Howard Huckes.

## User Manual – Tenant Portal Project

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### 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.



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## 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.

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## 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.

 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)

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



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

Howard Hughes - Login using Verification Code		
Dear ravi qa		
Howard Hughes'		
Tenant Portal		
Please login to the Howard Hughes Tenant Portal using the Verification Code below, this code is valid for 15 minutes and can only be used once.		
Your Details		
Verification Code: 690707		
https://tenant-qa.howardhughes.com		

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

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3) Enter the verification code on the screen:

Howard Hu	ches the	
Tenant P	/ERIFICATION CODE	×
The Tenant Portal is a convenien account management system. Ma transactions, lease terms and much i	Expires In: 14:51	
testdev@yopmail.com	Temporary validation code	nd Code
jPnfQ4ztNE		
Remember me	CANCEL SUDMIT	
I agree to the Terms of User and Frivan	. С.М.Х.	

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".

	RESET PASSWORD		×
n [: 1	At least eight characters At least one uppercase letter At least one lowercase letter At least one number	NEW PASSWORD Enter New password	$\odot$
	At least one special character: (!@#\$%^_+ ~='[]:"∽?,./)	CONFIRM NEW PASSWORD	$\odot$
<u></u>	CANCEL	SUBMIT	

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



 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:



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<b>Determined Drughess</b> <b>Tenant Portal</b> The tenant Portal sis a convenient and secure online payment and reased to any other payments and angle back reased to any other payments and secure online payments and reased to any other payments and angle paylection.	
Tenant.VKrishna⊛howardhughes.com	
Password 🔊	
Forgot Password?	
lagree to the <u>Terms of Use</u> and <u>Privacy Policy</u>	

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

Howard H	ighes	×
The Tenant Portal is a convenient and se recommingenerated system. Make real transactions, lease terms and much more - i Tenant. VKrishna@howardhughe	Enter a Registered Email for a Tempora Email Address*	ry Password.
Password  Remember me  I agree to the <u>Terms of Use</u> and Pr	CANCEL BUILD	

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



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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:

Howard Hughes			RAVI TEST
•	Dashboard	C RE	FRESH SETUP ACH PAYMENT
	A New Lease Agreement has been initiated.		
	PROPERTY: TWO HUGHES LANDING		VIEW LEASE REQUEST
	LEASE ID: 297355		



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

	Landlord
Notifications CLEAR ALL	×
Lease Accepted Lease ID 299477 successfully accepted by the tenant. 4 DAYS AGO	<u>Dismiss</u>
Lease Created Lease agreement has been initiated for the property Three Hughes Landing. 4 DAYS AGO	<u>Dismiss</u>
CLOSE	

- 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.

Howard Hughes					RAVI TEST
<b>I</b>	Dashboard			C REFR	ESH SETUP ACH PAYMENT
DASHBOARD	COLLAPSE ALL 🗸				
	LEASE ID: 297355	PROPERTY: TWO	HUGHES LANDING		• ACTIVE
PAYMENTS	Onen Charges				
S MANAGE USERS	INT NIMBER	CHARGE DATE			AMOUNT
	0400	07/01/2024	June Late Fee		\$1,001.86
	0400	08/01/2024	Base Minimum Rent		\$43,330.67

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

		<b>a</b>	Tenant 🦳
Profile			×
USER ravi q EMAIL Tenar	a nt.Rtrivikram@howardhugh	nes.com	
CHANGE A Supported form Upload Phote	VATAR PHOTO ats: .jpg/.jpeg, .png up to 2 o <u>Remove Photo</u>	MB.	
	CANCEL		

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

			10 Tenant
Profile			× 2
USER raviq	а		
EMAIL Tenar	nt.Rtrivikram@howardhug	ghes.com	
CHANGE A Supported form	VATAR PHOTO ats: .jpg/.jpeg, .png up to	2 MB.	
Upload Photo	<u>Remove Photo</u>		
			_
	CANCEL		



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## 4.3 Frequently Asked Questions

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

Howard Hughes	
E	Frequently Asked Questions
	EXPAND ALL A
CHARGE SCHEDULE	- HOW DO I MAKE A PAYMENT?
	To make a payment, log into the Tenant Portal and from the dashboard page, expand the Lease, under Open Charges, select the charges you wish to pay and then click Authorize Payment button. If you don't have a bank account set up for ACH payments, you will need to add an account before you can make payments.
	HOW DO I UPDATE MY PASSWORD?
	WHAT PAYMENT METHODS ARE ACCEPTED?
	IS MY PAYMENT INFORMATION SECURE?
	CAN I SET UP AUTOMATIC PAYMENTS?
FAQ'S	CAN I VIEW MY PAYMENT HISTORY?

