

NorthstarMLS Transition from BAS to ShowingTime FAQ Guide

Transition Details:

- Transition from BAS to ST will occur on May 3rd
- All data and history will transfer to ShowingTime
- Online webinars for staff and agents available from April 11 – May 19
- On-site training will be available in the Twin Cities, St. Cloud, Brainerd and Western WI May 4th & 5th

FAQ's

Q: Why is NorthstarMLS switching from BookAShowing (BAS) to ShowingTime?

A: ShowingTime bought the BAS company last year. They are discontinuing the BAS product, but are incorporating the best BAS features into ShowingTime. ShowingTime is a highly rated system used by brokers and agents across the country. Though this will require us all to learn a new system, it works basically much the same as BAS and has additional features such as smart mapping (find the best route for your showings), lockbox integration and an excellent, full-featured mobile app for both agents and their clients.

Q: Why are you making the transition to ShowingTime during our busiest season?

A: We understand that Spring market is a hectic time, but we could not delay the release. BAS will not be available under the new ownership. In fact, ShowingTime has been extraordinarily considerate in working with us to not only minimize any potential disruption, but has also worked very hard to assure as many of the BAS features as possible that have been so popular with NorthstarMLS subscribers will carry over into their product. We have a lot of users who are excited to start using ShowingTime and its many additional features. We are confident in ShowingTime's ability to give us a smooth transition and have plenty of resources to help everyone through it. Please contact the NorthstarMLS Help Desk or the ShowingTime Help Desk at any time if you need help navigating the new system.

Q: What resources are available to help me prepare for using ShowingTime?

A: Check the "News" box on the Matrix home screen for links to resources. We strongly recommend that you sit in on an agent or office staff webinar. There are plenty of dates and times available through May 19. We will soon make recorded webinars available, especially for weekend staff. If you prefer in-person training, watch for details of sessions that will be available May 4 and 5 in the Twin Cities, Hudson WI, Baxter and St. Cloud. There are also links to quick guides, and other materials such as this FAQ. When ShowingTime launches, there will be an extensive Help section with how-to guides and video instruction. And in addition to our own NorthstarMLS Help Desk, ShowingTime has a help desk with staff available via phone, email and online chat 8:00 to 6:00 every day, including weekends.

Q: Can I still access BAS after the transition?

A: No, BAS will not be accessible in any form as of the May 3 transition to ShowingTime. While it would have been nice to run the two systems in parallel for a time, it was not practical to keep the two in sync. We also cannot create a read-only version of BAS with the scheduling piece turned off because that would affect other clients who are still active on BAS and have not yet had their transition. All historical data, feedback, and showing instructions from BAS will transfer to ShowingTime.

Q: Will my history and data carry over to ShowingTime from BAS?

A: Yes, all data will carry over to ShowingTime as far back as the office has used BAS. This will include instructions, appointment history, feedback, client contact information, etc.

Q: How will I access ShowingTime?

A: You will access ShowingTime the same way as you do BookAShowing. It will be connected to NorthstarMLS through our single sign-on system. So once you are logged in to NorthstarMLS, you can click the ShowingTime link on the Matrix home screen or from a listing display, and a new browser tab will open with ShowingTime, already logged in to your account. In addition, you will have the option of downloading the ShowingTime app to access your account.

Q: Will I still be able to check off multiple listings from a list view on the MLS to schedule multiple listings?

A: Yes, you will still be able to select up to 20 listings in NorthstarMLS and click the ShowingTime button, which will then add all the checked listings into "ShowingCart" automatically where you can request showing times, map your route, etc.

Q: How do I download the mobile App?

A: The mobile app is available to any Apple or Android device. You can download the app from your app store. After the transition you can, log in using your email address associated to your MLS account.

Q: Will ShowingTime be on our MLS smartphone apps as well, the same way BAS is today?

A: Yes, ShowingTime will be available shortly after transition in Homespotter, Homesnap and Matrix Mobile.

