Tips for New Users

RapattoniMLS
Setting the Standard

Welcome to Rapattoni MLS! You now have access to the most advanced Internet-based multiple listing system on the market, with many exciting tools and features that will help you provide better service with less effort. The information in this booklet will jumpstart your software knowledge and help you get off to a successful start.

Before You Begin…

You don't need to install any special software to work in the MLS. However, there are some important ways you can prepare your computer to ensure a smooth working experience.

Check your Internet browser

For best results, access the MLS using the **Microsoft Internet Explorer** browser, version 6.0 or higher. Internet Explorer is available as a FREE download from http://www.microsoft.com.

What if I connect to the Internet through AOL or another ISP? *Once you are online, simply minimize the AOL window, and then open the Internet Explorer browser.*

Add the MLS to your "Trusted sites" list

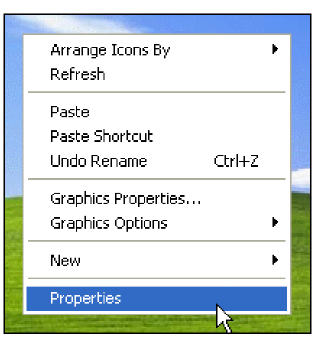
It is recommended that you configure Internet Explorer to see the MLS as a "trusted site."

1. Open Internet Explorer.
2. Select **Tools** > **Internet Options**.
3. Click the **Security** tab, and then click the **Trusted Sites** icon.
4. Click the **Sites** button, and type ***.rapmls.com** at the prompt (be sure to include the asterisk (*) symbol).
5. Be sure the **Require server verification** checkbox is unchecked, and then click the **Add** button.
6. Click **OK** on the Trusted sites window, then click **OK** one more time on the Internet Options window.

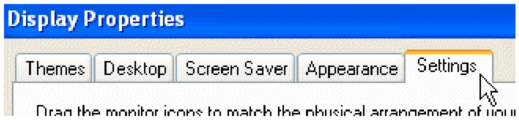
Check your screen resolution

Follow these easy steps to make sure your screen resolution is set to at least **1024x768** pixels:

1. On any empty area of your desktop, right-click and choose **Properties**.



2. Click the **Settings** tab.



3. Locate the **Screen resolution** setting. If it is lower than 1024x768, change it to **1024x768**. (A higher resolution is also OK.) Then, click **OK** to save the settings.

Special instructions for Mac users

By running a simple one-time installation, you can access the MLS using a Macintosh OSX computer and the associated Safari browser. For complete details and instructions, navigate to www.rapattoni.com/citrix and click **About this Site**.

Getting Started

How do I log on to the MLS?

Type your agent ID in the Agent ID field. Move the cursor to the Password field, and then type your password. *Type your password exactly, using uppercase or lowercase letters as appropriate.* Click the **Submit** button.

What if I have trouble getting logged on? *Verify that the MLS is in your "trusted sites" list. See the instructions under "Before You Begin" above for details.*

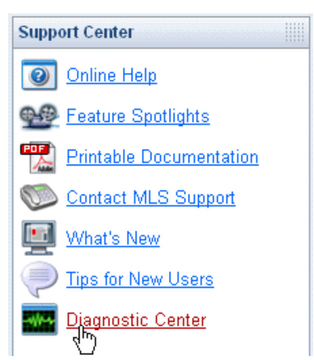
What if I forgot my password?

Click the **Forgot your password?** link on the logon page. When prompted, type your agent ID and click **Submit**. Your password will be sent to your e-mail address (check your Inbox).

NOTE: If you do not have an e-mail address entered in your Agent Profile form, then this feature will not work. Call your MLS staff for assistance.

What is the Browser Optimization Tool?

The Browser Optimization Tool applies browser settings recommended for the MLS. **Run this utility on each computer you use to access the MLS** for a smooth working experience.



1. On the MLS Home page, locate the Support Center module and click the **Diagnostic Center** link. The Diagnostic Center opens in a new window.

