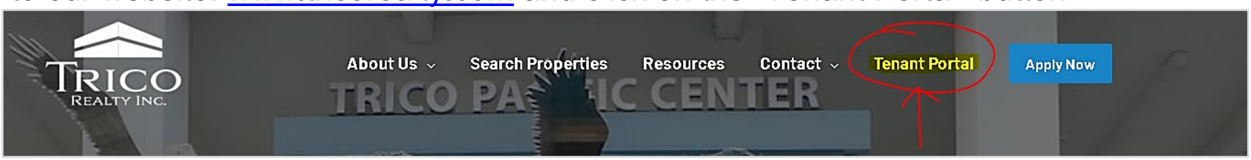
TENANT PORTAL ACTIVATION INSTRUCTIONS

We are pleased to offer a way for our tenants to access their account information and make online payments.

<u>To create an account</u>:

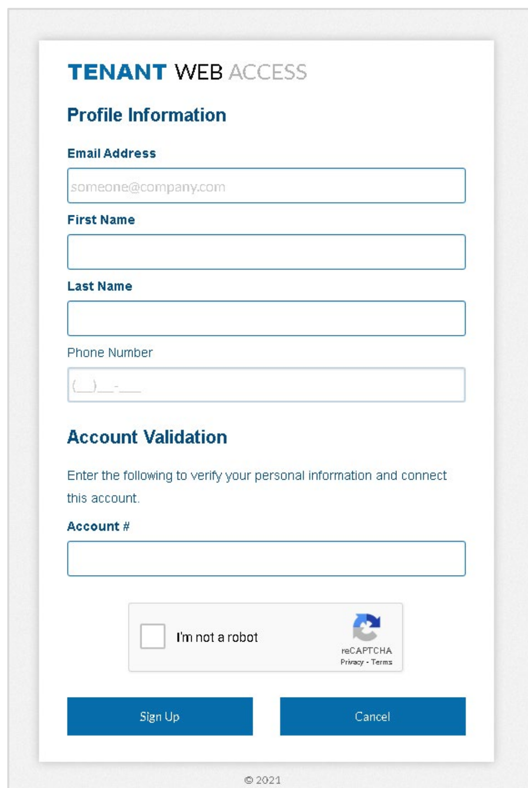
1. Go to our website: www.tricorealty.com and click on the "Tenant Portal" button



2. On the Tenant Web Access screen, click “Sign up” link.

3. Enter your email address on file. This will be your username**.** (*required*)

   If you are unsure of which email address to use, please contact us at 714-751-4420 or by email at info@tricorealty.com



4. Enter your First Name and Last Name (*required*).

5. Enter your Phone Number (optional).

6. Enter your account number (*required*).

   (This can be found on your monthly statement in the top right area.)

7. Click the checkbox next to “I’m not a robot” (*required*).

8. Click “Sign up” button, then check your email to verify your account.

9. Click the **finalize** link in the email and create a password

If you have any questions about Tenant Web Access, please do not hesitate to call our main office at 714-751-4420 or email us at info@tricorealty.com.

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FREQUENTLY ASKED QUESTIONS

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Account Basics

Q: How do I create my Tenant Portal Account?

A: If you have not already created your account when applying, please follow these instructions to create an account:

1. Go to our website: www.tricorealty.com and click on the "Tenant Portal" button
2. On the Tenant Web Access screen, click "Sign up" link.
3. Enter your email address on file. This will be your username**.** (*required*)

   If you are unsure of which email address to use, please contact us at 714-751-4420 or by email at info@tricorealty.com
4. Enter your First Name and Last Name (*required*).
5. Enter your Phone Number (optional).
6. Enter your account number (*required*).

   (This can be found on your monthly digital statement in the top right area.)
7. Click the checkbox next to "I'm not a robot" (*required*).
8. Click "Sign up" button, then check your email to verify your account.
9. Click the finalize link in the email and create a password

Q: Where do I find my account number?

A: Your account number can be found on your monthly digital statement in the top right area. If you cannot locate it, please contact us at info@tricorealty.com.

Q: What if I forgot my password? How do I reset my password?

A: Click on the "Forgot Password" link on the login screen for the Tenant Portal and follow the prompts to reset your password. It is located under the field where you enter your password.

Q: What is my Username?

A: Your Username is an email address registered to your account. If you are unsure of which email address to use, please contact us at info@tricorealty.com.

Q: Why am I getting "invalid Username or password" when I try to log in?

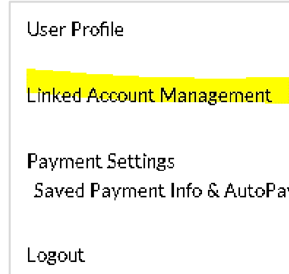
A: Please make sure you are using an email address registered to your account that was associated with your Tenant Portal and your most recent password. If you are not sure of your Username please contact us at info@tricorealty.com. If you are not sure of your password, please use the "Forgot Password" link on the login screen.

Q: I have my email address and reset my password but I still cannot login?

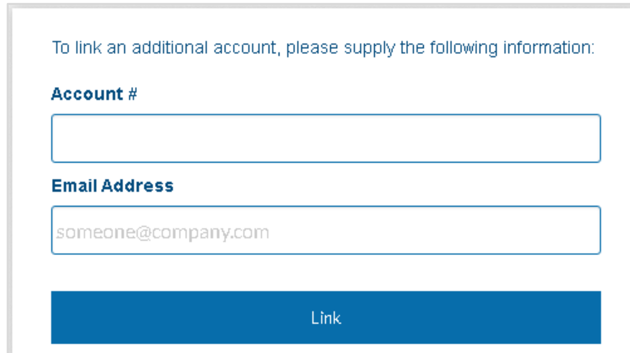
A: If you are still having trouble, please email us at info@tricorealty.com.

Q: Multiple Accounts: Can I combine my accounts to have 1 login?

A: You can link multiple accounts to have the same username (email address) and password to log in to all of your accounts. Once you have created 1 account:



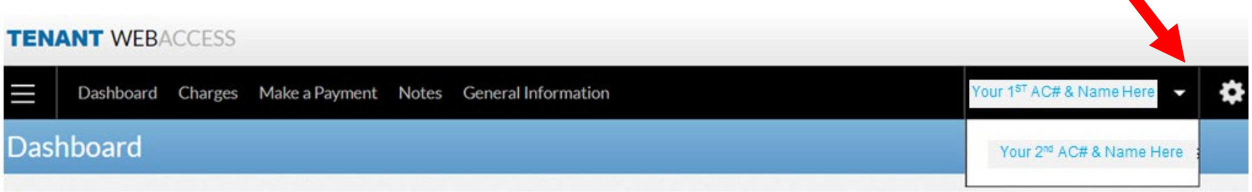
1. Go to the Settings to “Linked Account Management”
2. Click the “Add Another Account” blue button.
3. Enter your other Trico Account number
4. Enter the same email address you used for your current account
5. Click the blue “Link” button to connect the accounts
6. Your accounts are now linked.



