Accessing and Logging In to Your REALTOR.com® Control Panel:

1. From the homepage of REALTOR.com® click **For Realtors®** then the **Resource Center** link
2. This action will take you to: http://solutioncenter.realtor.com
3. Under the Control Panel section select your account type and your MLS City from the drop-down menu, then entering in your MLS ID and password.
4. Click on **Sign In** (you will see a Terms and Conditions screen that requests you review terms and conditions). Please choose to "accept" or "review later"
5. A screen will appear requesting that you enter your NRDS ID. Please enter your NRDS ID (you can retrieve this from your NAR card) or click "ask me later" to go straight to your Control Panel

Using the Reporting Section:

1. Click on the green menu option **"Reporting"** from within your Control Panel, and then select from the following options:

   Note: The listings displayed under the Reporting section are not indicative of what listings are currently (actively) displaying through the Find a Home search on REALTOR.com®

   Listing Traffic – Displays traffic history for the agent's active and non-active listings for the past 13 months

   - The default sort order for the listings is by the **Total Property Views** column
   - To change the sort order, click on any of the **column headers**
   - **Navigation buttons**, used to view additional pages of listing traffic, are located at the bottom of the page
   - You can also export listing traffic into an excel spreadsheet
2. To view the traffic details for any one listing, click on that listing's **MLS ID**
3. Use the "Printable Version" link or the "Email Version" link to print out or email this traffic report to the client. This information can also be used in a listing presentation to show prospective clients your effective Internet marketing techniques

   Note: *Office customers will be able to view listings for all sales associates for the past 6 months, but can only access traffic details for listings that belong to sales associates who are current customers of REALTOR.com®

Account Information:

1. Click on the green menu option **"Account Information"** from within your Control Panel
2. Click on **"Agent Info"** from the shaded area, to update the following information:

   NOTE: Any changes made to Account Information will appear on both the Listing Details page through the Find a Home Search (where Showcase Listings appear), the REALTOR.com® Web site, (if applicable), and the Find a REALTOR® search.

**Please NOTE: After you have updated your information in each section, you will need to click on "Save"

From here you can select Personal Info to update your photo, contact numbers, email addresses, etc.

1. Select Personal Info from the submenu
2. To edit your Photo, click on "Edit Photo"
3. Click on the open folder icon located underneath the REALTOR.com® logo to add/change Agent Photo

4. To update the contact information you wish to appear on your listings, Click on "Edit Product Business Cards" (Your Product Business Card information will display on multiple pages of REALTOR.com®. It is important to fill out each of these fields, as your Name/Team and Phone Number will display prominently on your REALTOR.com® listings.)

5. To update the contact information you wish to appear on your Profile in the Find a REALTOR® directory, click on "Edit Profile Business Card" (Your Profile Business Card will display on your REALTOR.com® Profile Page, accessible through Find a REALTOR®.)

6. To update your Broker's contact information, click on "Edit Broker Information" (Your Office Name will display on your REALTOR.com® Profile Page & Listing Detail Pages when applicable.)

7. To update your email addresses, click on "Edit Email"

8. To update your password and security question, Click on "Edit Login Information"

9. To add links to your Social Networking pages, click on "Edit Social Networking" (Links to your social networking pages will display on your REALTOR.com® Profile Page, along with the corresponding site logo.)

10. To update information about yourself, click on "About Me" (The About Me section is your opportunity to tell consumers a bit more about yourself.)

The Expertise section used to display the areas in which you serve and your professional designations

1. Select "Expertise" from the submenu

2. Click on "Edit Agent Information" to specify whether or not you are a Buyer's or Seller's Agent

3. "Fields of Business" are the areas in which you specialize. The Fields of Business information is non-editable, since this data is sent to REALTOR.com® from the NAR. If you are missing a Field of Business, please contact Customer Care at 800-878-4166.

4. Click on "Edit Locations & Neighborhoods" to enter the areas in which you specialize

5. Click on "Edit Professional Expertise" to update/verify your NRDS ID number, professional designations, certifications, languages and keywords in which you specialize

The Profile Display Options is used to give you the opportunity to control what type of data displays on your Find A REALTOR.com® Profile Page.