   *NOTE: If a new window does not open, and a yellow bar displays along the top of the page, click the yellow bar to display a list of options and select **Always Allow Pop-ups from This Site**.*

2. Near the top of the Diagnostic Center window, click the **Browser Optimization Tool** link.

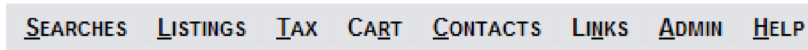
3. Click **OK** in the first dialog box that displays.

4. Click **Run** in each of the following dialog boxes.

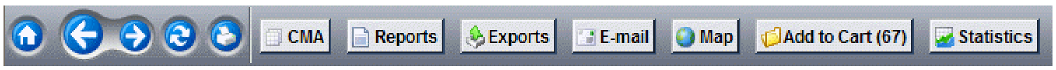
How do I get around in the MLS?

Here are some helpful tips for getting around in the MLS.

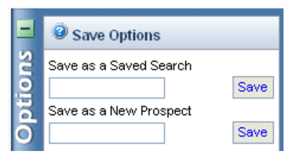
Home Page – A robust portal to pertinent MLS information, the customizable MLS Home page shows you various modules at a glance, such as a 24-Hour Market Watch and Newly Matched Listings for your prospects. You can click any linked item to view the corresponding information.



Menu Bar – The menu bar that displays at the top of every page gives you easy access to every function in the MLS. For example, open the Searches menu to see every type of search, and then select one to jump to the desired search. You can use either your mouse or keyboard shortcuts to select menu items. To use your keyboard, hold down the *Alt* key and type the underlined letter in the menu name (such as *Alt+S* for the Searches menu), then type the underlined letter in the desired menu item to open it.



Toolbar – The blue buttons on the left side of the MLS toolbar let you return to the Home page, go back to the previous page, refresh the current page, or print the current page. Rectangular function buttons on the right display dynamically based on the page you are working in.



Options Pane – The Options pane displays in several areas of the software, grouping useful features such as Save and Sort options on the right side of the page for convenient access. If desired, you can make your workspace wider by clicking the "Options" tab to collapse the pane. Click the tab again to expand the pane.

Tip: Use the Help and Feature Spotlights

Help is available! Just click **Help** to open the Help menu. You can search for information in **Online Help**, send a question to support, or watch multimedia **Feature Spotlights** that showcase many of the powerful features that are available in the software. *Don't miss them!*

How do I log off the system?

To exit the MLS, click **Log Off** near the top right corner of the screen.

> *NOTE: If you close your browser without clicking **Log Off**, the system still thinks you are logged on. After a specific length of time (usually one hour) of inactivity, the system automatically terminates your session.*

1 – 2 – 3 Search, Select and Work

Many powerful options are available when searching for, and working with listings. Remember this basic flow:

1. **Search for listings** – Enter criteria and run your search.
2. **Select listings** – Use the checkboxes, or other selection options, to check the listings you are interested in.
3. **Work with your selected listings** – Use the buttons in the toolbar to run a variety of reports, create exports, e-mail listings, get statistics, and more!

See each section below for details on every step.

Searching Listings

A variety of searches are available, allowing you to search for listings based on different types of criteria.

TIP: Review all of the searches to become familiar with the criteria fields that are available.

To search for listings

1. Select **Searches** from the menu bar, and then select the type of search that best suits your needs (**Standard**, **Address**, **Listing #**, and so forth).
2. Enter your desired search criteria.

   NOTE: Some fields default for your convenience, but you can modify them if desired. Access Your Preferences from the Admin menu to set up default selections.
3. Click the **Preview Count** link to see how many listings match, then click the **View Results** link if the number is acceptable. Or simply click the **Search** button in the toolbar to start the search.

How do I use the search criteria page?

Simply enter criteria that defines what you are looking for. You only need to enter criteria in fields that you want to narrow your search by. (*NOTE: The software will alert you if your criteria does not meet the minimum guidelines.*)

> ***Tip: Click for Answers***
> Wondering how to use a particular field or function? You can click the Help symbol next to an individual field to read a specific explanation.

Example

If you want to search for homes with at least 4 bedrooms, but you are not looking for a specific number of bathrooms, just enter the appropriate criteria into the Bedrooms field and leave the Bathrooms field blank.

