



Delegated Administrator Agreement - Multifamily

WHEDA external user communications and document submissions for Housing Tax Credit and WHEDA Multifamily projects is managed by a web interface known as *ProCorem*.

To access *ProCorem WorkCenters*, Owners must complete this Delegated Administrator (DA) Agreement for each individual project and submit it to DAA@wheda.com. Once processed, the DA will receive an email invitation for the *ProCorem WorkCenter*.

By completing this form, you are assigning a Delegated Administrator (DA) for the specific project listed below. The DA is responsible for managing access to *ProCorem WorkCenters* for persons in your organization and creating and managing all other intended users and collaborators of the *WorkCenters*.

Section 1: Information required to set-up *ProCorem WorkCenter* (all fields are required)

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|------------------------|--|
| Project Number: | |
| Project Name: | |
| Project City: | |

Ownership Information:

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|--|--|
| Ownership Company Name: (Single use entity name if applicable) | |
| Tax Identification Number (TIN): | |
| Street Address: (Might not be the property address) | |
| City, State, ZIP: | |
| Owner Contact Person: | |
| Contact Phone Number: | |
| Contact Email Address: | |

Management Agent Information:

| | |
|-----------------------------------|--|
| Management Company Name: | |
| Street Address: | |
| City, State, ZIP: | |
| Management Contact Person: | |
| Contact Phone Number: | |
| Contact Email Address: | |



Section 2: Delegated Administrator Information

As the Owner, you understand and acknowledge the following:

- WHEDA is authorized to act upon all information submitted by the DA, any person signing on with the DA’s e-mail address and password, and/or any collaborator added to the system by either the DA or any individual within the DA’s organization
- You or any assigned DA will use sound security procedures and safeguards to ensure that all submissions of information are authorized and to protect passwords from unauthorized or improper use
- You or your assigned DA have read the Terms of Use
- Neither you nor any assigned DA will create additional *ProCorem WorkCenters*
- You have read this entire statement and are duly authorized to accept or assign the DA on behalf of your organization

| | |
|-------------------------------|--|
| Delegated Administrator Name: | |
| Phone Number: | |
| Email Address: | |

| | |
|----------------------|-------|
| Ownership Signature: | Date: |
| Name & Title: | |

Sound Security Procedures and Safeguards:

- Users should not set their passwords to be the same as their e-mail address
- Passwords should not consist of common pieces of information about the user (i.e.: birthday, child's name, anniversary, email address, etc.)
- Passwords should consist of both letters and numbers
- Passwords should not be real words that are recognizable in any language
- Users should not share their passwords
- Users should never write their password down
- Users should make a complete change of their password. For example, if your password is john1, do not change your password to john2 or john11 when your password expires. An example of a complete change would be to change the password to ca3vhrd1
- Passwords should be changed every 60 days

Terms of Use:

As a condition of your use of ProCorem, you warrant to WHEDA that you will not use the application for any purpose that is unlawful or prohibited by these terms, conditions, and notices. You may not use the ProCorem web site in any manner which could damage, disable, overburden, or impair the application or interfere with any other party's use. You may not modify, copy, distribute, transmit, display, perform, reproduce, publish, license, create derivative works from, transfer, or sell any information obtained from ProCorem.



Section 3: Navigating ProCorem

First time accessing ProCorem:

1. You will receive an e-mail for each *WorkCenter* you are added to from notifications@mail.procorem.com
2. Click "Sign Up"
3. Enter your First Name, Last Name, and create a Password that aligns with WHEDA's Sound Security Procedures and Safeguards
4. Read the Terms and Conditions and then agree and click "Sign Up Now"
5. Navigate to all your projects *WorkCenter* by clicking View All WorkCenters on the page's left side
6. Click on the name of the *WorkCenter* you would like to enter

Adding a Collaborator:

1. Log into your account utilizing your e-mail address and password
2. Open the *WorkCenter* associated with the project you would like to add a collaborator on
3. Click "Add Collaborator" in the top right corner of the *WorkCenter*
4. Type the individuals name if they have already been set up as a user in ProCorem, otherwise click the "+" button and enter their First Name, Last Name, and E-mail Address
5. Under "Selected Collaborators" set the individual added to the appropriate contributor role or Read Only. If you want to see the permissions for different roles, click "What are the available *WorkCenter* roles and what access do they have?"

Uploading Documents to the WorkCenter:

1. Select the folder you would like to upload a document to and click "Upload Files"
2. Drag and drop multiple files using Internet Explorer 10+, Firefox, Chrome, or Safari otherwise you can select Choose File
3. Set the Status as either Final
4. You do not have to select a file Type
5. Enter a description and comment for the file – comments will be included in the e-mail alerts that are sent to other collaborators
6. Click "Upload" and wait until the progress bar that will appear at the top of the screen disappears

Editing Documents Uploaded to the WorkCenter:

1. Navigate through the folder pathway to where the document is uploaded
2. Select the document you would like to edit to download
3. Select Details to change the File Name, Status, Type, or Description