



Listing Load Tips and Troubleshooting

Helpful Tips:

- 1) **Using the Property ID Number (PIN):** When loading your listings using the new Listing Load program be sure to enter the correct **Property ID Number (PIN)**. The benefits of doing this will be that several data fields (i.e. street #, street name, street type, city name, mailing city name, zip code, legal description, subdivision, year built, taxes and more) will automatically pre-fill with the information that we already have on file for that property in our Public Record Database. If any of this information is incorrect, you can update your listing by simply modifying the appropriate fields. **This option will save you work and time.** If you don't know the correct PIN for the property, you can find it by clicking Search next to the PIN field on the Listing Load screen.
- 2) **Display of Remarks:** There are now two (2) sets of remarks, Public and Agent, which can be added to listings. The Agent remarks can contain any information regarding the listing, including personal information. The Public remarks are viewed by the customer, thus cannot contain personal information. You can view both sets of remarks (Agent Only and Public) for any listing by selecting the listing and then choosing the "Two Page Listing Report" from the Property Detail drop-down list. To view the Public remarks only, select any of the "Buyer" Reports. By selecting any of the "Full" Listing Reports you will be able to view the Agent remarks.
- 3) **Typing Remarks:** When entering the remarks for a listing and you want to have the Agent Remarks be the same as the Public Remarks, you can select the Public Remarks by "triple-clicking" them. You can then right-click with your mouse, copy the remarks, and paste them into the Agent Remarks field. If you need to revise the Agent Remarks after you've pasted them into the field, you may do so. **This step may help you to save time.**
- 4) **Faster Typing:** Use Keyboard functions instead of your Mouse to speed up listing entry and modifications.
 - You can move your cursor through the fields of Listing Load by using the "tab" or "enter" key.
 - You may enter into a "Quick Listing Change" by hitting your enter key after entering the MLS number into the field.
 - When performing a "Quick Listing Change" you may bring your cursor back to the MLS number from the "Change Mode" by holding down "Shift" and "Tab".
 - After you have selected a "Change Mode" this function will work. The only time you will not be able to tab through all your fields is when you have a listing that is Pending. You may not tab through the "Sale Agent" and "Sale Office" areas if the fields are already filled because it will erase the automatically entered fields.
 - Additionally, if you do not wish to save the changes you have made, or if you have made a mistake, simply click F5 and it will erase all fields you have completed.
- 5) **Avoid Fines:** Make sure you've addressed all required fields in order to avoid receiving any fines. All newly added and previously required fields are noted on the forms and in the system for you to complete. Beginning in February, Realcomp will enforce fines for all previous and new required fields. Be aware we will be fining for all required fields. You may also see a list of Realcomp's required fields on our corporate web site at www.realcomp.com under "Listing Load Central".
 - The new "Subdivision" field can be completed by finding the subdivision name by looking in the legal description for the property. Remember that using the right PIN will allow you to avoid many issues. If you are curious about the new data fields in Listing Load, please refer to the "New Listing Load Fields" document. The document indicates the newly added fields and whether they're required.



- 6) **Reporting Issues:** If you encounter an issue or an error, please send a copy of the message to Realcomp's Customer Care Department via e-mail at support@realcomp.com and tell us what you were doing when the error occurred. If you'd like to know if we're already aware of a particular issue, you can reference our Open Issues List for Listing Load to find out. All issues that are currently open will appear on this report. If the issue you're experiencing isn't listed, please consider the item to be new or unreported as yet. Further, please refer to the Troubleshooting Tips below to see if your issue is listed.
- 7) **Searching Subdivision Names:** When searching for properties within a specific subdivision, continue to enter the subdivision name in the Legal Description search criteria and be sure to change the modifier to "contains" instead of "begins with". Even though we are collecting the subdivision name in a separate field of its own through the new Listing Load program, it will be sometime before the majority of the database is populated with that information.
- 8) **Updated Listing Profile Forms:** The online and paper versions of Realcomp's listing profile forms are currently being updated with the new fields (i.e. Public Remarks, Subdivision, etc.). When the reprinted forms become available, they will be carbon-free and will consist of two (2) copies (as opposed to three (3)). The forms will continue to be one (1) legal page in length and will contain all of the new fields now required by the Listing Load module. We will notify you as soon as they become available. Always try to use the most up-to-date version of the form. Currently, Listing Load is the best way to submit all newly required data. When completing the online forms, it's important to remember that online forms do not automatically load into the MLS – at least not just yet. You either need to separately enter your listing through the Listing Load module or send it to Realcomp (e-mail to support@realcomp.com or fax to 248-699-0331) to have us enter it for you. If you would like to view all new required fields, visit our corporate web site at www.realcomp.com and click on "Listing Load Central". There you will find many helpful documents including the "New Listing Load Fields".