Property Type – Select one or more property types that you want to search.

Property Subtypes – Property subtypes may be available when you search for only one property type. You can select subtypes, or leave all of the boxes blank to include all.

Statuses – Check the box to the left of each listing status you want to search for. *(Note: Some statuses may be checked by default, but you can change the selections if desired.)*

Dates – Use the Dates fields that display next to each listing status to find listings based on their listing, selling, or other contractual date.

Other General Criteria – Narrow your search by entering more criteria such as Price.

Additional Criteria – If you selected only one property type, you can click the **Additional Criteria** tab to select amenities that you also want to apply to your search *(see next topic for details)*.

Running a Search – When you are finished entering criteria, you can click the **Preview Count** link to see how many listings match your criteria, then either modify your criteria or click the **View Results** link to view the search results. Alternately, you can click **Search** in the toolbar to go directly to your search results.

Buttons – Use the toolbar buttons on the search page to apply the function to all of the listings that match your criteria. (*To view and select certain listings for a function, run the search first.*)

Exports – Export all listings that match your criteria in a format you select.

Statistics – Compile statistical information based on your criteria.

Map – Locate all the listings on a printable map, view aerial photos of the properties, and more.

How do I search based on amenities?

You can include amenity criteria in any search, as long as you select only one property type. Just click the **Additional Criteria** tab to select the desired amenities. You can easily switch back and forth between the General and Additional Criteria tabs.

To select an amenity

Check the **Include** box next to a desired amenity. Only listings that have that amenity will be included in your search results.

To exclude an amenity

Check the **Exclude** box next to any amenity you do NOT want listings to have.

Example

Click **Exclude** next to the Pool amenity if you're doing a search for a client who has small children and does not want a pool.

How can I set up my custom search?

The Custom Search lets you organize the criteria fields you use most often in your own customized search template. You can choose just the criteria fields you want, and specify the order those fields should display for your personal use.

To set up your Custom Search

From the **Admin** drop-down menu choose **Custom Search Setup**. Or, from the Custom Search you can click the **Revise Custom Search Setup** link.

The Selected Fields list on the right is where you arrange the fields you want on your Custom Search. To remove a field, click the unwanted field name under Selected Fields, then click the **Remove** button. To add a field, click the desired field in the Available Fields list on the left, then click the **Add** button. To move a field up or down, click it in the Selected Fields list and use the **Move Up** or **Move Down** buttons.

You can specify which amenity criteria you want to show on your Custom Search by choosing the **Additional Criteria** tab. Follow the same procedure as above for each property type.

To save your Custom Search template, click **Save** in the toolbar. Whenever you want to use your Custom Search, choose **Custom** from the **Searches** drop-down menu.

How does the Hotsheet work?

The Hotsheet enables you to view listing changes and additions for a selected period of time. To access it, choose **Hotsheet** from the **Searches** drop-down menu. Once you fill in your desired criteria, just click **Search** in the toolbar to view the Hotsheet results.

TIP: Save time by entering your Hotsheet criteria once and saving the search. Then you can run it quickly right from the Home page. (See “Can I save a search?” below.)

Date/Time – These fields default to the last date and time you viewed the Hotsheet through the present. You can change this if desired, or switch to Days Back to look at recent activity for a certain number of days back. To optimize system performance, the Hotsheet limits the number of days that can be included.

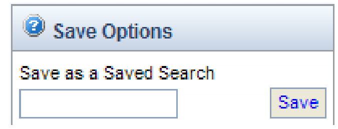
Example

If the maximum is 7 days of activity, you could use the Date Range option and enter Changes From *6/1/06* and Changes Thru *6/7/06* to view activity during the first week in June 2006.

Changes to Include – Check the box next to each type of listing activity you want to view. To include all change types, simply leave all of the boxes blank. *(Note: Access Your Preferences from the Admin menu to set up default selections.)* The Hotsheet Search Results page lists each change type separately.

Other Criteria Fields – You can enter other criteria as desired, just as you would for any search. If only one property type is selected, you can also click the **Additional Criteria** tab to specify amenity criteria.