Or if you would like assistance, please email info@tricorealty.com asking us to link your other account(s) and we will link them on the back end for you.

Q: Multiple Accounts: How do I view my other account(s) once I log into one of my accounts?

A: Once you have your accounts linked, login as normal, then go to the Far Top Right of the Screen. You should see a Dropdown Arrow next to your name and a Gearbox next to it. Click on the Dropdown Arrow and you should see your different account numbers.



This is where you can select which account you are viewing at any given time.

Q: How do I add a User?

A: Please follow the Set-Up Instructions with an authorized email address and your account number. You are welcome to set up access to more than one user to your account, but please realize that any user you give access to the account will be able to see all of the account, excluding any saved payment information.

Q: How do I remove a User?

A: Please email info@tricorealty.com requesting that a specific user be removed from accessing your account.

Q: Can I change the Personal Name associated with my Username?

A: Yes. Login to your Tenant Portal account as normal. Go to

Settings -> User Profile -> Update Personal Information

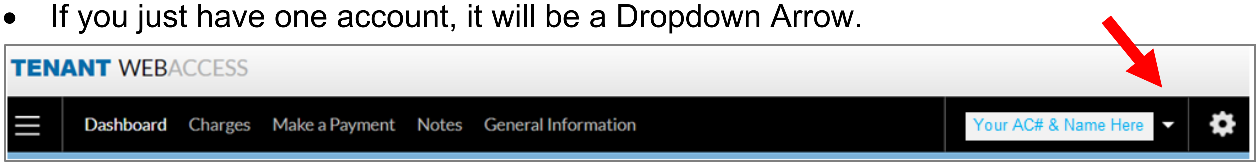
to edit the First Name, Last Name, and Phone Number. Be sure to save your work when done updating!

Payments: Set-Up and Auto-Pay

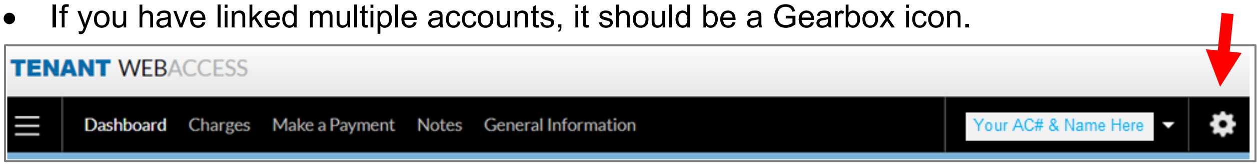
Q: Where do I go to set up my Payment Information?

A: First go to Payment Settings. You will need to click on either a Dropdown Arrow or a Gearbox to the right of the name on your account.

- If you just have one account, it will be a Dropdown Arrow.

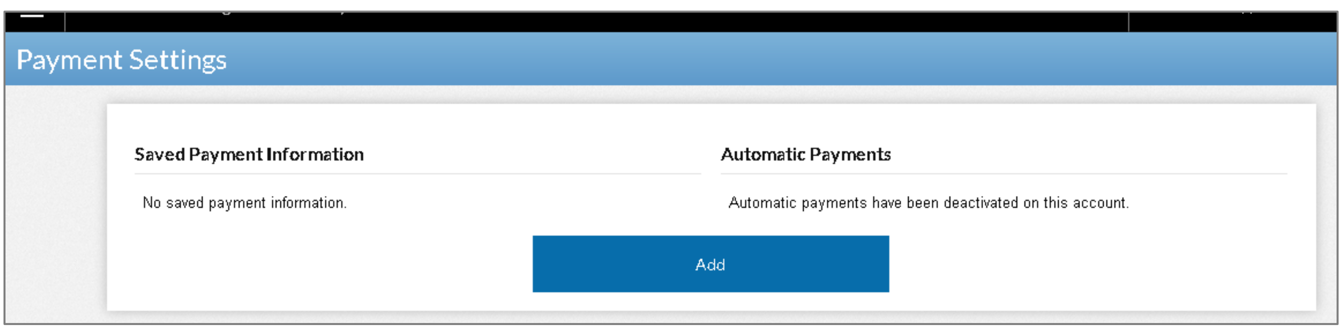


- If you have linked multiple accounts, it should be a Gearbox icon.



Next:

1. Click on the Icon to get a new menu
2. Select “Payment Settings/Saved Payment Info & AutoPay” from the list.
3. Click the Blue “Add” button to add a new payment method



Note: “Account types“ defaults to ACH - Checking as it is the first in the list of 4 choices. To select another payment choice (such as a credit card or debit card), please click the dropdown menu icon to the right of the word ACH – Checking.

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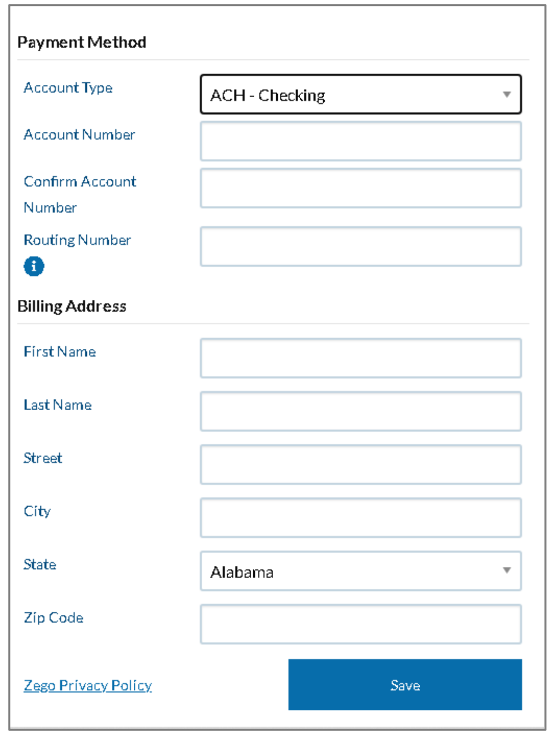
Add Payment Method: Bank Account (Checking/Savings)