## 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.

Howard Hughes			SHNA
Horsward Hughea Horsward Hughea Horsward Ho	PASSWORD GUIDELINES         PASSWORD GUIDELINES         Assword must meet these requirements         A least eight characters         A least one lupercase letter         A least one supercial characters: DB#\$%*_++=D_*~?./)	CONFIRM NEW PASSWORD	SHNA V
		Confirm New Password	
FAQ'S			

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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):

Woward Hughes			0
e	Security Profile		
CHARGE SCHEDULE	PASSWORD GUIDELINES		
Payments	Password must meet these requirements	OLD PASSWORD	
SECURITY PROFILE	<ul> <li>✓ At least one uppercase letter</li> <li>✓ At least one lowercase letter</li> <li>✓ At least one number</li> </ul>	NEW PASSWORD	
	$\checkmark$ A least one special character: (i)(#\$7%4 < [] $\sim$ (/, /)	CONFIRM NEW PASSWORD	
		UPDATE	

 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.

Howard Hughes				CA VAMSHI KRISHNA	
•	Security Pro	file			
CHARGE SCHEDULE	PASSWORD GUIDELINES				
	Password must meet the		OI D PASSWORD		
	At least eight characters At least one uppercase letter	⊘ success	inter Old Password	©	
	At least one lowercase letter	Your password was successfully changed.	/ PASSWORD		
	At least one special character: ()@#\$%	close	inter New password	0	
			FIRM NEW PASSWORD		
			Confirm New Password	0	
EAOIR					

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4.5 Accepting New Lease

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

Howard Hughes			RAVI TEST
E	Dashboard	C REFRESH	SETUP ACH PAYMENT
	A New Lease Agreement has been initiated.		
	PROPERTY: TWO HUGHES LANDING		VIEW LEASE REQUEST
PAYMENTS	LEASE ID: 297355		

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.

E NEW LEASE REQU	EST			×
Property Name: Lease ID:	Two Hughes Landing 297355	Agreement Start Date: Agreement End Date:	07/30/2024 12/31/2035	
	CHARG	E SCHEDULE		
CHARGE	UNIT NUMBER	START DATE	A	MOUNT
Total Monthly Charge	0400	10/01/2024	\$65	5,661.48
Total Monthly Charge	0400	11/01/2024	\$65	5,661.48
Total Monthly Charge	0400	12/01/2024	\$65	5,661.48
	CLOSE	CONFIRM		

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

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ase Agreement has been initiated.			
:	SUCCESS		
_ Lease agreemen	t executed on blockchain successfully.		
Property Name:	Two Hughes Landing		
Lease ID:	297355		
Agreement Start Date:	07/30/2024		
Agreement End Date:	12/31/2035		
Timestamp:	05:55:07 AM		
	September 26, 2024		
	CLOSE		

- 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				
Howard Hughes				RAVI TEST
ب ۲	Dashboard			C REFRESH SETUP ACH PAYMENT
	COLLAPSE ALL 🗸			
	LEASE ID: 297355	PROPERTY: TWO	HUGHES LANDING	• ACTIVE
	Open Charges			
	UNIT NUMBER	CHARGE DATE	CHARGE DESCRIPTION	AMOUNT
	0400	07/01/2024	June Late Fee	\$1,001.86
	0400	08/01/2024	Base Minimum Rent	\$43,330.67
	0400	08/01/2024	CAM Recovery - office	\$20,219.46
	0400	08/01/2024	OT HVAC - 6.30.24	\$165.75

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

Howard Hushes					Lease De	tails	×
		board ~	PROPERTY: TWO	HUGHES LANDING	Lease ID: Tenant ID: Tenant Name:	297355 2434685 RGN-THE WOODLANDS II,	шс
	Open Ch	arges			Address:	Two Hughes Landing 1790 HUGHES LANDING BLVD S THE WOODLANDS, TX, 77380	SUITE 600
Lig formation	1	UNIT NUMBER 0400 0400 0400 0400	CHARGE DATE 07/01/2024 08/01/2024 08/01/2024 08/01/2024	CHARGE DESCRIPTION June Late Fee Base Minimum Rent CAM Recovery - office OT HVAC - 63024	Unit Number: Terms:	0400 Move In Date Current Expiration Date	10/30/2015 12/31/2035
	8	0400 0400 0400 0400	08/01/2024 08/01/2024 08/05/2024 08/01/2024	Parking Sales Tax Payable - Park Submeter Billing 04/24 Base Minimum Rent	07/24	\$115.07 \$44,007.71	•

