

FAQs

How do I access ShowingTime for the MLS?

In Matrix, under **External Links**, click on **Configure ShowingTime** and this will bring you to the ShowingTime for the MLS Home Page Dashboard.

Why would I use ShowingTime for the MLS?

ShowingTime for the MLS helps real estate professionals schedule showings online to save time from phone calls and busy work. ShowingTime for the MLS generates more showings with fewer phone calls and provides better client service through more security and accountability...all leading to a more efficient home sale.

How will I be notified of a showing request on my listing?

Under the Agent Setup tab, there is a section titled **Listing Agent Preferences**. This is where you can select how you would like to be notified about requests on your listings.

How will I be notified when I request to show a listing?

Under the Agent Setup tab, the section titled **Showing Agent Preferences** is where you can indicate how you would like to be contacted for showing notifications. In addition, when scheduling a showing, you'll see a **Terms and Conditions** screen where you can also select your contact preferences. You can also indicate how you would like to receive showing instructions.

What are my options for being notified?

You have four options for notifications: 1) email, 2) automated text-to-voice call (ShowingVoice), 3) 2-way text messaging and 4) Push (ShowingTime Mobile App). You can choose any combination of these options.

What if the owner/occupant wants to be notified about showings?

You can add an owner/occupant to any listing set to **Appointment Required** mode. This allows the owner/occupant to be part of the selling process. They can be setup to confirm requests or simply be notified about showings.

Navigate to the **Listing Worksheet** and click **Add New Owner/Occupant**. Be sure to indicate the seller's notification preferences. Never forward your listing agent version of emails to your sellers. They have a separate seller template with limited access.



● **What if I want to schedule multiple showings at once?**

No problem. ShowingCart™ allows you to schedule multiple showings with ease.

● **What is ShowingCart™?**

ShowingCart™ is a way to schedule multiple showings all in one place. Once you have selected all your listings, the map allows you to see where your listings are located to create the best possible schedule for your buyer. In addition, you can see all confirmed requests in one place.

To get started creating your ShowingCart™, either click on a scheduling link and select **Add to ShowingCart™** or you may go to ShowingTime setup in Matrix and select **Showings, ShowingCart™**, where you may add a tour date and name.

● **What if I have a vacant lot?**

Go & Show is the perfect appointment mode for vacant lots. **Go & Show** requires the showing agent to select a date, time and type of showing, then instantly confirms the request—this makes it easy for them, and allows you to keep a record of showings on the property without a single call.

Go & Show may be selected on either the **Agent Setup** tab in ShowingTime settings or on a per-listing basis on the **Listing Setup** tab. Look for **Appointment Type** to make your changes. Be sure to watch for prompts that ask if you are applying the changes to all listings or just new inventory.

● **Where can I learn more about ShowingTime for the MLS?**

You may access your ShowingTime for the MLS setup through Matrix and click on the Help and Training tab from the side menu to access our training site with videos and written step-by-step tutorials. You may also check out the training site at <https://showingtimemls.uservoice.com>.

● **Do you have a ShowingTime app?**

Yes! The ShowingTime Mobile App puts everything you need right at your fingertips. The mobile app is available for all Android and iPhone devices. From your **Agent Setup** tab, under the **Mobile App Access** section, and click **Send Authentication Link**. Be sure to open the authentication email on the device you wish to use the app on.

● **HELP. I am not able to make any changes to my profile or my listings.**

Please speak to your office administrator as they may have enabled a feature that only allows you access to reports and feedback.



● ***My sellers like feedback, how can I get this to them in a professional manner?***

ShowingTime provides you with professional, customizable feedback templates. These are used to create reports you can send to your seller. You have the option of approving all feedback before it is published for the seller as well as graphs that track information on the listing. Please note we do not include the showing agent's details on the seller reports.

● ***I updated my email address in the MLS but it has not updated in ShowingTime?***

Agents sometimes like to use different email addresses for different purposes; you can have contact details for ShowingTime that are different than those in the MLS. You can review your contact preferences on the **Agent Setup** tab. Don't forget about your separate showing agent profile when scheduling. When updating on the **Terms and Conditions** screen that appears when scheduling, make sure to complete a request to save your changes. Backing out of that screen after making changes will not save your edits.

● ***Why did the "Push" option suddenly appear on my Agent Setup Tab?***

You're seeing this because you successfully downloaded the ShowingTime mobile app. You can opt-out of push notifications to your mobile device if you prefer—you can adjust this on both the **Agent Setup** tab as well as in the mobile app. You can also remove the app from your device at any time on the **Agent Setup** tab.

● ***Who do I contact if I have a problem?***

Our Technical Support is available to you 7 days a week at support@showingtime.com. You can also live chat with a Tech Support Specialist at <http://www.showingtime.com/live-chat>.