



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 accountmanagement@situsamc.com.

Password resets and Rate Lock website issues can be resolved by contacting ratelockhelpdesk@situsamc.com. 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**.

- 2. 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.



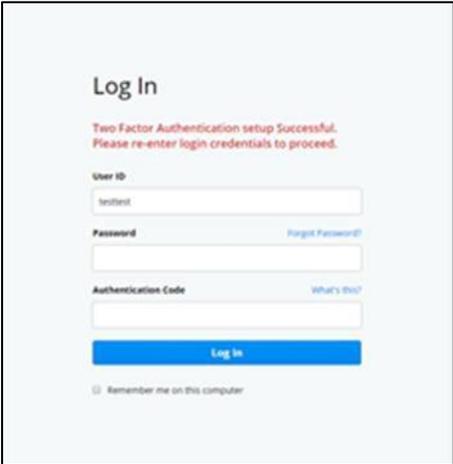
- 3. Scan the QR Code on the computer screen



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.



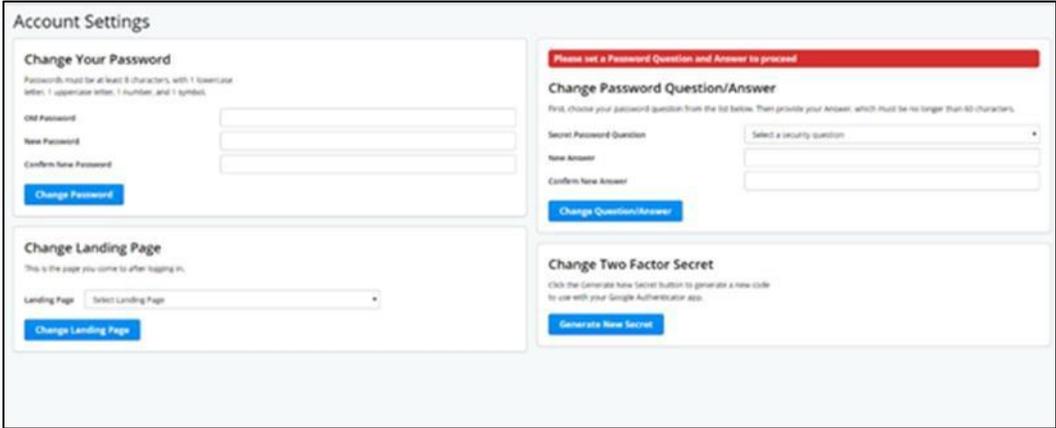


- 6. The Seller will enter their **User ID**, **temporary Password**, and **Authentication Code** from Google Authenticator then click **Log In**. The Authentication Code will change every 30 seconds.

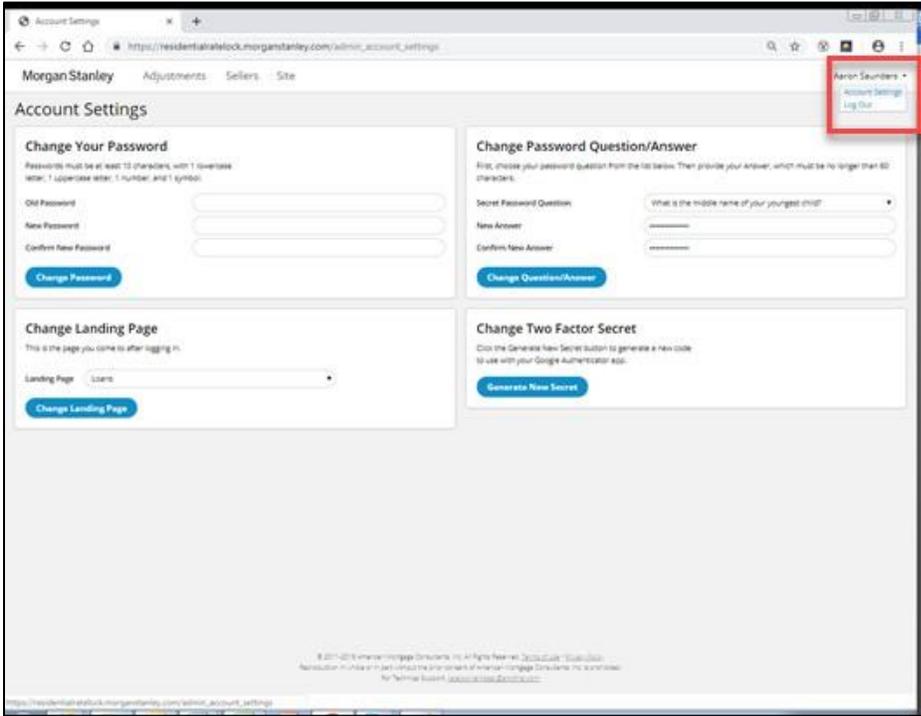
- 7. When the **Terms of Use** screen appears, review the terms of use, click **I Agree** (in both locations if applicable) after scrolling to the bottom of the Terms of Use, and then click **Continue**.



- 8. The system will require that the Seller setup their **“Change Password Question/Answer”** and **“Change Your Password”**.



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





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.

Old Password

New Password

Confirm New Password

Change Password

Change Landing Page

This is the page you come to after logging in.

Landing Page

Change Landing Page

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.

Current Security Password Question

Current Security Password Answer

New Security Password Question

New Security Password Answer

Confirm New Answer

Change Question/Answer

Change Two Factor Secret

Click the Generate New Secret button to generate a new code to use with your Google Authenticator app.

Generate New Secret