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

Howard Hughes.		E7 CONTACT US	×	VAMSHI KRISHNA
E		ISSUE		C REFRESH SETUP ACH PAYMENT
CG DASHBOARD			-	
CHARGE SCHEDULE	→ LE	ADDITIONAL DETAIL		• ACTIVE
	) LE	TITLE	200 Characters Allowed *	ORTH • ACTIVE
		DESCRIPTION	2000 Characters Allowed *	
		B I U S Normal ▼ 16▼ Eont ▼ I Ξ Ξ Ξ		
		Enter description here		
CONTACT US		CANCEL SUBMIT		
FAQ'S				

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

	Dasl	ري ال	
	<pre>pand All &gt; LE App Issue Payment Issue Lease Issue Billing Issues General Inquiries Property Issues B / U &amp; Normal * 16* Font * / E = =</pre>	A DRTH	
CONTACT US	Enter description here		

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



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Howard Hughes		EF CONTACT US	×	
		SSUE		G REFRESH SETUP ACH PAYMENT
	• LE ,	PATMENT ISSUE	<b>`</b>	• ACTIVE
	→ LE	Payment not processed Incorrect payment amount Payment confirmation Payment method issues Refunds ■ I 및 & Normal    16   Font    I	UUI UNBRIGGETS ABOWED."	DRTH • ACTIVE
CONTACT US		CANCEL SUBMIT		
FAQ'S				

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

6.5

Howard Hughes		E7 CONTACT US	×	P	Ter VAMSHI KRISH	NA
e	Dasl	ISSUE		C REFRESH	SETUP ACH P	AYMENT
CH DASHBOARD		PAYMENT ISSUE	•			
CHARGE SCHEDULE	> LE	ADDITIONAL DETAIL			ACTIVE	
		PAYMENT NOT PROCESSED				
ANAGE USERS	> LE	LEASE		ORTH	ACTIVE	
		HEIGHTENED LEADERS, LLC FRANKIE'S UPTOWN				
		DESCRIPTION	2000 Characters Allowed *			
		B / ⊻ \$ Normal ▼ 16▼ Font ▼ / Ξ Ξ Ξ				
		Enter description here				
CONTACT US		CANCEL SUBMIT				
FAQ'S						

## 6) Provide the "title" and "description" and submit the query,

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-

Howard Hughes		EV CONTACT US	×	
€	Dasł	ISSUE		C REFRESH SETUP ACH PAYMENT
		PAYMENT ISSUE	-	
CHARGE SCHEDULE	D LE	ADDITIONAL DETAIL		ACTIVE
		PAYMENT NOT PROCESSED	•	
O MANAGE USERS	D LE	LEASE		ORTH • ACTIVE
		HEIGHTENED LEADERS, LLC	•	
		πτιε	200 Characters Allowed *	
		Payment is still in progress		
		DESCRIPTION	2000 Characters Allowed *	
		<b>B</b> <i>I</i> <u>U</u> <del>S</del> Normal ▼ 16▼ Eont ▼ <b>/</b> Ξ Ξ Ξ		
		Payment made couple of days ago but it's still in progress		
CONTACT US		CANCEL SUBMIT		

 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:

Howard Hughes			RAVITEST
•	Charge Schedu	ule	C REFRESH
CHARGE SCHEDULE	LEASE ID: 297355 PRO	PERTY: TWO HUGHES LANDING	
ANNAGE USERS	Unit Number 0400 Start	t Date 07/30/2024 End Date 12/31/2035	AMOUNT
	Total Monthly Charge	10/01/2024 - 10/31/2024	\$65,661.48
	Total Monthly Charge	11/01/2024 - 11/30/2024 12/01/2024 - 12/31/2024	\$65,661.48 \$65,661.48