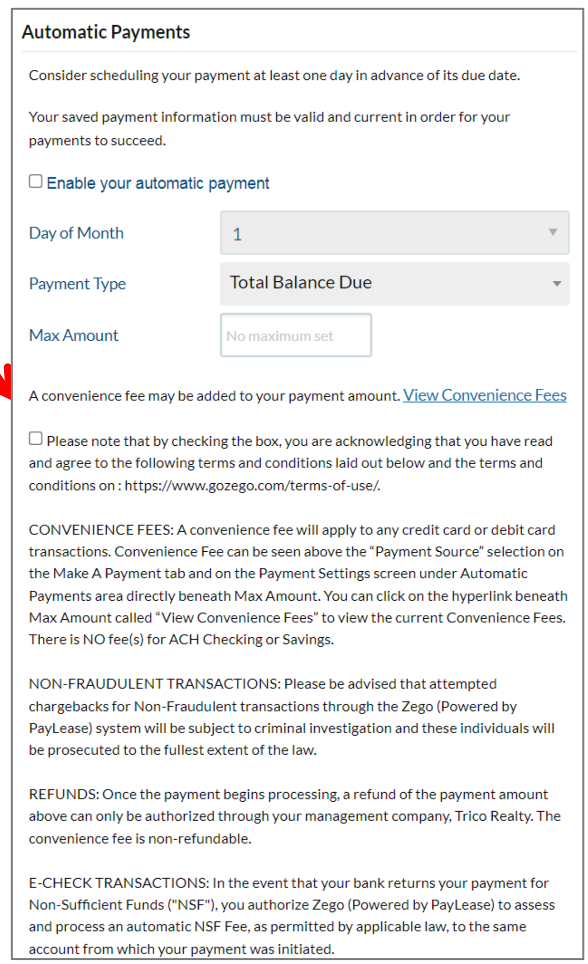
1) Start with the left hand side of the screen
2) Account Payment Type: ACH – Checking/Savings
3) Choose either “ACH – Checking” or “ACH – Savings”
4) You will need your routing number and account number
5) Enter your Bank Account Number in “Account Number”
6) Enter your Bank Account Number again in “Confirm Account Number”
7) Enter your Bank Routing Number
8) Enter your First Name and Last Name

   Note: If your lease is under a company and the bank account in the company name, split the name of the company between the first and last name fields
9) Enter the Billing Address associated with your Bank account



10) Continue to the right hand side of the screen
11) OPTIONAL: If you want to set up Auto Pay, you may do so here or else skip below to the next step. For detailed instructions on setting up Auto Pay, go to pages 10-11
12) REQUIRED: Click the “Terms & Conditions” check box on the right hand side to agree to terms.

    You will not be able to proceed with making a payment or saving your Auto Payment information if you have not checked the “Please note that….” checkbox to acknowledge the Terms and Conditions.
13) Click the blue “Save” Button to save your settings!

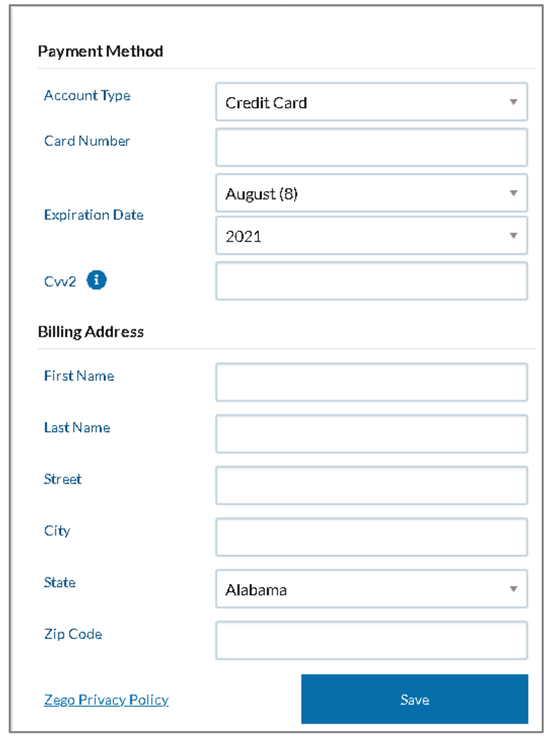


Add Payment Method: Credit Card

1) Start with the left hand side of the screen
2) Account Payment Type: Credit Card
3) Enter your Credit Card Number
4) Enter your Expiration Date
5) Enter your Cvv2 (3 or 4 digits)
6) Enter your First Name and Last Name

    Note: If your lease is under a company and the bank account in the company name, split the name of the company between the first and last name fields

7) Enter the Billing Address associated with your Credit Card account



Payment Method

Account Type	Credit Card
Card Number	
Expiration Date	August (8) / 2021
Cvv2	

Billing Address

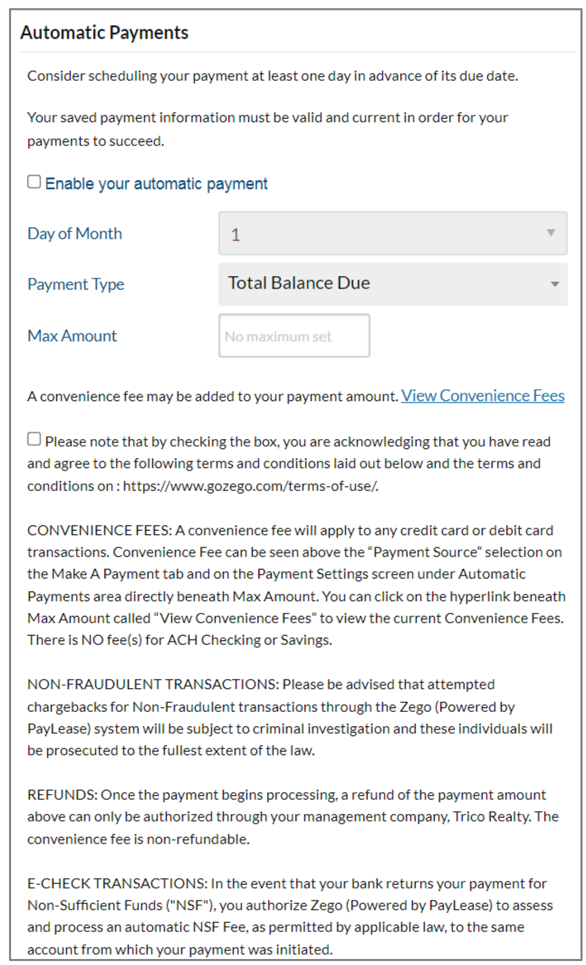
First Name	
Last Name	
Street	
City	
State	Alabama
Zip Code	

Zego Privacy Policy — Save

8) Continue to the right hand side of the screen
9) OPTIONAL: if you want to set up Auto Pay, you may do so here or else skip below to the next step. For detailed instructions on setting up Auto Pay, go to pages 10-11
10) REQUIRED: Click the "Terms & Conditions" check box on the right hand side to agree to terms.

