



Virtual Tours Help

General:

- Each listing may have up to two virtual tours.
- All virtual tours must be unbranded. This means no company/agent or third party appearances, names, logos, contact information, or advertising can be within the tour itself. The web page where the tour is hosted must not contain advertisements and may not have links out to other sites. The virtual tour URL may not contain the broker or agent name.
- There are two ways to create a Virtual Tour - via a user's preferred link, or via an upload in the Photos/Video tab.
- On partner websites the videos will display as **Virtual Tour** links. Users will **not** see the videos in the same place as photos at this time.
- Upon addition of a video to the Photos/Video page, a matching virtual tour is created. An exception is in the case of already having the maximum number of virtual tours added. In this case, the user is notified.
- Updates and changes to the actual video from the Photos/Video page will automatically apply those changes to the video within the virtual tour as well.
- To view the virtual tour, click the desired tour and a window will appear displaying the video.

Add Virtual Tour(s) Manually with URL:

1. Click the blue circle with the plus sign (+) in the lower right corner of the window.
2. Paste the video URL into the tour. The URL must start with "http://" or "https://".
3. Title/Description. Users may enter a title or description for each tour. This description will not appear in the MLS.
4. Save - Click the "Save" button in the upper right corner of the screen.

Replacing Virtual Tour(s) with Uploaded Video:

If an uploaded video was not added as a Virtual Tour because both allowed virtual tours are already in use, users can still add their video as a virtual tour to be displayed on outside sites. Users can either delete an existing tour to make space or replace an existing tour.

Replacing an existing tour:

1. Click on the virtual tour card to replace.
2. Select "Yes" for the "Replace with Existing Uploaded Video?" question.
3. Video URL will be replaced with the uploaded video URL.
4. Update Title/Description if desired.
5. Click the blue save button in the top right corner.

Manage Virtual Tours(s):

- Selecting Tour(s) - To select a virtual tour, click the circle in the bottom left corner of the virtual tour. A gray circle indicates unselected, while a light blue circle indicates the tour is currently selected.
 - Editing multiple tours simultaneously - Select virtual tours individually or use the "All Virtual Tours" and "No Virtual Tours" options to choose. Changes made using the bulk-action options (Delete and Remove Captions) will affect all virtual tours selected. The bulk-action options are only visible when multiple virtual tours are selected.
 - Captioning - The speech bubble with an "x" will delete the caption for the selected tour(s). Users can edit the caption for each tour individually by clicking into the gray caption bar.
 - Deleting - Clicking the trash can button removes all selected tours. To delete a single tour there is a trash can button located on each individual tour as well.
 - History - The clock button will display the most recent changes, which user made the changes, and at what time/day. Any tour added via video upload will display the user on record as "Wellcomemat".
 - Rearranging Tours - Users can manipulate their tour order by clicking on the tour's number and replacing the number with another. The most common usage is to drag-and-drop tours into the desired order.
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Questions

For questions not answered here, contact the Help Desk Monday through Friday, 8:00am - 5:00pm via help@northstarmls.com or 651-251-5456 (1-877-251-5455 toll-free).