



Frequently Asked Questions – EBOR Transition to RMLSA/Paragon

Welcome to the new **RMLS Alliance (RMLSA)**, a new and exciting adventure for all of us. This FAQ is designed to help user's understand what to expect during the move to the new RMLSA Regional system.

What is the URL (Web Address) for the RMLSA System?

- If you access the site directly thru a web browser, the URL will be: <https://rmlsa.paragonrels.com>. There may be another access link via your MLS site or other provided by the MLS.

Will the User Logins Change When Accessing the RMLSA System?

- Beginning on October 29th, you can start to access the new site. Your existing Login Name will be prepend to with "EB". Your password will be defaulted to "1111". Once you login into the Clarity site, you will need to go thru the prompts and security questions.

When does Parallax start for the RMLSA System?

- Parallel for Member access will begin on October 29th. Except for Listing Input and Maintenance, Paragon is fully functional to start using as your MLS system. Parallel means that Paragon is up and running - almost live. The listing database in Paragon is updated via a listing data transfer every hour. This means that no Listing Input or Maintenance happens in Paragon just yet. Your listing or maintenance may not be immediately seen in Paragon as it needs the 1-2 hour time process thru the delta files.

When does the old system shut down and Paragon goes Live?

On Friday, November 15th, the Egyptian FlexMLS site will be set to read only at Noon CST. This means that no more Listing Input and Maintenance will happen in your old system. It will be available as a read only system until it is shut down permanently.

RMLSA Paragon will go live with Egyptian data on Monday morning, November 18th at 9am CST. This means that Listing Input and Maintenance is now enabled in Paragon. Paragon will not be available for Listing Input/Maintenance during the weekend as it is being prepared for Monday morning go live. However, you will continue to have search capabilities.

What listing data is being brought over from the old system?

All of the matching listing data, including pictures, will be brought over from the Egyptian FlexMLS site, including Sold listings. Listing History has been converted and as changes are processed into Paragon during Parallel, this will generate additional listing history.

Will my Contacts/Prospects be transferred to Paragon?

- Your Contacts / Prospect files will be converted up to October 17th. Prospect files are only converted once and any new prospects which were added in the EBOR FlexMLS site as of October 17th will need to be manually entered into Paragon. You can do this during parallel time.

Do my Saved Searches transfer to Paragon?

- No. Saved search files are not transferable in these types of conversions. It is recommended that you either print out the saved searches for your buyer prospects or do a "double screen" on your computer with the EBOR FlexMLS site on one side and the RMLSA Paragon on the other, then add them to Paragon via the Contact Manager tool. If you choose to activate a notification in Paragon during parallel, turn off that customer notification in the EBOR FlexMLS site so customers are not getting dual emails with the same listing. In the Contact Manager under 'View and Manage Contacts' is where you can do this. There are



learning tools on the Help site of Paragon to walk you through the steps. It is not hard, just new to you. You can start this during the parallel time period.

You will get a new Customer Portal that you will set up and send listing to.

- Go through the Collab Center Preferences Wizard to set up your new portal. It is a one and done set up. After that set up is complete, you can start sending listings to the new portal for your customers. Collab Center is part of the auto-notifications process. To learn how to set this up for your customers, go to the Help Site on Paragon and go to “Collaboration Center”. Or from the Help site, click on HOME. Go to the left hand menu “New to Paragon” and select “Collab Center Agent Training Webinar”.

Will there be new IDX Links for setting up searches on our websites?

- Yes. You can subscribe to Smart Framing by going to Preferences > IDX > IDX Smartframing. Once your Board office has approved your subscription, you will have a series of IDX Links available to you for your website.

Are Paragon reports similar to the ones we use now?

- Yes. Paragon has recreated Agent Full and the Client Full reports that existed in the EBOR FlexMLS site so you have consistency in reports for you and your customer. There will be other reports available that are standard in Paragon. Appraisers have the 1004 Market Conditions report that they need for their appraisals. (To access this report, run your search, go to Reports > Specialty Views > Market Conditions Addendum).

Paragon follows the Can Spam Act of Congress on emailing listings to Customers?

- One of the rules of Can Spam is that Paragon must have on file a verifiable email address of Agents emailing listings to the general public. When you first log into Paragon, even during the parallel period, you will be sent an auto email to your business email address in your agent record in the system. When you get this email, be sure to click on the link to verify your email address. This tells the system that there is a real live person using this email address and not a spamming computer. You must do this to ensure your email privileges in Paragon continue.

RECOMMENDATIONS FOR YOU DURING THE PARALLEL TIME:

Please use this parallel time to your advantage. There will be some tweaking of data, fields, configurations, enhancements to Paragon during this time. This is normal in order to have Paragon ready to go on the “Go Live” date. But you can use this time to transition yourself before it becomes Business Critical.