    You will not be able to proceed with making a payment or saving your Auto Payment information if you have not checked the "Please note that…." checkbox to acknowledge the Terms and Conditions.

11) Click the blue "Save" Button to **save** your settings!



Automatic Payments

Consider scheduling your payment at least one day in advance of its due date.

Your saved payment information must be valid and current in order for your payments to succeed.

☐ Enable your automatic payment

Day of Month	1
Payment Type	Total Balance Due
Max Amount	No maximum set

A convenience fee may be added to your payment amount. View Convenience Fees

☐ Please note that by checking the box, you are acknowledging that you have read and agree to the following terms and conditions laid out below and the terms and conditions on : https://www.gozego.com/terms-of-use/.

CONVENIENCE FEES: A convenience fee will apply to any credit card or debit card transactions. Convenience Fee can be seen above the "Payment Source" selection on the Make A Payment tab and on the Payment Settings screen under Automatic Payments area directly beneath Max Amount. You can click on the hyperlink beneath Max Amount called "View Convenience Fees" to view the current Convenience Fees. There is NO fee(s) for ACH Checking or Savings.

NON-FRAUDULENT TRANSACTIONS: Please be advised that attempted chargebacks for Non-Fraudulent transactions through the Zego (Powered by PayLease) system will be subject to criminal investigation and these individuals will be prosecuted to the fullest extent of the law.

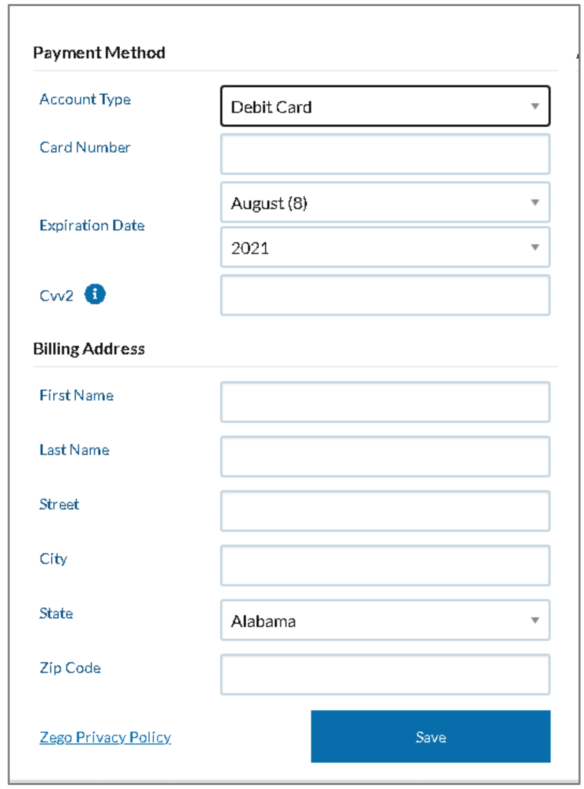
REFUNDS: Once the payment begins processing, a refund of the payment amount above can only be authorized through your management company, Trico Realty. The convenience fee is non-refundable.

E-CHECK TRANSACTIONS: In the event that your bank returns your payment for Non-Sufficient Funds ("NSF"), you authorize Zego (Powered by PayLease) to assess and process an automatic NSF Fee, as permitted by applicable law, to the same account from which your payment was initiated.

Add Payment Method: Debit Card

1) Start on the left hand side of the screen
2) Account Payment Type: Debit Card
3) Enter your Debit Card Number
4) Enter your Expiration Date
5) Enter your Cvv2 (3 or 4 digits)
6) Enter your First Name and Last Name

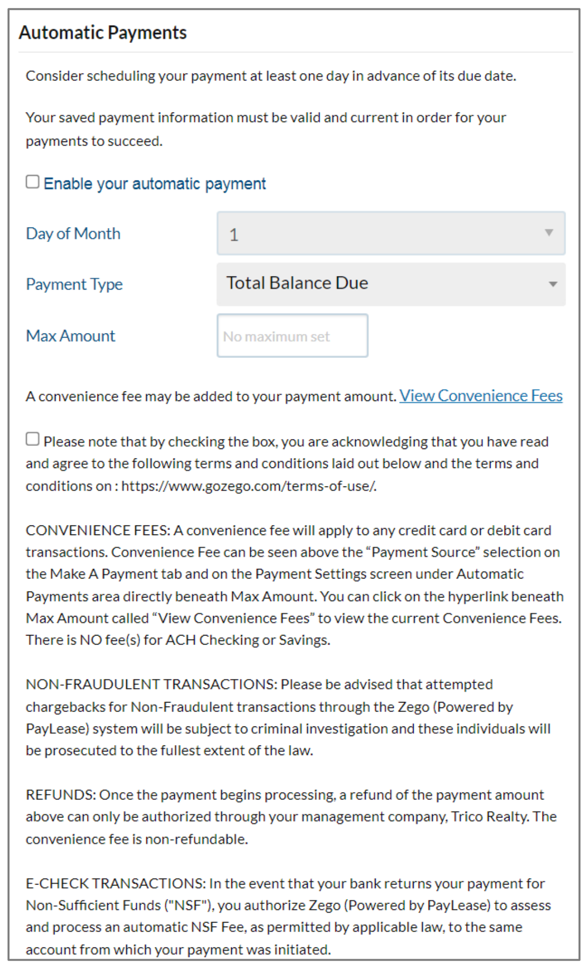
   Note: If your lease is under a company and the bank account in the company name, split the name of the company between the first and last name fields
7) Enter the Billing Address associated with your Debit Card account



8) Continue to the right hand side of the screen
9) OPTIONAL: if you want to set up Auto Pay you do so here or else skip below to the next step. For detailed instructions on setting up Auto Pay, go to pages 10-11
10) REQUIRED: Click the "Terms & Conditions" check box on the right hand side to agree to terms.

    You will not be able to proceed with making a payment or saving your Auto Payment information if you have not checked the "Please note that…." checkbox to acknowledge the Terms and Conditions.

11) Click the blue "Save" Button to **save** your settings!



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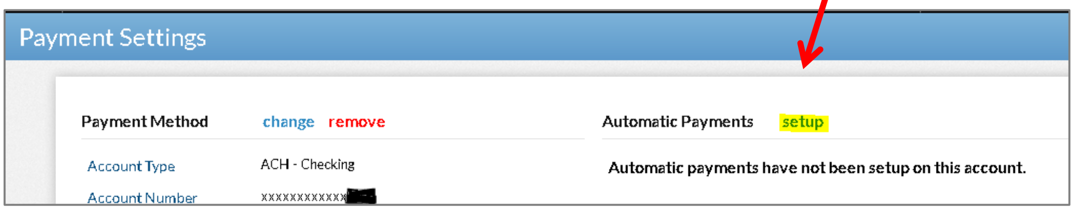
Q: How do I set up a Recurring Payment (AutoPay)?

