

Introduction

The purpose of this document is to describe how a Seller can utilize the Rate Lock system.

1.0 Initial Account Setup and Account Issues

Initial account setup or escalated account issues will be managed by the Seller's SitusAMC Client Service Manager or email SitusAMC at <u>accountmanagement@situsamc.com</u>.

Password resets and Rate Lock website issues can be resolved by contacting <u>ratelockhelpdesk@situsamc.com</u>. The hours of support for these issues are from 9am to 9:00pm EST Monday through Friday, except holidays.

2.0 Accessing the Rate Lock Site

2.1 Obtaining a Login and Password

The Seller will be provided with an investor specific web-based URL, User ID, and initial password via email.

2.2 Logging into the Rate Lock Site

Upon entering the investor specific web-based URL, the Rate Lock home page will appear

SitusAMC's Rate Lock System utilized two-factor authentication at login for increased security.

The Seller must install Google Authenticator on their smartphone or tablet:

- Google Authenticator via Google Play
- Google Authenticator via Apple App Store



1. The Seller will enter their **User ID**, temporary **Password**, and skip entering the **Authentication Code** the first time, then click **Log In**.

Rate Lock	
User ID	
Password	Forgot Password
Authentication Code	What's this
Log I	n

 Select Begin Setup on an Apple phone/+ on an Android phone, then Scan (a) Barcode to scan the QR Code on the Login screen via Google Authenticator.



3. Scan the QR Code on the computer screen



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4. Enter the 6-digit code from Google Authenticator and click Set.



5. The website will reset and prompt the Seller to re-enter their login credentials.

Ter	Factor Authenticatio	n setup Successful.
Pie	ase re-enter login cred	entials to proceed.
User	10	
545	thesit.	
P	word	Forget Personal
	tentication Code	What's thid
	Log	H
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6. The Seller will enter their **User ID**, **temporary Password**, and **Authentication Code** from Google Authenticator then click **Log In**. The Authentication Code will change every 30 seconds.

Kate Lock	
	User ID
Forgot Password	Password
What's this	Authentication Code
n	Log

7. When the **Terms of Use** screen appears, review the terms of use, click **I Agree** (in both locations if applicable) after scrolling to the bottom of the Terms of Use, and then click **Continue**.

being provided access to the Solution, constitute the sole and entire agreement among you, SitusAMC and Provider and also supersede all prior and contemporaneous understandings, agreements, representations, and warranties, both written and oral, regarding the Solution. 8.13. Questions or Comments. If you have any questions or comments about this Terms of Use, please email termsofuse@situsamc.com.	This is the Terms of Use message. This message is fully customizable.
✓ I Agree By clicking on "I agree", you acknowledge that you have rea set forth in these terms and are in agreement with and are forth in these terms.	d and fully understand each of the sections above and provisions willing to accept all of the obligations incumbent upon you as set
Cancel	Continue



8. The system will require that the Seller setup their "Change Password Question/Answer" and "Change Your Password".

Account settings	
Change Your Password Personal host for a fact 1 distantion Inter- 1 capercare retex. 1 number and 1 types. Oth Personal Conference Change Personal Change Personal	
Change Landing Page This Infrater provint for Aller aging in Landing Page Scient Londing Page Change Landing Page	Change Two Factor Secret Chine Generati Ane Store Haution to generatin a new code to use with your design Anterestation zego. Constrats News Torryet

These settings can be accessed and changed in the future from the Account Settings drop-down menu.

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Account Settings	Lig for
Change Your Password Personal wat is de least 12 (Previote with 1 Sumitane terre 1 Lagonase errer 1 Tuches and 1 ginder. Old Prevent Confere Netword Confere Netword	Change Password Question/Answer First, more you assess to passes from the list basis, they provide you assess must be attracted to the only on youngest that the research to the list basis the models have of your youngest that basis freeword Question basis Accesse control have Accesse control have Accesse control have Accesse
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Note: When a user is logged in and they want to change their **Password Reset Secret Question and Answer**, they will need to enter the existing question and answer to change it.

SitusAMC Administration 🌽 Adjustments 🖩 Sellers 🌣 Site	🌣 Admin IT
Account Settings	
Change Your Password Passwords must be at least 10 characters, with 1 lowercase letter, 1 uppercase letter, 1 number, and 1 symbol.	Change Password Question/Answer First, choose your password question from the list below. Then provide your Answer, which must be no longer than 60 characters.
Old Password	Current Security Password Question Select your current security question
New Password	Current Security Password Answer
Confirm New Password	New Security Password Question Select a new security question
Change Password	New Security Password Answer
	Confirm New Answer
Change Landing Page This is the page you come to after logging in.	Change Question/Answer
Landing Page V	Change Two Factor Secret
Change Landing Page	Generate New Secret