Q: When can I access ShowingTime to update my profile and listings?

A: You will not be able to access ShowingTime until May 3rd, but all of your current contact details and settings will carry over from BAS.

Q: Can my appointments synch to my cell phone GPS?

A: Yes, when you do 'calendar sync' it will show the listing in your personal calendar. You can select the listing address to populate on your phone GPS.

Q: How will inspector and photographer accounts work?

A: The accounts will carry over to ShowingTime and they schedule showings via ShowingTime as they do today with BAS. They will set up an account like they do now with BAS, they will get a username and password that will work on both desktop and mobile.

A: New inspector and photographer accounts can be requested as they are today through your local Realtor Association and will be the same costs/billing process.

Q: How can I schedule showings for surrounding MLS's?

A: As long as the MLS also uses ShowingTime, then those you can schedule appointments through ShowingTime for their listings. The office will also be able to schedule through Front Desk for any agent within surrounding MLS's. All of the surrounding MLS's that are on BookAShowing will also convert to ShowingTime on May 3rd.

Q: How will ShowingTime work with TNAS MLS status? (Temporarily not available for showings)

A: ShowingTime will get this status in our feed from the MLS. However, TNAS status does not automatically block showings from being scheduled. You can manage which dates/times you want to set as unavailable for showing under the control panel/Listing Management.

Q: Does ShowingTime have a photography appointment type?

A: Not currently, but this will be added as an appointment type to Front Desk in a future release.

Q: We use Centralized Showing Services, how will this work with ShowingTime?

A: If you use another vendor for appointment handling, you can continue to use this service. The online requests will go directly to CSS and you will not need to manage appointments in Front Desk. ShowingTime also has an Appointment Center service available, contact sales@showingtime.com for more details.

Q: I belong to 2 MLS systems. Will this sync to both automatically or do I need to add my second MLS manually?

A: ShowingTime can synch to both MLS's, as long as they both use ShowingTime.

Q: Can I opt out of receiving price adjustment emails?

A: Yes, You can opt out of pricing emails from your agent profile.

OFFICE STAFF QUESTIONS:

Q: Does ShowingTime provide the filter office feature?

A: If your broker has assigned you to support multiple offices, you may switch among those offices one at a time through a simple drop-down selection box. We are bringing the multiple office filter feature (view multiple offices at the same time) to ShowingTime, but it will not be available until after the transition.

Q: How does lock box integration with Supra and Sentrilock work?

A: Each office will need to submit an integration form to their Lock Box provider to set this up. The forms are posted on the NorthstarMLS news screen in the FAQ announcement. We are also in the process of adding them to Instanet Forms.

Q: Will there be an out of office feature available for when the office is closed?

A: When the office is closed, the online requests will still filter into Front Desk and automated notifications will continue to operate. Any action items needed to be taken on these appointments will create a task in Front Desk for the agent/staff to complete the following day when reopening. We have an enhancement request submitted to add an automatic "office closed" message that can be set by each individual office. This will be added sometime after the transition.

Q: If the Showing Agent is not a part of the MLS, are we able to add them to ShowingTime so that we can see their information and schedule appointments for them?

A: Yes, you can add a non MLS agent to Front Desk. This will be available for office staff and managers when scheduling on Front Desk. There is an 'add new agents' option on the showing agent selection screen when scheduling.

Q: We do not schedule appointments for the agents at our office; the agents handle their own appointments. How will this work with ShowingTime?

A: There are office settings available to adjust per office – if your office has the agents handle appointments, you can ensure Front Desk is set up to allow them to manage appointments for their listings, or all listings in the office. This setting is available under your control panel on Front Desk.

Q: Can we restrict agents from editing showing instructions? They currently can't do that at our company.

A: Yes, you can adjust the settings at an office wide level. This is located in the control panel in Front Desk. Office Staff can update this setting in ShowingTime at any time.

Q: Will the office staff have access to the mobile app?

A: The mobile app is currently only available for agents.