A: First go to the Payment Settings (Saved Payment Info & Auto Pay) in the Settings area.

You must have your payment information entered for automatic payments to work. If you have **not** already set up your payment information, please go to the question "Where do I go to set up my Payment Information" on pages 5-6 for assistance on filling out the left side of the Payment Settings: Payment Method.

On the right hand side of the Payment Settings Screen:

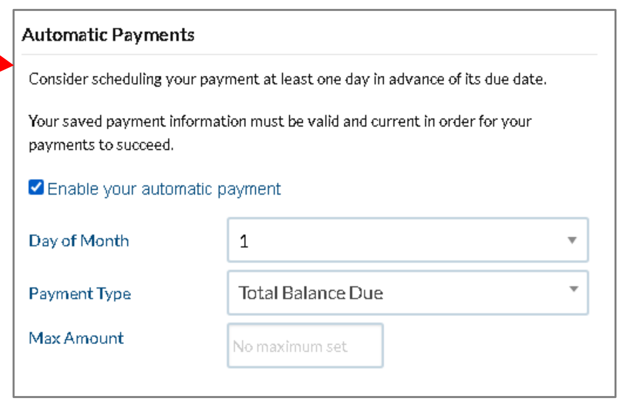
1. For those who have already set up their payment method and are editing existing information to add in Auto Pay: Click the Blue "Setup" button to on the right side next to Automatic Payments



If you have not set up your saved payment method yet, you won't have the "setup" link. Enter your Payment method on the left (see pages 6-9 for instructions, with the different payment methods) and then go directly to Step 2.

2. Check the box next to "Enable your automatic payment".

   Note: If the "Day of the Month" and "Payment Type" boxes are grayed out, it means you haven't checked the box.



3. Select the Day of the Month you want the transaction to occur on.

4. Select the Payment Type:
   - Total Balance Due (default) - Includes charges dated in the future
   - Current Balance - Charges dated after specified Day of Month will be excluded
   - Specific (Other) Amount - The specific amount you enter will only be paid, regardless of what is due.

The payment will process around 2am on the Day of Month you have selected.

5. Max Amount is optional.
   - If you want to set a limit that the payment cannot go beyond, this is where you enter the number.
   - If you enter $0.00, it will not pull money as it thinks the maximum is $0.00/no money.
   - If you choose to enter a Max Amount, it will not adjust if you have a scheduled rent increase.

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6. Click the “Please Note that by checking the box….” Disclaimer check box (*required*)

> A convenience fee may be added to your payment amount. View Convenience Fees
>
> ☐ Please note that by checking the box, you are acknowledging that you have read and agree to the following terms and conditions laid out below and the terms and conditions on : https://www.gozego.com/terms-of-use/.
>
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>
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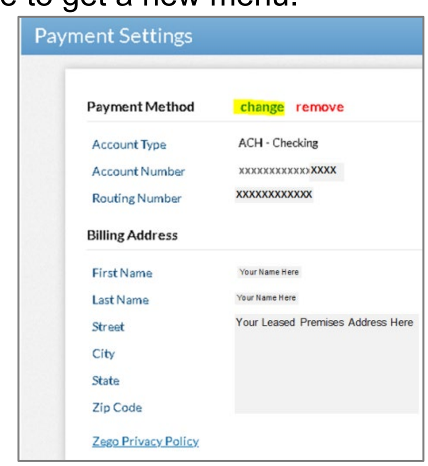
> REFUNDS: Once the payment begins processing, a refund of the payment amount above can only be authorized through your management company, Trico Realty. The convenience fee is non-refundable.
>
> E-CHECK TRANSACTIONS: In the event that your bank returns your payment for Non-Sufficient Funds ("NSF"), you authorize Zego (Powered by PayLease) to assess and process an automatic NSF Fee, as permitted by applicable law, to the same account from which your payment was initiated.

7. Click the blue Save Button to save your settings!

Q: Where do I go to Edit/change up my saved Payment Information?

A: Go to the Settings Icon (Gearbox if linked accounts/Dropdown if single account) from the Home Screen, then click on the “Payment Information” choice to get a new menu.



On the new screen:

1. Click on the blue “change” link to edit your payment information
2. Edit your information.
3. Click the blue “Save” link to save your save your changes

If you need to change to a new bank account, delete this entry and then add in the new bank account as a payment method. See next question “My Bank Account closed – how do I update my saved payment info” for more details.

Q: My Bank Account closed – how do I update my saved payment info?

A: Go to the Settings Icon (Gearbox if linked accounts/Dropdown if single account) from the Home Screen, then click on the "Payment Information" choice to get a new menu.

On the new screen:

1. Click on the red "remove" link to delete your payment information*

2. Click the blue "Add" button to set up your new payment information.

3. Enter your new payment information (see prior FAQ questions in Payment Set-Up and Auto-Pay Section for more help).

4. Click the blue "Save" button to save your save your changes!

   *Do Not click the "change" button to just write over the account number only. You need to replace the entire payment method.

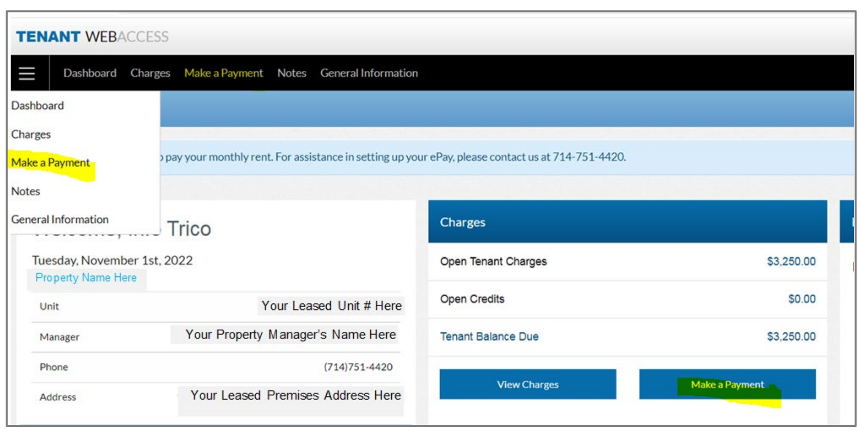
   Background: The bank issues a one-time passcode ("bank token") to authenticate a digital banking user when you do a financial transaction. Once your account is closed that particular bank token is now "broken". If you try to write over only the bank account number saved in our system, our system will still associate the new bank number the same broken bank token (associated with the old bank number) and the payment won't go through. To avoid this, you need to delete the entire payment method and set up a new payment method from scratch with your new bank account so it recognizes the "new" bank token.

