Realcomp: Forms & Digi FAQ

Support:

- SkySlope Support Info:
  - https://support.skyslope.com/hc/en-us
  - support@skyslope.com
  - (800) 507-4117, Option 2
- SkySlope Forms Tutorials
- SkySlope DigiSign Tutorials

FAQ

- **Do the office set up their templates once you have their forms completed or is this something that has to be done on your end.**
  Offices can set templates up on their own. They can do this with just the association forms, or also include their Broker forms once their library is live. We can host Broker specific trainings walking through this process!

- **Can they upload PDFs that don't require any form filling themselves?**
  Yes, PDFs can be uploaded directly into the template. They can also submit these forms to be part of their Broker library and just let us know no fillable fields are necessary.

- **If the same form is sent multiple times from different offices, such as home warranty forms, do you need it sent each time or just a note to copy it to the next office?**
  Unless these forms are added to an association library, we'd need each Broker to submit for their own library. You can make a note next to this however so it streamlines mapping.

- **There is no place to store contacts in SkySlope, they just have to enter the name and email address for each file. correct?**
  There's no way to mass import contacts into SkySlope Forms, however as you begin adding contacts, they are searchable for files moving forward! If you start typing a previously entered contact, they'll appear to reuse.

- **Is there any option for a broker to upload their office logo so it shows on state, board, etc forms?**
  There isn't currently a way to add brokerage forms to the state/association contracts.

- **I see that the signing certification is viewable from the email when I click on the DigiSign Verified code at the top of the page, but not when looking at the form in the system. Is there a way to view it from the form in the system?**
  When you navigate to the DigiSign envelope in the system, you can view the history by clicking the 3-dot menu on the right.

- **If I am setting up a transaction and am representing both sides of the deal, do I just select Seller and complete the paperwork for that side and then add buyer forms, or so I need a separate file for the buyer's side? Just asking since Both is not an option.**
  Typically we see users have two Forms files (one for the buyer, and one for the seller) since they start working with those clients at different times.

- **Can an agent send a seller's disclosure to their client to have the fill it our before signing it?**
  Absolutely! You'd use the signing order to have the seller sign first, then the agent. When the seller receives the DigiSign envelope, all fields on the disclosure will be fillable for them. Once completed, it'll go back to the agent to fully sign.

- **Can you explain the Leaderboard? Does it display just the agents in that user's office? Do all agents in the office see it?**
  This is only visible to users with the Broker high-level visibility.
  Here's a tutorial on the feature itself!

- **If there are co-buyer's agents, is there a way to have both signatures appear or does that only happen if there are two buyer agent signature lines or if I drag and drop the second agent signature?**
  Your spot on with thinking how this functionality works!
  We do have a way to automatically map multiple agents to a file, similar to how we handle multiple buyers or sellers. However, if a form does not have a dedicated line or space for a second agent, we are only able to map the primary agent automatically. In these cases, any additional agent signatures would need to be added manually by dragging and dropping the signature blocks.

- **We had a customer say that in their Sky Slope they can split PDFs. Is that something we can do or is it in the Transaction Management functions?**
  The Split and Auto-Split features are only available in our full Transaction Management System.
  Within SkySlope Forms, any forms that are filled and sent from the system do come back in both a combined envelope and separated copies in the signed documents tab. However there is no Split and Auto-Split feature within SkySlope Forms to upload and split a PDF packet.

- **If I am a current SkySlope user, will I be able to use this?**
  Yes! If you're Realcomp email matches your existing SkySlope email, the first time you SSO in from the MLS, your accounts will be linked. If you accidentally access not using your existing email, please contact SkySlope Support and they can merge your accounts.

- **Can I bring in templates from Remine?**
  No, templates will need to be recreated in SkySlope Forms.

- **Do I receive emails showing clients have opened and then signed the forms?**
  No, we will send you a notification when parties have signed. To see if a client has opened

an envelope or started signing, you can access DigiSign then view the History of any envelope you’ve sent out.

- **Do you have a mobile app?**
  There is a SkySlope Forms app now available for iPhone and Android! You can find this in the App store. But if you prefer to login via your mobile browser (Chrome, Safari, etc), SkySlope Forms is also mobile optimized.

- **Where would I find my MLS number? Or my Agent License Number?**
  The MLS code in the profile might not be applicable for every association/provincial library, but this would be your ID number associated with your MLS account. You can reach out to the MLS directly to obtain that number if you do not know it.

- **Can I import MLS data to help populate forms?**
  Yes! There is an MLS Import button when creating new Forms files and after creating the file and looking at a specific form to fill.

- **Can the pre-populated entries, e.g., the legal description, be edited?**
  Yes! All fields can be edited prior to sending for signature. Once signed, you will not be able to make changes.

- **Can I download these forms as a PDF?**
  Yes! If you prefer to print or download as a PDF, you can do so out of SkySlope Forms!

- **Can we change font style and size?**
  Not at this time, but we have added this to our roadmap as a feature enhancement!

- **Can I upload my own Form to a file to include with library forms?**
  Yes! You can upload documents to include with outgoing envelopes. These uploaded documents will not be fillable, but you can prepare them in DigiSign if you need to add text or signature fields!

- **Can my broker see my outgoing forms?**
  Yes, with Broker Edition, brokerages have visibility to SkySlope Forms files that agents are prepping and sending documents out of.