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



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Howard Hughes			RAVI TEST
E	Charge Schedule		C REFRESH
Di Dashboard	EXPAND ALL 🗸		
CHARGE SCHEDULE			
PAYMENTS	LEASE ID: 297355 PROPERTY: TWO HUGHE	S LANDING	AUTOPAY
O MANAGE USERS	Unit Number 0400 Start Date 07/30/2024	End Date 12/31/2035	
	CHARGE DESCRIPTION LEASE D	ATE RANGE	AMOUNT
	Total Monthly Charge 10/01/2	024 - 10/31/2024	\$65,661.48
	Total Monthly Charge 11/01/20	024 - 11/30/2024	\$65,661.48
	Total Monthly Charge 12/01/2	024 - 12/31/2024	\$65,661.48

4.9 Enable Autopay

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

 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):

Howard Hughes					
E	Cha			×	C REFRESH
DASHBOARD         CHARGE SCHEDULE         PAYMENTS         Comparison         MANAGE USERS         Comparison         SECURITY PROFILE	EXPAND ALL V	Select Bank        Please select a bank       Select Date Range       October - 2024	Select Withdrawal Day          Please Select Withdrawal Date         Select Charges         Image: Pay All		ALTOPAY 🔊
		CANCEL	SUBMIT		

- 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.

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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.

€	Payments						
G DASHBOARD	TRANSACTION HISTORY PAYMEN	T METHODS					
	DOWNLOAD TO EXCEL					FILTER B	LEASE ID 💌
PAYMENTS							
ANAGE USERS	TRANSACTION ID	LEASE ID	SUBMITTED DATE	PAYMENT DATE	AMOUNT	PAYMENT STATUS	OPTIONS
	▼ 240904061440946	298207	01:30 PM 09/04/2024	01:30 PM 09/05/2024	\$0.11	• SUBMITTED	•••
	Transaction Details: 24090	4061440946					
	INVOICE #	CHARGE DESC	RIPTION EF	FECTIVE DATE	PAYMENT STATUS	AMOUNT	
	8133063	Antenna	09	/01/2024	SUBMITTED	\$0.23	
	74404	Unused Cash	08	/02/2024	SUBMITTED	(\$0.12)	

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":

F	Payments		
	TRANSACTION HISTORY PAYMENT METHODS		
			SELECT PAYMENT METHOD
			ADD A BANK
	BANK OR FINANCIAL INSTITUTION	ACCOUNT NUMBER	ADD A CRYPTO WALLET (DEMO)
	Icic ravi   Us Bank	****** 8898	ADD A CREDIT CARD (DEMO)
	Testing bank   Td Bank	****** 3284	(×)
	Jyo   Wells Fargo Bank	****** 7987	$\otimes$
			1–3 of 3 < >

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

€	Payments		
C DASHBOARD	TRANSACTION HISTORY PAYMENT METHODS		
CHARGE SCHEDULE			SELECT PAYMENT METHOD
			ADD A BANK
ANAGE USERS	BANK OR FINANCIAL INSTITUTION	ACCOUNT NUMBER	ADD A CRYPTO WALLET (DEMO)
	lcic ravi   Us Bank	****** 8898	ADD A CREDIT CARD (DEMO)
	Testing bank   Td Bank	****** 3284	(×)
	Jyo   Wells Fargo Bank	****** 7987	$\otimes$
			1-3 of 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:

BANK ACCOUNT HOLDER		×
STE	:P1 OF 3	-
NAME	EMAIL	- 1
Trivikram	Tenant.Rtrivikram@howardhughes.com	
ADDRESS	CITY	
402,lotus homes	new york	
STATE	ZIP CODE	. 1
Alaska 👻	23434	
ACCOUNT TYPE		- 1
Personal 👻		- 1
		-
CANCEL	CONTINUE	

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



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ADD A BANK PAYMENT	OPTION		×
* Denotes mandatory fields.			
Bank Account Nickname *		Account Holder Name *	- 1
Testing bank		Ravi	
Bank Account Number *		Confirm Account Number *	
818283283284		818283283284	
Routing Number *		Confirm Routing Number *	
031101266		031101266	
Td Bank			
Bank Account type *		Quick Bank -730 Check Number	
Checking	*	Account Number	-
	PREVIOUS	CONTINUE	

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

	REVIEW TERMS & CONDITIONS	×
ŀ	STEP 3 OF 3	
п	✓ I have read and I agree to the Howard Hughes Holdings <u>Terms of Use</u>	
l		
l		
⊢		
	PREVIOUS SAVE PAYMENT	