Q: Where do I go to make a one-time payment?

A: From the Home Screen (Dashboard), there are 3 "make a payment" places:

1. In the Top Black Header, click "Make a Payment" link/tab.

2. In the Top Black Header, click the 3 horizontal bars on the left to bring up a menu and click "Make a Payment" on the new menu.



3. In the center of the screen where it says "Charges", click the blue "Make a Payment" blue button on the Home Screen (only appears if you have an Open Balance).

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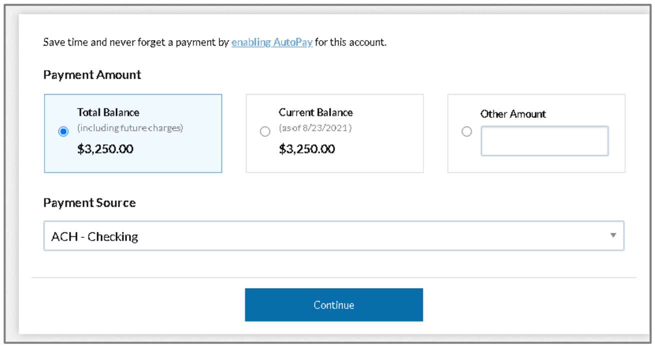
On the New Screen:



4. Pick either “Total Balance”, “Current Balance”, or “Other Amount”
5. Select the Payment Source you plan to use (whether already saved payment information or new payment information).

   Choices:

      ACH – Checking,

      ACH – Savings

      Credit Card

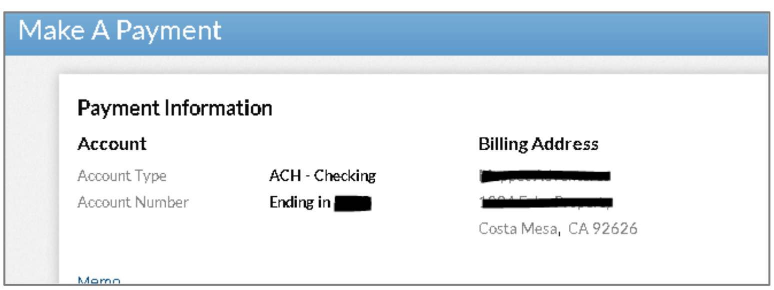
      Debit Card
6. Then click the blue “Continue” button.

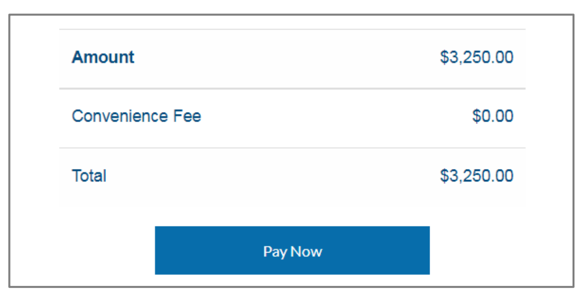
Note:

1) If you do not have a payment method saved you will be prompted to enter one when you click “continue”.

2) If you enter an amount in “Other Amount” that equals either the Total Balance or Current Balance Amount, it will not proceed as it thinks there is an error. Please only use Other Amount if you are writing in a different amount than the Dollar amounts already given under Total Balance and Current Balance.

7. Review the information is correct
   a. If you have selected a payment method that has a convenience fee, the amount will show in the Payment Summary at the bottom of the screen near the “Pay Now” blue button. If you decide you don’t want to pay with that payment method, please back out of this screen and go to your Saved Payment methods to edit the saved payment method.





b. If you haven't saved payment information yet, please fill it in now:

Payment Information

Routing Number

Account Number

Confirm Routing Number

Confirm Account Number

Billing Address

Use Address on File

First Name

Last Name

Street

City

State

Alabama

Postal Code

Reminder for Billing Address: 1) please use the billing address associated with your payment method. 2) If you are company (incorporated entity, LLC, etc.), in the First/Last Name please put your business name broken up into 2 parts.

8. REQUIRED Check the Disclaimer Checkbox next to "Please Note that by checking…."

☐ Store as saved payment information for One-time and Autopay payments

☐ Please note that by checking the following box(s), you are acknowledging that you have read and agree to the following terms and conditions laid out below and the terms and conditions on : https://www.gozego.com/terms-of-use/.

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9. Click the Blue "Pay Now" button.

Q: New/Prospective Tenant – why don't I see any charges for my *Monies Due Upon Execution of Lease amount* in the "Make a Payment" section?

A: For Prospective new Tenants paying their initial Monies Due Payment, Trico will add the charges after you make your payment. Please enter your Monies Due amount in the "Other" field on the Make a Payment tab.

Q: Are there convenience fees to pay online?

A: Fees depend on the Account Type selected. You can click on the hyperlink to "View Convenience Fees" when making a payment or setting up your Automatic Payments.

Bank Account (ACH)

Checking or Savings: there is no Convenience Fee.

Debit Card

$4.95 to $5.32 flat convenience fee

Credit Card

3.50% to 3.76% convenience fee (Visa, Mastercard, Discover, and American Express)

Q: Are convenience fees refundable?

A: No.

Q: Accidental duplicate online payment: can I get a refund of the duplicate ePayment?

A: Once the funds have cleared on our side, we can initiate an ePay refund to the payment source from which the payment was drawn. We have to wait to make sure that the funds are not going to bounce (ACH/Debit Card) or be treated as fraud (by your credit card company).

Please note that if you overpaid on a single payment item, we cannot refund the difference. The overpayment amount will remain as a credit on your account against future charges.

Once we initiate the ePay Refund Process, please be sure to make sure that your payment source can accept funds from us as we cannot alter the process after we start the refund. Please be aware that it typically takes 5-7 business days for the funds to arrive after we start an ePay Refund process.

Q: Accidental Overpayment: Can I get a refund of the difference?

A: No, the overpayment amount will remain as a credit on your account against the next month's rental charges.

Q: Payment on wrong account (Multiple accounts): Can you transfer it?

A: Please email your Property Manager and CC info@tricorealty.com to request this. We will look into it and get back to you.

Q: Transaction History: how do view my Transaction History?

A: Please email info@tricorealty.com requesting a copy of your Transaction History and we will email you a copy.

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Q: Why did I get a message saying "Disclaimer Field is Required"?

A: Where is this Disclaimer Field and what is it? You will not be able to proceed with your transaction if you have not checked the Disclaimer checkbox to acknowledge it. It can be found in the Saved Payment Information settings (or when you are making a one-time payment without saving the payment information).