Can I save a search?



If you want to save your criteria so that you can use it again, use the **Save Options** in the Options pane. Below "Save as a Saved Search," type in a name (up to 20 characters) and click **Save**. You can also save a search for a new or existing prospect *(see the Online Help for details on setting up prospects)*.

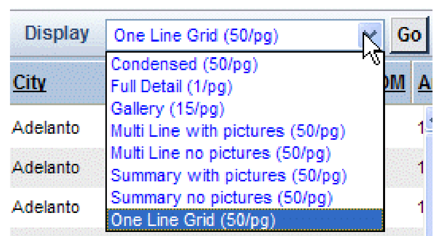
To reuse a saved search or Hotsheet, choose **Saved Searches** or **Saved Hotsheets** from the **Searches** menu, and then select the desired search.

Listing Displays

Can I change the display format of listings?

You can view listings in a variety of display formats. Search results and other listing display pages initially use the default display format set up in Your Preferences.

To change the display format on-the-fly



Choose the desired format from the **Display** drop-down field in the upper-right corner of the working pane and click **Go**. The listings redisplay in the new format.

> *TIP:* *Try each of the available display formats to find out which ones you prefer.*

How can I sort listings?

You can specify up to three levels of sorting when viewing listings. Modify the **Sort Options** in the Options pane, then click **Go**, to re-sort the entire set of listings. *(Note: Access Your Preferences from the Admin menu to change the default selections for these fields.)* There are many other flexible sorting options available. For example, when viewing listings in the One Line Grid display format, you can click a column heading to quickly sort by that column. For more information on sorting, see the Online Help.

What can I do with listings?

First, select your desired listings. Next, the function buttons in the toolbar (Reports, Exports, Map, etc.) give you options for what you can do with your selected listings.

Selecting listings

To select listings in a search results page or other listing display, simply check the ☐ box to the left of the desired listings. To select all listings on a page, check the box above the left column. To select all listings found for a property type, check the box on the property type tab heading. To select ALL listings found (for multiple property types), click the **Check All** link under Selection Options in the Options pane.

Using the listings

Click a button in the toolbar to perform one of the following functions with your selected listings.

CMA – Choose from several CMA report options using your selected listings.

Reports – Create one or several reports at a time, choosing from a variety of report options.

Exports – Export the selected listings in a format you select.

E-mail – Send a listing report with your selected listings' information to any recipient by e-mail.

Map – Locate all selected listings on a printable map, view aerial photos of the properties, and more.

Add to Cart – Add the selected listings to your Listing Cart for future reference.

Statistics – Compile statistical information on the selected listings, and create charts or reports.

Reports

How do I run a CMA report?

A variety of CMA options are available. Follow the steps below to create a CMA report:

1. Search for listings and select those you want to use for comparison in your report.
2. In the search results, select the listings you want to include on your report using the check boxes to the left (or click the **Check All** link in the Options pane to select all the listings).
3. Click the **CMA** toolbar button. Select one of the report options from the drop-down list, then click the **Go** button. *(TIP: See the Online Help for detailed instructions on the CMA Package option.)*

*NOTE: CMAs and other reports can be run from anywhere you can select listings, using the **CMA** or the **Reports** button.*

How can I e-mail a report to someone?

You can easily e-mail information on listings to a prospect or other recipient from any listing display page. Once you have selected the desired listings, click the **E-mail** button in the toolbar. Choose a report from the **Report Option** drop-down list, then click the **Submit** button. In the E-mail Listings form, enter the appropriate information. If desired, you can preview the selected listings prior to sending the message. Once you are finished, just click the **Send E-mail** button to send the message with a link to a dynamic report.

Agent Personal Information

You can customize the MLS to meet your needs! For example, you can specify default settings for many fields and features using Your Preferences. Also, you can maintain your address, phone numbers and other personal information in your Agent Profile.

To select Your Preferences

1. From the **Admin** menu, choose **Your Preferences**.
2. Make selections for your preferences using the available fields.

   TIP: For information on any of the fields on this page, click the corresponding icon.
3. Click **Save** in the toolbar.

