



# OneHome™ FAQs

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# Introduction

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**Dear Agents,**

CoreLogic® has officially launched OneHome™, the enhanced Matrix™ Client Portal. Improving user experience for existing features while providing exclusive new features, OneHome provides an integrated process to help you create valuable relationships with your clients.

We've enhanced the product making it fully responsive and accessible. Improving the browse, search and property details experience, your clients will experience the best in-class **User Experience** every step of the way. OneHome delivers more actionable insights through the brand-new **Planner** and our state of the art **PropertyFit™ Score**. You will have clear insight on where your clients are stuck and be able to see how your saved searches score against what they really want - better equipping you with the tools to provide timely, relevant insights and recommendations. With the same comprehensive and timely data source, you now have everything you need all in one place.

You asked, we delivered! We've rebuilt the portal from the ground up leveraging the most modern technology stack so that we can continue to iterate and develop features that you want and need. We are here to help you throughout your onboarding experience. We hope the Frequently Asked Questions below will help with most queries you may have.

## Frequently Asked Questions

### WHAT ARE THE BENEFITS OF ONEHOME?

OneHome is a platform that supports clients in all aspects of the home buying and selling journey. But it's much more than just searching for a home - it's an exciting concept that will be further expanded in future releases. Our vision is to provide agents with a tool that adds value, enables collaboration and keeps them at the center of the transaction with their clients.

### HOW IS ONEHOME DIFFERENT FROM THE LEGACY CLIENT PORTAL?

In addition to its modern, responsive design, OneHome introduces enhanced security plus brand new tools (the Planner and a Property Fit feature) to help make the buying and selling process more fun and efficient for customers.

### WHAT IS PLANNER?

The OneHome Planner is an easy-to-use guide that takes both homebuyers and sellers on a real estate journey with their agent – helping clients better understand the process of buying or selling a home through a collection of simple tasks and useful tips.

### WHAT IS PROPERTYFIT?

PropertyFit uses AI to help guide clients towards properties that best match what they're looking for. After answering a series of questions when first logging in to OneHome, a percentage score will be included with all listings, allowing clients to see at a glance how closely the property suits their needs.

## WHAT DOES DATA IN ONEHOME LOOK LIKE?

All data in OneHome is RESO Data Dictionary compliant (Public Record Data, Open House, neighborhood info, market insights)

## IS ONEHOME MOBILE FRIENDLY?

OneHome features a fully responsive design, meaning it works on smartphones, tablets and desktops.

## IS ONEHOME WCAG COMPLIANT?

Yes, OneHome conforms to W3C WAI's Web Content Accessibility Guidelines 2.1, Level AA.

## WHAT'S PLANNED FOR THE FUTURE OF ONEHOME?

The first release of OneHome is just the beginning of an exciting journey for the MLS, their agents, and clients. We'll be iterating and innovating based on agent and client behavior, and feedback that has been obtained through focus groups, analytics and other insights.

## HOW MUCH EFFORT WILL IT TAKE TO TRANSITION TO THE NEW PLATFORM?

In short, there is no OneHome configuration required by the agent.

For clients, OneHome features a step-by-step introduction built into the platform to help new users get quickly acquainted with the new platform.

## WHAT WILL HAPPEN TO EXISTING EMAILS?

All your existing emails will automatically be brought over to OneHome - no action required from agents.

## HOW CAN AGENTS USE ONEHOME TO COLLABORATE WITH THEIR CLIENTS?

Agents can continue to work with their clients in all the same ways they do today in the Matrix client portal. However, agents will also get additional insights into their clients' behavior, which is used in Matrix to help agents better understand what their clients are interested in and where they are in the home buying process.

## IS THERE ONEHOME SUPPORT AVAILABLE FOR AGENTS AND CLIENTS?

Yes, agents can review tutorials directly from the Matrix Help section or contact AnswerLink if their MLS has licensed this service.

Agents without access to AnswerLink can contact their MLS directly.

Clients have a choice of accessing help tutorials directly from OneHome or communicating directly with their agent.

## WILL CLIENTS GET SPAMMED FROM MARKETPLACE SERVICE PROVIDERS?

Absolutely not. CoreLogic does not sell client information - the client has the power to choose which providers they'd like to work with, and whether they want to be contacted by them.

## WHAT LISTINGS CAN CLIENTS SEARCH OR SEE?

Clients can see listings that are on the market or recently sold, as long as the seller has allowed it to be displayed publicly. Agents can then send additional information via direct emails to their clients like in the current Matrix portal.

## HOW SECURE IS ONEHOME?

Very. OneHome now allows users to, "Activate" their account - password-protecting their personal data from anyone who may have access to their public listings.

## WHO HAS ACCESS TO ONEHOME?

Only clients invited by their agent have access to OneHome.

## IS ONEHOME STILL A PART OF MATRIX?

Yes, OneHome simply replaces the legacy Client Portal for consumers.