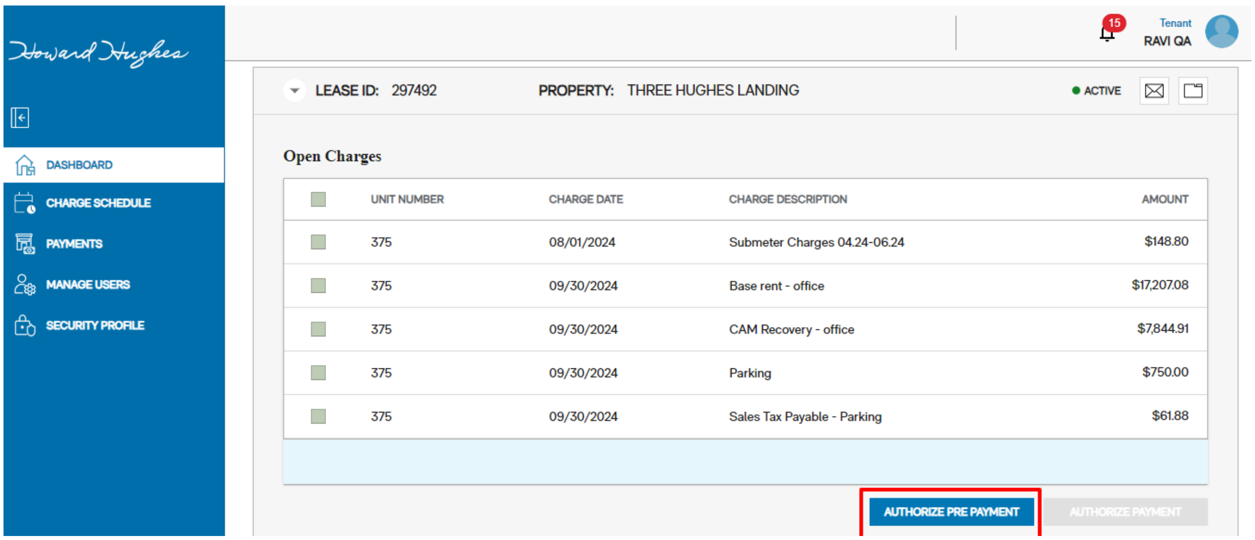


5) Click on the "AUTHORIZE" button to complete the payment initiation.

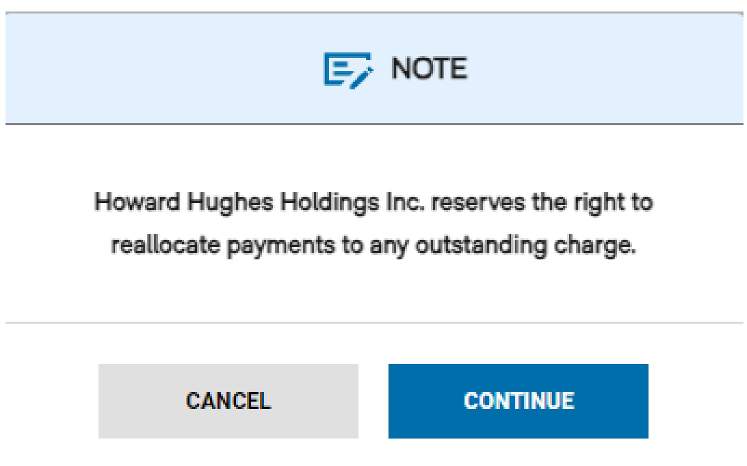
4.14 Authorize Pre Payment

User can do the Pre Payment (Advance Payment) as below,

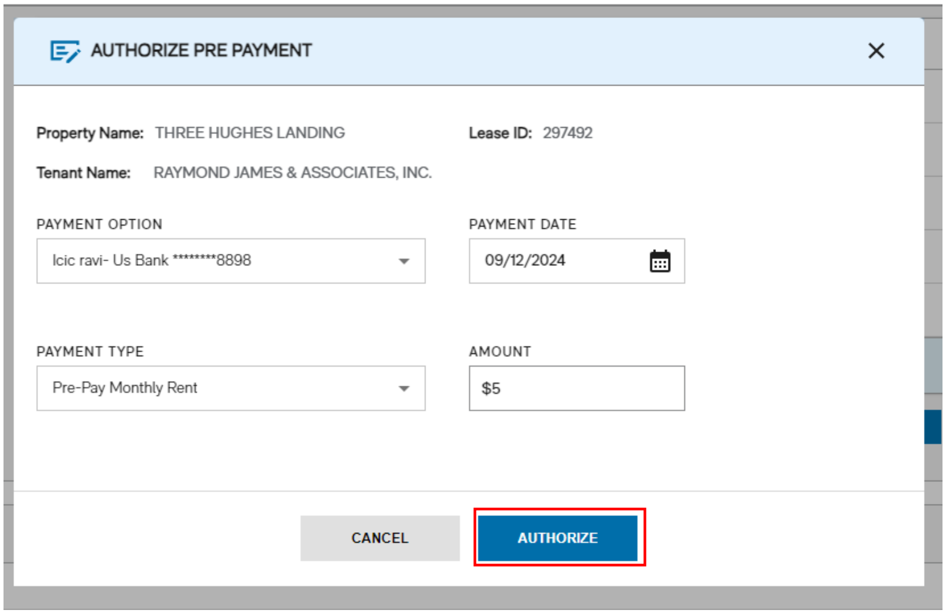
1) From the Dashboard and Lease, click on "AUTHORIZE PRE PAYMENT" button to initiate the flow. NOTE: when making a prepayment, do not select any charges.



2) A popup appears with the note below. Click on "CONTINUE" to authorize pre payment.



3) After clicking the "CONTINUE" button, another popup will display on the screen and the user should choose the Bank Account, Payment Date and Amount along with the type of Pre Payment:



4) Click on the “AUTHORIZE” button to complete the payment.

(This page is intentionally left blank for future updates and additional information.)

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REVISION HISTORY

Date of Change	Responsible	Summary of Change	Version #
09-30-2024	Vamshi Krishna	Initial Version of the Document	1.0
02-21-2025	Michelle Adams	Review	1.1