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

	⊘ su	JCCESS
1	The new payment option w confirmation has been sent to t Bank Name:	as added successfully. A the email address on record. Td Bank
ST	Bank Account Nickname: Bank Account Number: Bank Routing Number:	Testing bank ******3284 *****1266
	CLO	SE

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

$\leftrightarrow$ $\rightarrow$ C 🏠 🕾 tenant-c	qa.howardhughes.com/payments		@ ☆ 🔹 🕃 🎦 🛛 🛋
Howard Hughes			RAVI QA
€	Payments		
∩g dashboard	TRANSACTION HISTORY PAYMENT METHODS		
CHARGE SCHEDULE			SELECT PAYMENT METHOD
PAYMENTS			
A MANAGE USERS	BANK OR FINANCIAL INSTITUTION	ACCOUNT NUMBER	DELETE
	Icic ravi   Us Bank	****** 8898	$\otimes$
	_Testing_bank   Td Bank	****** 3284	
			1-2 of 2 🔇 🗲



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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:

Howard Hughes			ļ.	Tenant RAVI QA
•	Dashboard		C REFRESH SETU	P ACH PAYMENT
	► LEASE ID: 296556	PROPERTY: TWO HUGHES LANDING	ACTIVE	
R PAYMENTS	LEASE ID: 298207	PROPERTY: TWO HUGHES LANDING	ACTIVE	
	► LEASE ID: 297492	PROPERTY: THREE HUGHES LANDING	ACTIVE	
	► LEASE ID: 299619	PROPERTY: 4 WATERWAY SQUARE PLACE	ACTIVE	
	► LEASE ID: 297584	PROPERTY: THREE HUGHES LANDING	ACTIVE	

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:

$\leftrightarrow$ $\rightarrow$ C $$ $\cong$ tenant-o	a.howardhughes.com/manage-users			@ ☆ @ 题 끄   🔺
Howard Hughes				RAVI QA
<b>[</b> €	Manage Us	sers		
CIG DASHBOARD	CONTACT NAME	EMAIL	LEASE ID	STATUS
CHARGE SCHEDULE	king kong	kingkong@yopmail.com	296556	DISABLED
R PAYMENTS				ADD NEW LISER



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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.

+ ADD A NEW USER			×
FIRST NAME		LAST NAME	
cody		Rhodes	
EMAIL		LEASE ID	
codeRhodes@gmail.com		296556	-
			<b>↑</b>
			Select the lease
			among all the
	CANCEL	SUBMIT	leases

 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:

Howard Hughes				RAVI QA
ۍ ا	Manage U	sers		
CH DASHBOARD	CONTACT NAME	EMAIL	LEASE ID	STATUS
	vikram kumar	vikramkumar@yopmail.com	298207	ENABLED
PAYMENTS				ADD NEW LISER



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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:

 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:

DASHBOARD						15	Tenant RAVI QA
	► LEA	SE ID: 298207	PROPERTY: TWO	HUGHES LANDING		<ul> <li>ACTIVE</li> </ul>	
PAYMENTS	🗢 LEA	SE ID: 297492	PROPERTY: THRE	E HUGHES LANDING		ACTIVE	
	Open Cl	harges					
		UNIT NUMBER	CHARGE DATE	CHARGE DESCRIPTION			AMOUNT
		375	08/01/2024	Submeter Charges 04.24-06.24			\$148.80
		375	09/30/2024	Base rent - office		\$	17,207.08
		375	09/30/2024	CAM Recovery - office			\$7,844.91
		375	09/30/2024	Parking			\$750.00
		375	09/30/2024	Sales Tax Payable - Parking			\$61.88
						Subtotal: \$26	6,012.67
					RIZE PRE PAYMENT	AUTHORIZE P	AYMENT

2) A popup with the following message appears

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	E	> NOTE					
Howard realloo	Howard Hughes Holdings Inc. reserves the right to reallocate payments to any outstanding charge.						
	CANCEL	CONTINUE					

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:

UNIT PERIOD CHARGE CHARGE A DESCRIPTION CODE A	
	MOUNT AVAIL. FREE RENT
375 09/30/2024 Base rent - office BROF \$17	7,207.08 No Free Rent
UNUSED CREDIT	
UNIT DUE DATE REMARK CHARGE	E CODE AMOUNT
375 09/30/2024 Rent abatement - office BRAO	(\$7,000.00)
375 09/30/2024 Miscellaneous Income MISC	(\$100.00)
375 09/30/2024 Parking Abstament DKAR	(\$750.00)