Saved Payment Settings area Screenshot:

A convenience fee may be added to your payment amount. View Convenience Fees

☐ Please note that by checking the following box(s), you are acknowledging that you have read and agree to the following terms and conditions laid out below and the terms and conditions on : https://www.gozego.com/terms-of-use/.

CONVENIENCE FEES: A convenience fee will apply to any credit card or debit card transactions. Convenience Fee can be seen above the "Payment Source" selection on the Make A Payment tab and on the Payment Settings screen under Automatic Payments area directly beneath Max Amount. You can click on the hyperlink beneath Max Amount called "View Convenience Fees" to view the current Convenience Fees. There is NO fee(s) for ACH Checking or Savings.

NON-FRAUDULENT TRANSACTIONS: Please be advised that attempted chargebacks for Non-Fraudulent transactions through the Zego (Powered by PayLease) system will be subject to criminal investigation and these individuals will be prosecuted to the fullest extent of the law.

REFUNDS: Once the payment begins processing, a refund of the payment amount above can only be authorized through your management company, Trico Realty. The convenience fee is non-refundable.

E-CHECK TRANSACTIONS: In the event that your bank returns your payment for Non-Sufficient Funds ("NSF"), you authorize Zego (Powered by PayLease) to assess and process an automatic NSF Fee, as permitted by applicable law, to the same account from which your payment was initiated.

Make a Payment Settings area Screenshot:

☐ Store as saved payment information for One-time and Autopay payments

☐ Please note that by checking the box, you are acknowledging that you have read and agree to the following terms and conditions laid out below and the terms and conditions on : https://www.gozego.com/terms-of-use/.

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Q: Why did I get an Error message saying "Exceeds Approval Amount Limit"?

A: Please contact your bank (or Credit Card) to authorize the transaction.

Q: Why did I get an Error message saying "Payment amount exceeds ACH limit"?

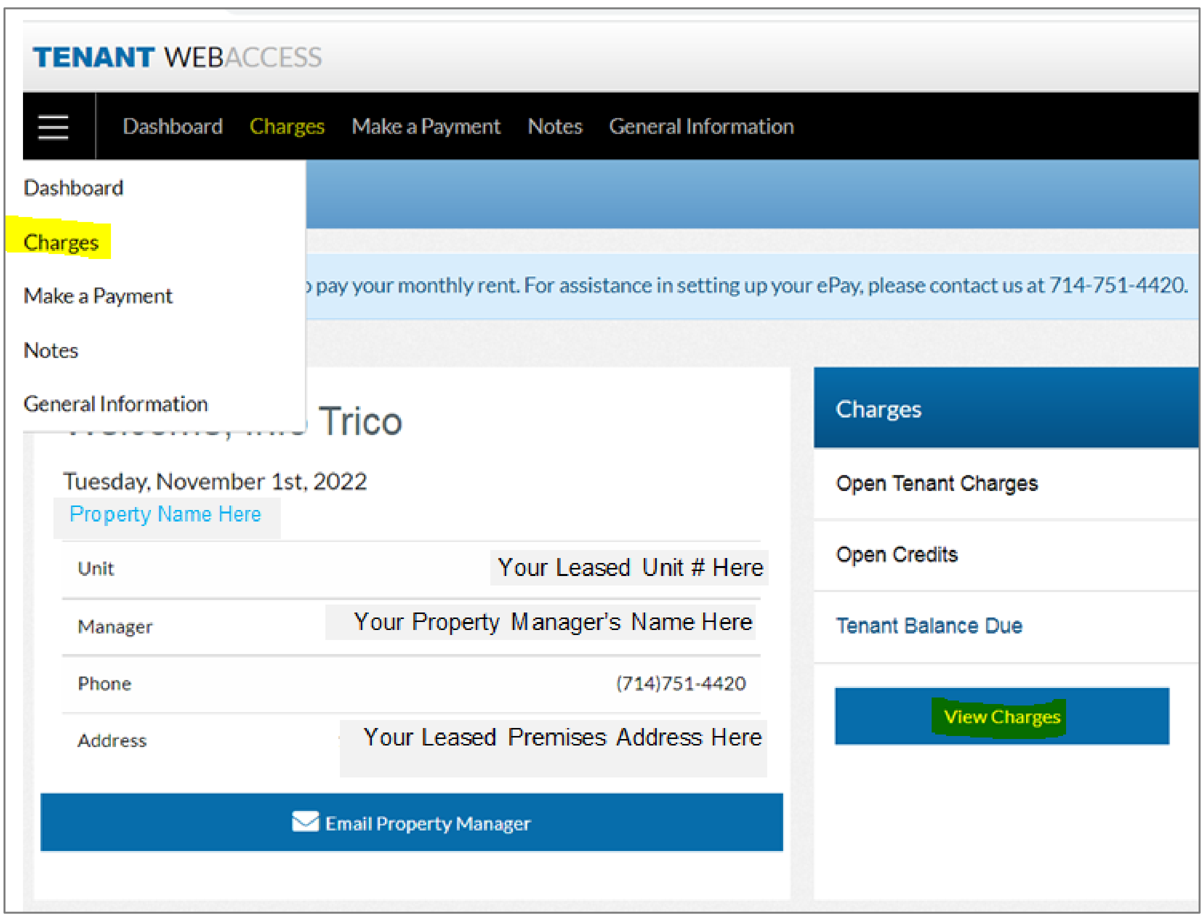
A: There is a maximum amount limit for payments. If you get this message, please break up your payment into multiple parts. As of 9/2020, the maximum amount for a single transaction is $75,0000.

General Questions

Q: How can I check my Balance? (What do I owe this month?)

A: From the Home Screen (Dashboard), there are 3 "make a payment" places:

1. In the Top Black Header, click "Charges" link/tab.
2. In the Top Black Header, click the 3 horizontal bars on the left to bring up a menu and click "Charges" on the new menu.
3. In the center of the screen where it says "Charges", click the blue "View Charges" blue button on the Home Screen (only appears if you have an Open Balance).



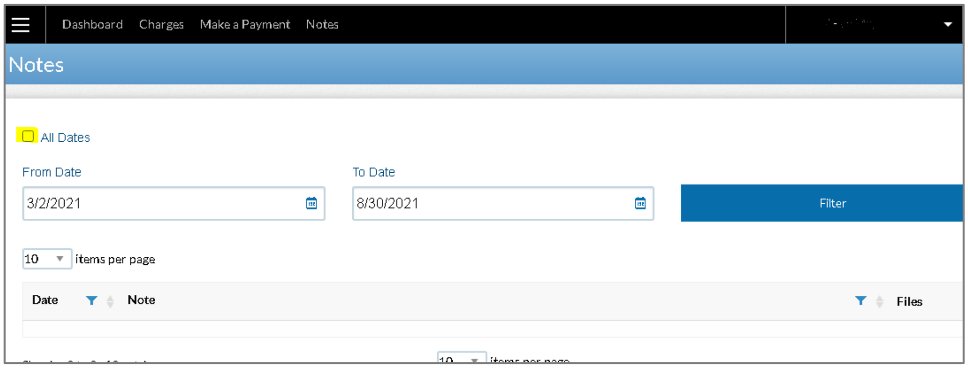
Note: If you do not have any open charges, no charges will appear in this section.

