







Getting Started Tutorial For Agents

1. Logging into your account

Your login information will be entered on the home page, eBrokerhouse.com. The login is your email address and you use the password that you created when you started the account.

2. Dashboard

The dashboard gives you an overview of your production.

Main	Accounting			
	Listings	Active = 302	In Escrow = 32	Portfolio Value = \$13,724,940.00
	Tasks	Due = 436	Overdue = 86	
	Offers In	Active = 59	Needs Review = 0	
	Buyers	Active = 265	In Escrow = 2	

Clicking on each statistic will bring you to those specific results, i.e. clicking on the number “86” for overdue tasks will pull up only those tasks with a due date that has already passed. There is also another tab on the top-left of the dashboard that shows accounting (commission) statistics.

3. Representing the listing

To add a listing to eBrokerHouse, you’ll need to be in the “Listings Manager” section. There are 2 buttons to choose from, “add listing” or “listing search”. Hit the “add listing” button to add your first listing to your account. There is a property information form that you can fill in. You can always go back and add more information to a listing, but the address is required to save the listing. Another two important fields you’ll want to pay attention to are the “type” and the “listing status”.

There are various tabs at the top of the listing view that allow you to manage different types of information. Depending on the “type” of listing selected, the tabs that appear may vary.

Main	Links	Utilities	HOA	C4K	Maintenance	Closing	Notes	Conversation Log	Lockbox	All Parties
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There is also a listing menu (shown below) that you will see after clicking view/edit on a listing. This menu will show you all things pertaining specifically to the listing you clicked view/edit on.



4. Representing the buyer

The buyer section is very similar to the listing manager section. You have tasks and offers for your buyers also. The offers section is used to keep track of all the offers you're submitting on behalf of your client. The property log tab is wonderful for keeping track of all the properties that you have shown to this buyer.

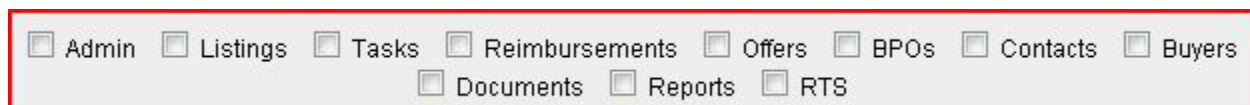
5. Task management

Tasks are a key part of running a team and knowing what needs to be done. Tasks can be added individually, as a recurring task, or as a task plan. A recurring task is a task that needs to be done multiple times on the same listing or buyer. You can set this task to automatically recur every day, week, or month.

A task plan is a set of tasks attached to a listing or buyer all at one time. They don't need to have the same due dates but they are all added at the same time. Tasks can be triggered off certain statuses if you wish. Ex. If you mark a file pending, a certain task is triggered. The task plans for listings are created in the task manager. For the buy side, there is a task plan builder under the "all buyer tasks" button in the buyer tab.

6. Users

The users section is a way to enable access to your account to different people. There are benefits such as assigning tasks, listings, or buyers and the ability for email notifications to be sent to a user. You will also be able to customize permissions for access of the account. It is quite easy to setup a user. First just click on "add user". You will see a form that asks for the users name, email, and to create a password. The next part is selecting the main areas of the system that the user can access, checking admin will enable access to all sections.



Then you will also see more detailed permissions for each of these sections. By utilizing these permissions you can customize the level of access a user has to each of these sections.

7. Offer submission system

The eBrokerHouse offer submission system is a great place to save you time when receiving offers on a listing. It works by giving out a link that is automatically generated whenever you add a listing into eBrokerHouse. Most agents put this link in their MLS offer instructions. This link will show the buyer's agent a summary of the listing once they arrive.