- Do an MLS # search for your Active listings and make sure that the listing data is correct. Let your MLS know if something isn't correct. Provide them with details as to what data is incorrect and what the correction information should be.
- Do a normal search for listings as you would for a buyer, email them to yourself or print out a couple to test.
- If you want, you can customize your search templates, grids/spreadsheets, add Agent Images and Logos. They will be retained during the parallel period. A preferences “Wizard” will start automatically when you first login to walk you through the steps of putting in Agent and Logo images.
- Check on your Contacts that came over. Make updates and additions as needed.
- Start the auto-search/auto-notification process for those Buyers in Paragon and immediately turn them off in the EBOR FlexMLS site so they are not getting two emails of the same listing.
- When the time comes for Paragon to go live, you will be ready.



RMLSA SYSTEM CHANGES – OVERVIEW

What Will be Different in the NEW RMLSA System?

- **RMLSA includes 7 Property Classes:** Single Family & Attached Single Family, Multi-Family, General Commercial, Lots/Acres/Farms, Rental, Manufactured/Mobile Without Land, and CIE.
- There are many new fields and feature categories in the new site which are different than those in the the EBOR FlexMLS site.
- **USER PREFERENCES WIZARD:** When you first log into Paragon, the popup page will be the User Preferences Wizard. It is strongly suggested that you run the Wizard to set up your preferences. Your preferences include your ability to determine which phone number you want display on a Agent or Client Facing Handout, including your Agent or Office Photo. The wizard will also allow you to filter the listing count(s) that are displayed in the Market Monitor.
- **Room Measurements:** The system provides a field to enter the length (feet and inches) and a separate field for the room's width (feet and inches). It's important these are entered correctly to provide accurate information; #feet / decimal point/#inches
 - Correct entry is 12.02 = 12 feet 2 inches ... Incorrect entry is 12.2 = 12 feet 20 inches
 - **Examples:**
 - If the room measures 12 ft 11 ½ inches length by 13 feet 5 inches wide: enter 12.11 length and 13.5 width.
 - If the room measures 12 ft 15 inches by 14 ft 11 inches enter: 13.03 and 14.11
 - Note: you must enter two numbers for each dimension entry. (use the preceding zero as shown in the example.
 - (Remember there will be no more than 11 inches; 12 inches = a foot)
- **Exclude from Internet Yes or No:** Will default to NO. **Include in IDX Yes or No:** Will default to YES. **REALTOR.com Yes or No** will default to YES and **Zillow Yes or No**, will default to NO. Mobile Home Y/N will default to NO.
- **What is "Include Address", AVM & Comments** = this is for VOW (virtual offices only) and defaults to Yes.
- **Approximate Lot Size aka Lot Dimensions:** the lot dimensions of the property, per the public record card/plat. Please do not enter the # of acres.
- **Approx. # of Acres**--if applicable enter .5 acres, 1.2 acres, etc. if not applicable enter a zero.
- **Egress Window: What's the definition of Egress Window?**
 - The bottom of the egress window opening can't exceed 44" from the finished floor. The minimum opening area of the egress window is 5.7 square feet. The minimum egress window opening height is 24" high. The minimum egress window opening is 20" wide. Answering the question in the MLS without meeting the minimum requirements could be considered a violation of the MLS rules.

How Will the New RMLSA Fields Affect Listing Maintenance?

- **Adding/Maintaining Listings:** You will continue to add and maintain your listings in the EBOR FlexMLS site. A Parallel system is in place which will process and any listing and or any changes into RMLSA Paragon.
- **Missing Data:** When RMLSA goes live on November 18th, the new fields will be blank. The number of blank fields will vary for each of the 4 MLS's but all MLS's will see empty fields. The new "required" fields in RMLSA will be blank because those fields were not part of the local MLS so there was no data to move to the RMLSA system.



- **Add Missing Data:** After RMLSA goes live with the Egyptian data on November 18th, we urge users to review all their active listings and add the missing data to the RMLSA as soon as possible. Users who have support staff handling listing maintenance should provide the staff with the new field information so they can add it to the system. Once the fields are updated, anyone interested in the property will see all the pertinent information and making a change to a listing will be much easier. Failure to update the data will make changing any listing information, including a simple price change, much more time consuming because the listing cannot be saved until all the required fields have been addressed. Taking action early will save time and make the process much easier for everyone who maintains listings in the RMLSA system.
- **Required Field Rules** – Some fields are Required ONLY when a response to a related field is entered. Those “relational” aka “conditional” fields will not show as required on the input sheet or system. However, if the field is left blank the user will receive an “error” code when trying to save the listing. A response will be required before the listing can be saved. Example: If Condo Y/N = Yes then Pets Allowed is a required field.
- Failure to fill in all Required fields will create an “Error” when the user saves the listing. All errors must be addressed before the listing can be saved. If an error message cannot be resolved, please refer the issue to the Board office. Please reference the MLS #, the field you are trying to change and the error message that you receive.
- **DEFAULTS** – The RMLSA system has included “Default” answers to many fields to help reduce the time it takes to enter a new listing. However, it is CRITICAL to look at all Default fields and change the Default if the response does not apply.

How will these changes affect CMA's?

- Because this is a new system, you will need to re-create any CMA's.

How Will these changes affect my default Reports?

- Go to Preferences > System. From the left hand menu, select Result Options. Select the report that you want to set for your default. For your convenience the Agent Full and the Client Full reports from the EBOR FlexMLS site have been recreated in the RMLSA site.