Q: Dashboard: What is found in the "General Information" category?

A: You can find Roof Leak FAQ, a list of Recommended Vendors, and Answers to Common Insurance Questions that your insurance company may have.

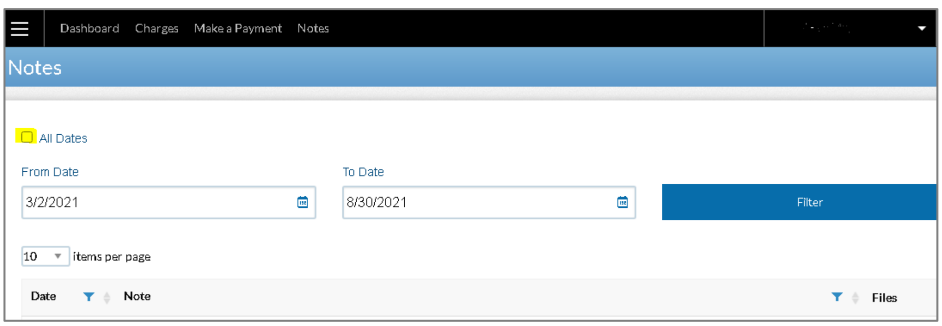
Q: Statements: Where do I go to find a copy of my Statement?

A: At the top of the screen, you will see a black header bar. Click on "Notes" in the Header. Click the checkbox for "All Dates" or filter for a specific date range to narrow the results.



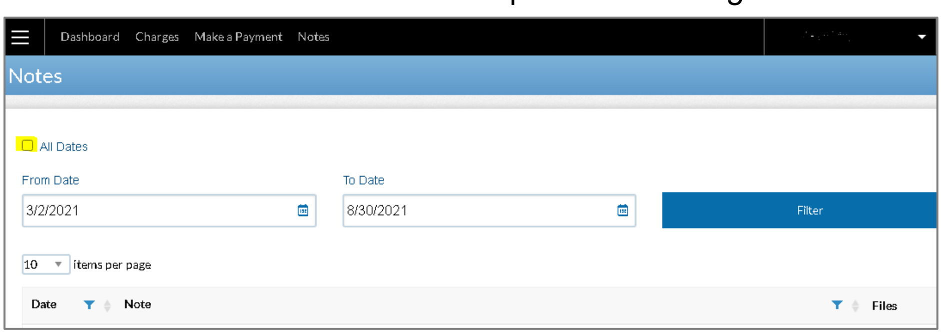
Q: Lease Docs: Where do I go to find a copy of my signed Lease Document(s)?

A: At the top of the screen, you will see a black header bar. Click on "Notes" in the Header. Click the checkbox for "All Dates" or filter for a specific date range to narrow the results.



Q: Memos: Where do I go to find a copy of a memo that was recently emailed to me?

A: At the top of the screen, you will see a black header bar. Click on "Notes" in the Header. Click the checkbox for "All Dates" or filter for a specific date range to narrow the results.



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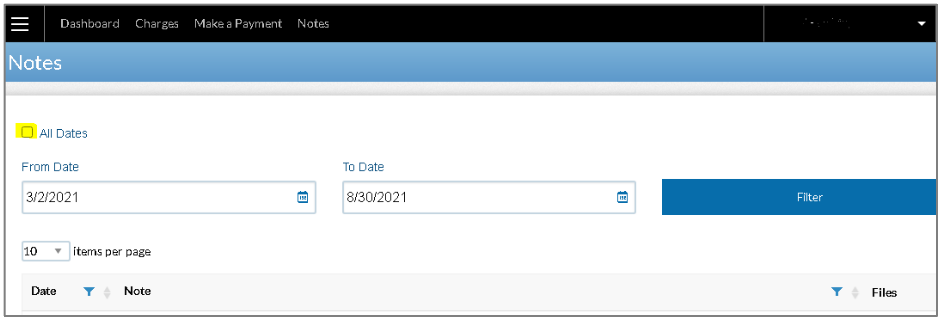
Q: Where do I find a copy of an invoice (Electrical Usage, Repair/Rehab. Etc.)?

A: At the top of the screen, you will see a black header bar. Click on “Notes” in the Header.

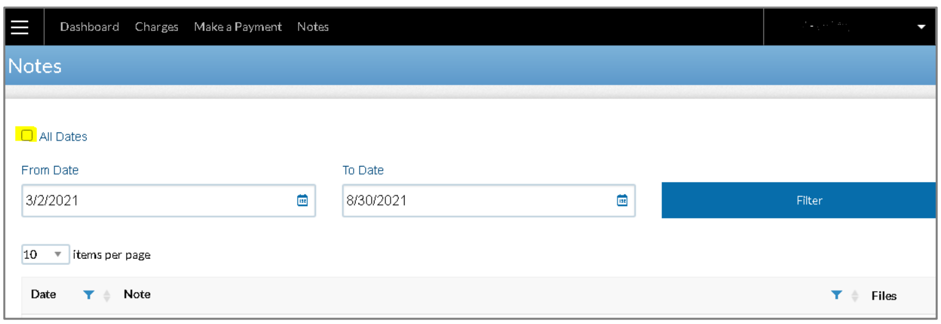
Click the checkbox for “All Date” or filter for a specific date range to narrow the results.



Q: Reconciliation Breakdown: Where do I find a copy of my reconciliation (CAOE/CAM, Property Tax, &/or Property Insurance).

A: At the top of the screen, you will see a black header bar. Click on “Notes” in the Header.

Click the checkbox for “All Date” or filter for a specific date range to narrow the results.



Q: Roof Leaks: where can I find information about what to do if there’s a Roof Leak?

A: In your Dashboard view, go to “General Information” section and find the “Roof Leak FAQ” PDF

Q: Insurance Questions: is there someplace on the Portal that has answers for my Insurance Agent?

A: In your Dashboard view, go to “General Information” section and find the “Answers to Common Insurance Questions” PDF

Q: Vendor Recommendations: is there someplace on the Portal with Vendor Recommendations?

A: In your Dashboard view, go to “General Information” section and find the “Vendor Recommendations” PDF

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