To modify your Agent Profile

1. From the **Admin** menu, select **Modify Your Profile**.
2. Modify your information as needed. Use the links near the top of the page, such as **Upload Picture** and **Manage Contact Phones**, to access additional features.
3. Click **Save** in the toolbar.

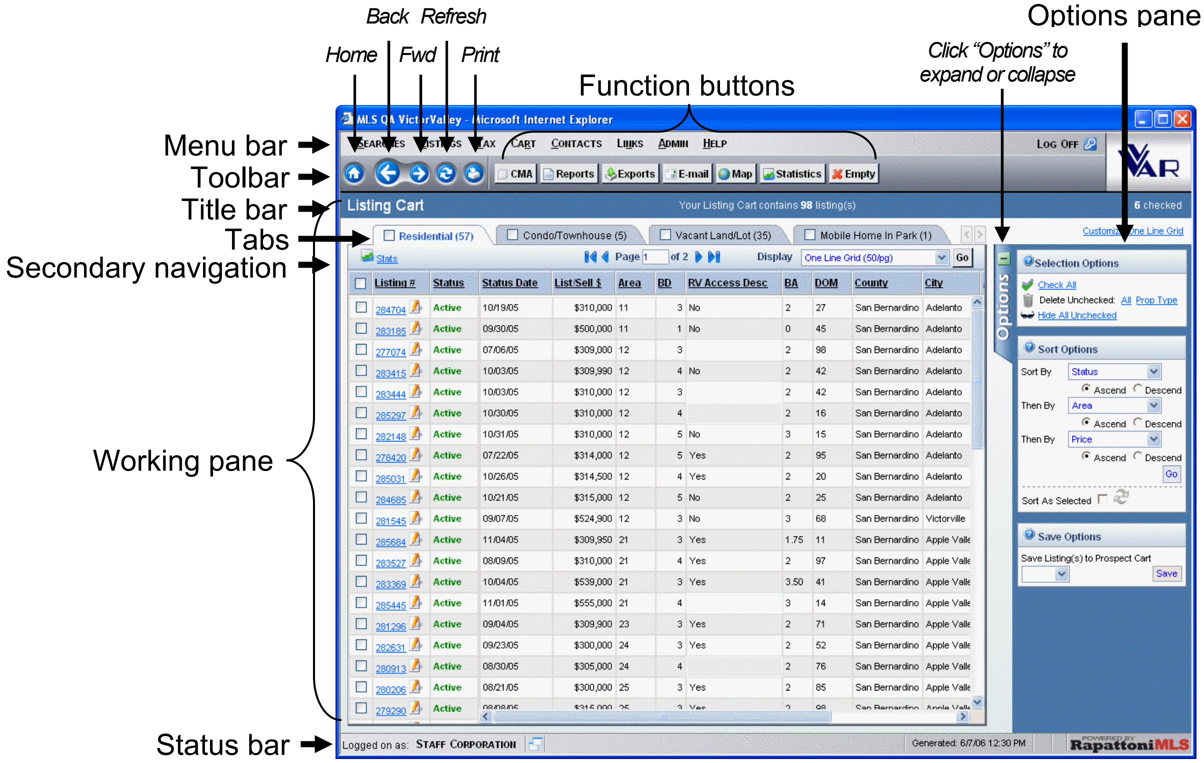
Explore all of the items under the Admin menu to discover even more great features!

Notes

Notes

Quick Reference

Parts of the MLS Window



Icon Guide

Watch Feature Spotlight training presentation	Look up field choices
Display Help description	Look up dates on calendar
Revise	Re-sort listings using Sort as Selected
Indicates a listing price reduction or increase	Schedule prospect tasks
N B Indicates listing is either new (N) or recently back on the market (B)	View report
Run spelling checker	Create prospect search
View property history	Send e-mail
Display tax record for listing	CMA View previously run CMA package
View maps and aerial photos	Access Buyer's Closing Costs or Seller's Net Sheet report
View listing picture(s)	View sent e-mail messages
View virtual media	Read or add comments
Show attached documents	New unread comments are available
See additional information	View or run a prospect's searches
Expand / collapse	