## 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:



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	EV AUTHORIZE PAYMENT X									
	Propert Lease I	y Name: D:	4 WATERWA 299619	Y SQUARE PLACE	Transaction	Amount:	\$2,859.40	Î		
		UNIT	PERIOD	CHARGE DESCRIPTION	CHARGE	AMOUNT	AVAIL. FREE RENT			
	•	275	09/01/2024	Parking-4 addt'l Unrsvd	PKNG	\$0.00	Free Rent available			
		240	09/01/2024	CAM Recovery - office	CARO	\$1,959.40	No Free Rent			
	UN	USED CREE	ЛТ							
		UNIT	DUE DATE	REMARK		CHARGE CODE	AMOUNT			
		275	09/01/2024	Sales Tax Payable - Parking		STPK	(\$74.25)			
		275	09/01/2024	Tenant Allowance	Rent Credit	TARC	(\$29,168.13)	•		
r				CANCEL	AUTHORIZE					

Options will display as follows:

roper	ty Name:	4 WATERWAY	Y SQUARE PLACE	Trans	action Amount:	\$900.00
ease l	D:	299619				
	UNIT	PERIOD	CHARGE DESCRIPTION	CHARGE CODE	AMOUNT	AVAIL. FREE RENT
•	275	09/01/2024	Parking-4 addťl Unrsvd	PKNG	\$0.00	Free Rent available
	UNIT	PERIOD	CHARGE DESCRIPTION		CHARGE CODE	FREE RENT
	✓ 275	09/01/2024	Parking-4 addt'l Unrs	vd	PKAB	\$ (900.00)
UN	IUSED CREDIT					
	UNIT	DUE DATE	REMARK		CHARGE CODE	AMOUNT

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### 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.

E7	AUTHORI	ZE PAYMENT				×
	0400	08/01/2024	CAM Recovery - office	CARO	\$20,219.46	No Free Rent
UN	IUSED CASH					
	UNIT	DUE DATE	CHARGE DESCRIPTION	CHARGE CODE	AMOUNT	CHECK#
	0400	07/22/2024	Prepaid Rent	PRPD	(\$148.61)	091000013820462
	0400	08/02/2024	Unapplied Cash	UC	(\$10,462.05)	091000013475362
NOTE: If used unt PAYMEN Pleas	f using a port til the previou NT OPTION e select a pr	ion of a payment abo is payment has been ayment option	ove, the remaining amou process by HHH.	nt will not be available to be PAYMENT DATE mm/dd/yyyy	•	TOTAL \$64551.99

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.

Property Name:	THREE HU	IGHES LANDING	Transaction Am	ount	\$148.80
Lease ID:	297492				
UNIT	PERIOD	CHARGE DESCRIPTION	CHARGE	AMOUNT	AVAIL. FREE RENT
375	08/01/2024	Submeter Charges 04.24 06.24	CREO	\$148.80	No Free Rent
PAYMENT OPTION		P	AYMENT DATE	тот	AL
Please select a p	sayment option	•	09/12/2024		\$148.80

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



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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.

Howard Huches					RAVI QA
		EID: 297492	PROPERTY: THREE HU	GHES LANDING	
DASHBOARD	Open Cha	rges			
		UNIT NUMBER	CHARGE DATE	CHARGE DESCRIPTION	AMOUNT
PAYMENTS		375	08/01/2024	Submeter Charges 04.24-06.24	\$148.80
O Ct∰ MANAGE USERS		375	09/30/2024	Base rent - office	\$17,207.08
		375	09/30/2024	CAM Recovery - office	\$7,844.91
		375	09/30/2024	Parking	\$750.00
		375	09/30/2024	Sales Tax Payable - Parking	\$61.88
				AUTHORIZE PRE PAY	AUTHORIZE PAYMENT

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



 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:

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E AUTHORIZE PRE PAYMENT	×
Property Name: THREE HUGHES LANDING Tenant Name: RAYMOND JAMES & ASSOCIATES, INC.	Lease ID: 297492
PAYMENT OPTION	09/12/2024
PAYMENT TYPE Pre-Pay Monthly Rent	AMOUNT \$5
CANCEL	AUTHORIZE

4) Click on the "AUTHORIZE" button to complete the payment.

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

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## **REVISION HISTORY**

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