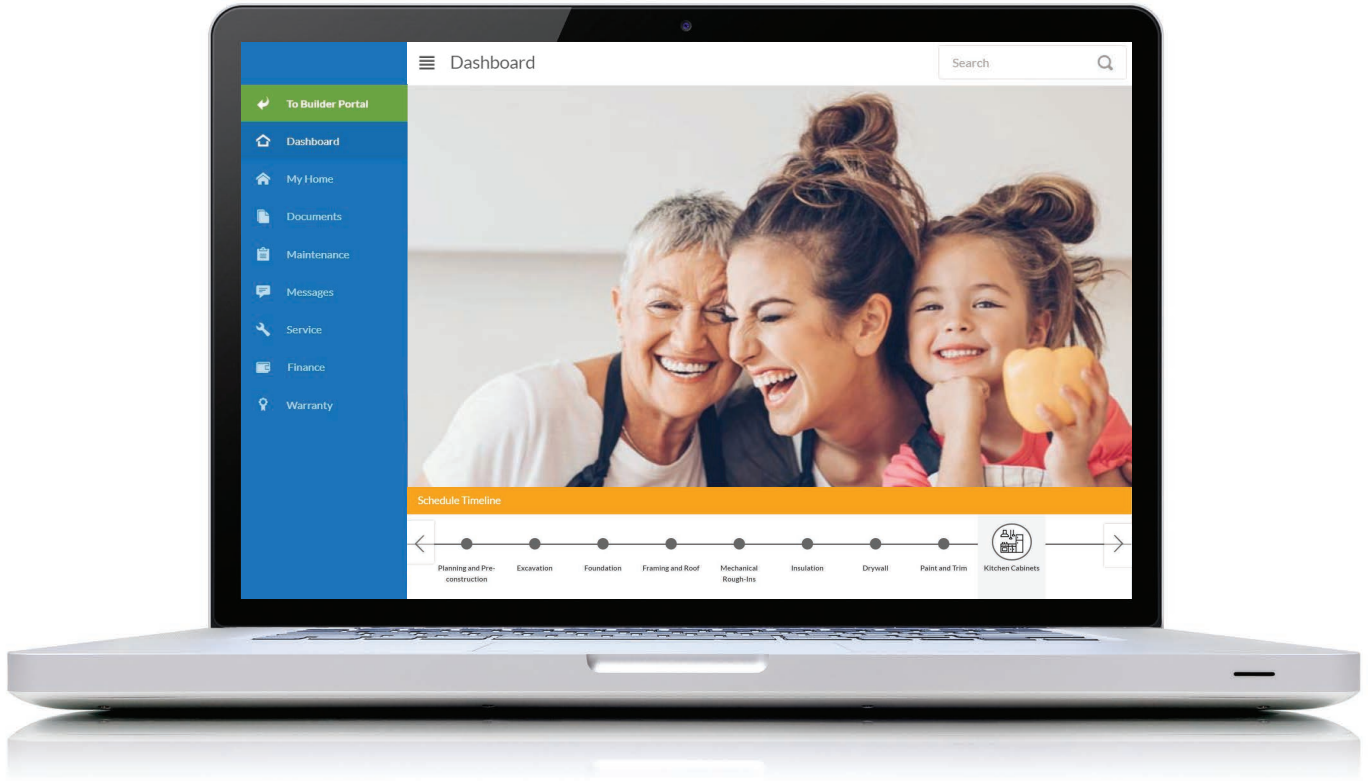


YOUR GUIDE TO HOMEOWNER PORTAL



CONNECTING YOU TO YOUR NEW HOME

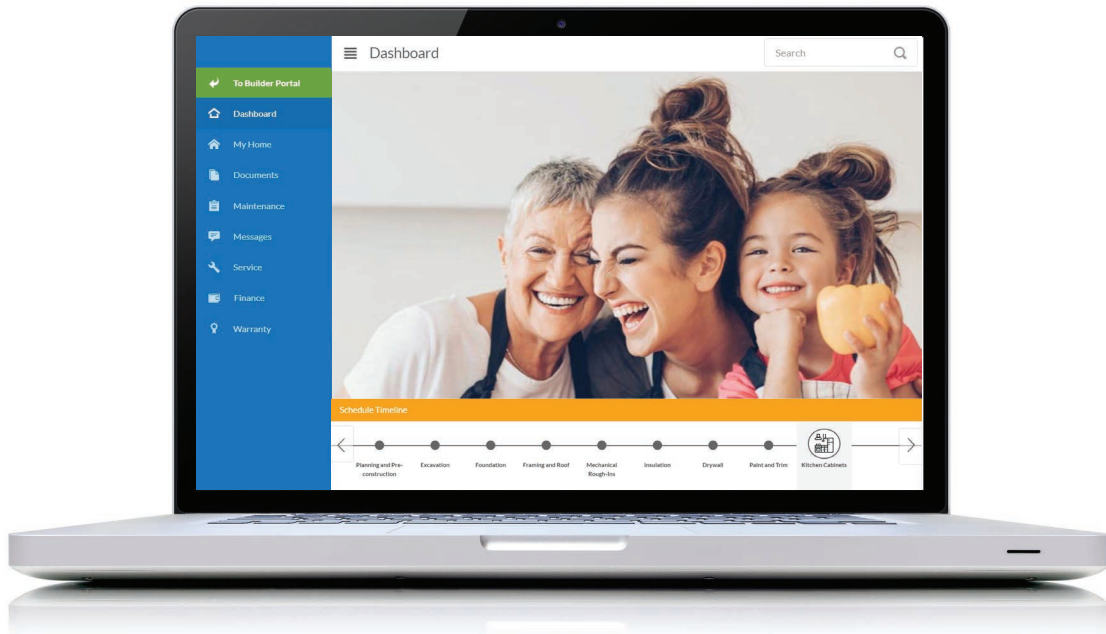


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HOMEOWNER PORTAL FAQS

Q: What is the Homeowner Portal?

A: The Homeowner Portal is a personalized, password-protected website where you can access important information about your home and community.

Q: What are the benefits for our clients?

A: Your portal is a one-stop resource for everything related to your new home including important documents, warranty information, maintenance information, etc. It's also a place to get help and support through the home building process.

It contains a record of all final documents you will receive as you go through the process of purchasing your home, making your Design selections, and all the way to move-in day and beyond.

The portal also connects you with our team. You'll receive community updates and news about your home's construction. Through your portal you can easily contact our Design and Customer Care teams for help.

Q: I forgot my password or can't find my login instructions.

A: No problem, just email your Sales Consultant who can reset your password or resend your login details.

Q: I'm having technical issues with my portal. What should I do?

A: Something doesn't seem to be working properly, contact **Conasys** at **1-877-744-7547** or **care@conasysinc.com**

HOMEOWNER PORTAL ACCESS

HOW TO LOG-IN

If you are the primary home buyer you will receive an automated email with a registration link within 1-2 weeks of purchasing your home..

The link will take you to a registration form you'll choose a password and create your new portal account.

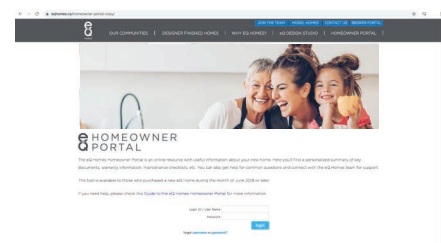
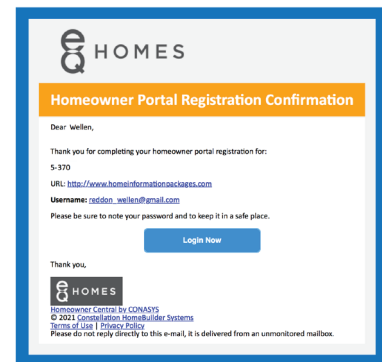
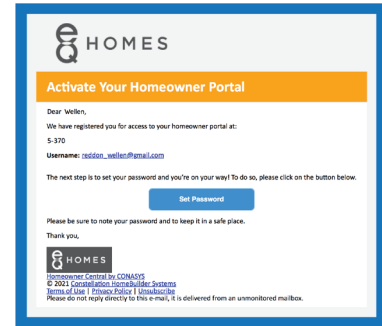
Be sure to use your email address as your Username.

Once you've created your account, you can log in on eQ Homes' website at:
<https://www.eqhomes.ca/homeowner-portal/>

FREE ACCESS FOR TWO YEARS!