Troubleshooting Tips:

- 1) **Inactivity Message:** You may receive a message from Realcomp *Online*[®] that says "You are about to be Logged Off" due to inactivity. If this occurs, please know that you can click with your mouse anywhere on the Listing Load screen and this will allow you to send the Realcomp *Online*[®] screen into the background and continue entering your listing or changes. If you do become logged off of Realcomp *Online*[®], you will not be logged off of Listing Load.
- 2) **Using Norton Internet Security, Firewall Software or other Security Software:** If you are using Norton Internet Security, Firewall Software, or other computer security software and you cannot access the new Listing Load program on Realcomp *Online*[®], you may need to make some setup related changes to your software.
 - Norton Internet Security Troubleshooting: After entering the Norton Internet Security program, select the cookie blocking menu after you have selected privacy controls. Here, you have the choice of **None: Allow Cookies (recommended)** or **Medium: Prompt me each time**. If you choose Medium, you will have to accept the cookie each time you login or check the box to always use this action when you accept the cookie. Alternatively, if you are very security minded and want to default to **High: Block cookies** then you can click on the advanced button on the Privacy Controls screen and add **realcomponline.com**. You then need to change to the User Settings tab, Cookies section and uncheck the box stating "Use Privacy Settings" and set it to "permit all cookies for this domain". Clicking the default button on the Privacy Control configuration page fixes this problem too as it sets cookie blocking to **None: Allow Cookies**.
 - **For Norton Internet Security and Norton Personal Firewall 2003/2004 - To Disable Browser Privacy for specific Web sites:**
 1. Open Norton Internet Security or Norton Personal Firewall.
 2. Double-click Privacy Control.



3. Click Advanced.
4. Click Add Site.
5. Type in the URL (listingload.realcomponline.com without the "http://") for the site you want to exclude from browser privacy, and then click OK.
6. The URL will appear in the left pane. Click the URL so it is highlighted.
7. On each of the 3 tabs at the top, select the listingload.realcomponline.com URL and click permit.
8. Click OK.

Realcomp is currently documenting other specific Security software setup troubleshooting and will post it as it becomes available. Until then, please contact Realcomp's Customer Care Department at 248.553.3430 (and press "2") or via e-mail at support@realcomp.com and we will try to help you with this.

- 3) **Login Errors:** If you receive a login error when clicking on "Agent" and then "Listing Load", there are two (2) known errors that could occur.
- If you are not authorized to use Listing Load, you will receive an error message when logging in. Please note: check with your Broker to see if this is a service offered at your office. If they have "opted out" of Listing Load you will not be able to add nor change listings through the program. If a Broker decided to "opt out", they were given the opportunity to add specific names that would be allowed access to the program. Please be sure to check that all individuals including office assistants and other data entry personnel were authorized
 - The second error that could have occurred would be that the security is set too high on the user's computer for Listing Load to run. Even though the error message generated reads "invalid user", it is the security settings that could have created the problem. Please refer to #2 "Using Norton Internet Security, Firewall Software or other Security Software" above to further troubleshoot this issue.