1. Click on "Edit Contact Information" to specify what personal information you wish to appear on your Find A REALTOR.com® Profile Page.

2. Click on "Edit Social Networking" to specify which links to your social networking pages you wish to display on your Profile Page

3. Click on "Edit About Me" to select the information about yourself you wish to display on your Profile Page

4. Click On "Edit Agent Information" to display Agent Type and/or Field(s) of Business on your Profile Page

5. Click on "Edit Location & Neighborhoods" to display the State, Communities and Neighborhoods in which you specialize on your Profile Page

6. Click on "Edit Professional Expertise" to display your Professional Designations & Certifications, Specializations/Keywords and Languages on your Profile Page

7. Click on "Edit Metrics" to display the number of active and sold listings you have and average listing price

Using the Enhance My Listings Section:

1. Click on the green menu option "Enhance My Listings" from within your Control Panel
2. Click on "Select a Listing" in the shaded area
3. Select your listing from your active inventory - click on Edit
4. All of the enhancement tools will be listed:
   - **Editing Video Tours:**
     - Click “Video” from the Control Panel Menu. Be sure to review the guidelines for adding videos.
     - Click “Enhance My Listings”
     - Click “Select a Listing”
     - Click “Edit Video Tours”
       a. Step 1: Select a title for your video
       b. Step 2: Select a template for your video
       c. Step 3: Click Browse to select a video from your file directory

Using the Enhance My Listings Section (continued):

       d. Acceptable file formats will display (maximum file size is 100 MB)
     - Once the file appears in the directory window, click “Open” to download the video
     - To preview your video, click “Video” and then “Manage Videos”
     - Check the box next to “Show All Listings with Video”
       a. Play the Video by clicking the green and white icon
       b. Delete the Video by clicking the X icon
       c. View Video reporting by clicking the Reports link
       d. Click the Edit link to edit your Video settings
   - **Edit Listing Photos:**
     - To add a photo, click on the “Update New Photos” link (add up to 25 photos)
     - A file directory window will open so that you can locate a photo file on your computer
     - Click on the file name, and then click “open”. Recommended photo size: 310w x 233h pixels (multiple photos can be added by depressing the Ctrl key and selecting multiple images)
     - Add photo captions to each photo, as desired (80 characters max)
     - To edit a current photo, click on the Edit Photo link in the top left corner of the individual image well
     - To change the order of your photos, click on a photo and drag it to a different position
     - Click on Save Changes to save any changes
   - **Edit Text Descriptions:**
     - To add your custom description click into the REALTOR.com® Description box: (Showcase Listing customers only)
       a. This description will appear to consumers viewing your listing from the Find a Home search on REALTOR.com® (2500 characters max)

b. The First 2 lines appear on the Search Results page and the entire description appears on the Listing Details page

- Select whether you want consumers to view the MLS description or the REALTOR.com® Description on the search results and listing details page
- Click on Save Changes

- **Edit Headlines:**
  - To add a headline click into the box for the headline (appears above the main listing photo on the Search Results and Listing Detail page, and has a 50 character max)
  - To animate, add two headlines – The first headline will fade into the second on your listing
  - Click on Save Changes

- **Edit Special Message Box Text:**
  - To add a special message, enter the text into the Special Message Box text field
  - Click on Save Changes

- **Edit Open House:**
  - Clicking into and filling out all of the fields. You can add up to 5 open houses simultaneously for each listing.
  - Click on Save Changes
  - Open house information can be added far in advance of the open house date, and will allow the consumer to access an open house link on your Listing Details page
  - Open house Information is available to the consumer 24 hours a day, 7 days a week, and displays in the REALTOR.com® map search

We hope that you will find this email a good resource for your future reference. If you need additional assistance, please do not hesitate to call our Customer Care Department at 1-800-878-4166. They are available from 6am to 5pm Pacific Time.

As always, if you have any questions or concerns regarding our classes, please reference our Online Training information site at http://solutioncenter.realtor.com/help/onlinetraining/. You can also drop us a line at onlinetraining@realtor.com.

Sincerely,

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