eQ Homes will provide complimentary access your portal until 2 year TARION deadline.

At that point you will have the option to extend access for an annual subscription fee.



HOMEOWNER PORTAL OVERVIEW



WHAT'S HAPPENING

This page links to key information like unread messages, maintenance to-dos, documents, and eQ Home's social media feeds.



MESSAGE CENTER

Here you'll receive announcements from eQ Homes, and you can send messages directly to our Design Studio team about your selections.



MY HOME

After you've made your Design selections, products and finishes list of by room with warranty and maintenance information.



MAINTENANCE LIST

This section lists month-by-month checklists to help you keep track of regular maintenance on your home. You'll also receive monthly maintenance reminders by email.



NEIGHBOURHOOD

This interactive map shows local shops and services in your neighbourhood.



DOCUMENTS

This section holds a record of important documents that you've received so far including your Agreement of Purchase and Sale (APS), any amendments, your Design Studio selections, etc. From here you can download your documents if you wish.



WARRANTY

Here you will find an online overview of your TARION warranty information. Your Unit Enrollment number and Home Possession Date will populate automatically once they are available.



REQUEST SERVICE

In this section you can quickly and easily make a service request. Enter the room, the product, a description of the issue, and attach a photo and our Customer Care team will follow up with you. This page also lists a record of past service requests with the current status of each. You'll also find a timeline showing your TARION coverage schedule up to your 2 year deadline.



SHARE

Here the primary homeowner can share access to the portal with a co-purchaser, or anyone with an email address. This is useful if you'd like to, for example, share warranty or product information with a service provider, tenant, or future owner of the home.