Photo	Agent	Status	Offers Received	Listing Address	Sq Ft	List Price	Beds	Pool	Action
					Lot Size		Baths		
	Thomas Moore	Active	9	1157 Kirkwood St Las Vegas, NV 89017	1,880	205,000	3	No	Make an Offer
					6460		2		

After the agent arrives at this page, they can click the “make an offer” button you see on the right side of the page. Next, the buyer's agent will be brought to a page that you can customize with a combination of instructions and required documents. (You can create a template for these offer instructions to be easily applied to any listings you choose). If applicable, once the agent reads your instructions and downloads the necessary documents to complete their offer, they will click a button that says: “continue to offer submission form”. The agent will then need to complete a summary of their offer via an online form and also upload their offer documents.

You will receive a notification email telling you that you have a new offer and the buyer's agent will receive a confirmation email letting them know their offer was successfully submitted. The confirmation email for the buyer's agent will contain a link in it where they can check the status of their offer, upload additional documents, or submit a counter offer if necessary.

8. Documents and storage

The documents tab is a place you can store and manage any miscellaneous documents you need for your business. You can create your own folders and sub folders if you wish. In this area you are able to upload, delete, rename, and back up your documents.

9. BPOs

The BPO system will replace that outdated excel spreadsheet you're using to organize your orders. In this area you can easily see how much money you are owed, how many orders you have due, and how many are overdue.

The BPO dashboard shown below is a great indicator of your current pipeline and what tasks you still need to take care of for each order.

Dashboard		
Total Open Orders = 15	Total Orders Due = 0	Orders Overdue = 5
Pictures Needed = 7	Comps Needed = 6	
Completed This Week = 1	Completed This Month = 1	

10. Account settings

The account settings section of your account offers many options for you to customize your user experience.

Delete Button: One of the most popular options in the account settings is the option to delete. The delete button can be activated throughout your account by a checkbox in the general section of your account setting.

Show all Delete buttons *(DISCLAIMER: If you check this box, we (eBrokerHouse and all affiliated parties) are not responsible for loss of any data or files removed from your account, by mistake or otherwise. There will be a minimum \$50 charge for restoring any such lost data or files.)*

Preferred Statuses: Underneath the delete button checkbox, is a list of listing statuses, allowing you to customize which ones show in your account. This is a long list of statuses added by agents nationwide. Just select the ones you intend to use to manage your listings.

Offer Submission Settings: The offer submission system is a large portion of the account settings. There are settings from hiding the number of offers on listings from the public to adding team members to receive notifications of new offers.

*You will find several other settings that you can customize. We suggest going through your account settings slowly to ensure you have your account set up the way you want it to function in all areas. Please call our support team with any questions.

Below is additional information for agents that are part of an Office Solution account

11. Submitting Documents To Your Office

When it comes to submitting documents to your office, there are some things you should be aware of. To get to the document submission tab, click view/edit on a listing or buyer. You will then see a "submit" tab on the right-hand side of the screen. On this submit page you can see the checklist provided by your broker. When saving information on the submit tab, you have 2 options. The "save current info only" option will save your attached documents on this page. The next option, "submit for review" will alert your broker that your file needs to be reviewed.

Note 1: You will not be able to change the status of a document or the file status for the transaction. Only your broker or office admin can do that. Once you upload a doc, the status of that doc is automatically moved to needs review. Once you click on submit to broker, the file status is also automatically switched to needs review.

Note 2: You can add items to the checklist if you need to add docs that are not listed on the checklist by your broker.

Note 3: Your office is most likely going to require you to fill out the information on the “closing” tab for each file before you submit a pending or closed file to the office for review. This is where you will enter in all pertinent closing information, all parties involved, and your commission info. The “closing” tab can be found on the same tab bar as the submit tab.

Note 4: Below the checklist you can view notes from the person reviewing the file regarding the file and also add notes of your own for them to see. If a file is returned to you incomplete, this is where the file reviewer will most likely let you know why.

Note 5: Adding additional documents to the checklist may be necessary for a complete file. Below the checklist is a “+” sign that you need to click to create a new upload spot. You just need to name the document and browse to upload the document.

12. Office Docs

Under the “Office Docs” icon is where you will find any documents that your office is sharing with you. These are usually office forms, marketing materials, letterhead, etc.