

## Showing Time for FlexMLS

ShowingTime, the real estate industry's leading showing management technology provider, has partnered with the Metro MLS to provide our members with a powerful showing management tool.

The top benefits of using ShowingTime via FlexMLS include:

- Empowers agents to be contacted as they wish
- Used through FlexMLS, there are no extra logins or passwords
- All showings are scheduled online
- Add secure showing instructions
- Ability to create Bulk Showing Requests Buyer Tours (ShowingCart)
- Agent Setup – default preferences and mobile app
- Office Setup – add company branding
- ShowingTime works 24/7
- Listing Setup – feedback and adding sellers
- ShowingTime app with push notifications
- ShowingTime Listing Activity Report for Sellers

In the FlexMLS Menu button, under the **Schedule/Message** section, you will find **ShowingTime**. From here, you can configure your settings for showings.

**NOTE:** Some of your settings may differ if you are a broker or have ShowingTime via your office.

## Home

The Home screen is your agent ShowingTime dashboard. This dashboard highlights key activity of your ShowingTime account. Clicking on any of the activity numbers in each of the dashboard sections will take you to that action's report.

The screenshot displays the ShowingTime Home dashboard. On the left is a vertical navigation menu with buttons for Home, Showings, Listing Setup, My Agent Setup, Feedback, Reports, and Help and Training. The main content area is titled 'Home' and contains several sections:

- My Profile:** Displays the agent's name (Rosie Realtor), phone number (414) 778-5450, email (support@metromls.com), and an 'Edit Profile' button.
- Showings I Have Requested:** A table showing the status of requested showings.
- Showings Requested on My Listings:** A table showing the status of showings requested on the agent's listings.
- Feedback Requests:** A section with a list of feedback-related activities and their counts.

Both the 'Showings I Have Requested' and 'Showings Requested on My Listings' tables have a calendar icon with the number 9. The tables are structured as follows:

	Scheduled For	Not Yet Confirmed	Confirmed
Today		0	0
Tomorrow		0	0
Beyond		0	0

Below the 'Showings I Have Requested' table is a 'Schedule a Showing' button.

The 'Feedback Requests' section includes the following items:

- 0 appointments requesting your feedback
- 0 new feedback responses available for review
- 0 new feedback responses available to homeowner
- 0 feedback requests unanswered by the showing agent

## Showings

The Showing menu gives you access to multiple showing functions regarding your listings or on requests you have made on listings.

### *On My Listings*

This screen allows you to view showing requests made on any of your listings. You can edit the date range to view any requests that apply to that date range.

Showings

On My Listings

Make New Request

I Have Requested

ShowingCart™

Listing Setup

My Agent Setup

Feedback

Reports

Help and Training

9

Showings Requested on My Listings

Showings requested from: [Today](#) | [Last 7 Days](#) | [All Upcoming](#) From: 03/29/2016 To:  Submit [New Showing Request](#)

**There are no requests in selected date range.**  
**There are no requests or instructions viewed in selected date range.**

### *Make New Request*

You can initiate a request to show a listing in this screen; simply use the Search field to bring up the listing. Click on the listing to begin your request.

Home

Showings

On My Listings

Make New Request

I Have Requested

ShowingCart™

Listing Setup

My Agent Setup

Feedback


Reports

Help and Training

Request Appointment

Search for listing via street number/name, Listing ID, city, unit #  
1461234

Listing Results: Please click on the property you would like to show

	MLS	Listing ID	Status	Price	Str Num	Str Dir	Street Name	Unit	City
	Metro MLS	1461234	ACTIVE-WITH OFFER	\$199,900	547		Lake Bluff Rd		Thiensville

### *I Have Requested*

This screen allows you to view any requests you have made on any listing. You can edit the date range to view any requests that apply to that date range.

Home

Showings

On My Listings

Make New Request

I Have Requested

ShowingCart™

Listing Setup

My Agent Setup

Feedback

Reports

Help and Training

9

Showings I Have Requested

Showings requested from: [Today](#) | [Last 7 Days](#) | [All Upcoming](#) From: 03/22/2016 To: 03/30/2016 Submit [Print Instructions](#)

**There are no requests or instructions viewed in selected date range.**

## ShowingCart

You would like to set up a day of showings for your buyer, but you'd like a quicker way to do it versus making countless phone calls, playing phone tag and waiting for confirmations. Great news - you can use the ShowingCart to schedule multiple showings all in one place!

- Enter the listing numbers your buyer wants to see
- View them on a map and arrange them in a logical order
- Click the **Send Requests** button to send the requests all at once

You can name it and save it ('Henrietta Buyer'), print out the map, and view which requests have been confirmed. ShowingCart is a time-saving way for putting buyer's tours together, and is accessible from your smartphone and tablet, too.

[Home](#)

Showing

On My Listings

Make New Request

I Have Requested

ShowingCart™

Listing Setup

My Agent Setup

Feedback

Reports

Help and Training

ShowingCart™

ShowingCart™ Tour Information

Tour Date: 4/2/2016

Tour Name: Henrietta Buyer

Appointment Information

Enter Listing IDs (separate multiples IDs with a comma)

Go

Add Listing Stop

Add Other Stop

Return to Tours

Send Requests

Update	Address	Appointment Type	Appointment Status	Appointment Time	Availability (CDT)
					5a6a7a8a9a10a11a
<div>1</div> <div>Remove</div>	4520 N 109th St Wauwatosa Wisconsin (1460874)	Appointment Required	Not Yet Requested	<div>Pick a Time</div> <div>0.6 mi / est. 2 min</div>	
<div>2</div> <div>Remove</div>	4292 Raymir Pl Wauwatosa Wisconsin (1467174)	Appointment Required	Not Yet Requested	<div>Pick a Time</div> <div>2.5 mi / est. 7 min</div>	
<div>3</div> <div>Remove</div>	2877 N 122nd St Wauwatosa Wisconsin (1462174)	Appointment Required	Not Yet Requested	<div>Pick a Time</div> <div>3.0 mi / est. 9 min</div>	
<div>4</div> <div>Remove</div>	2517 N 90th St Wauwatosa Wisconsin (1454964)	Appointment Required	Not Yet Requested	<div>Pick a Time</div> <div>1.3 mi / est. 5 min</div>	
<div>5</div> <div>Remove</div>	2334 N 74th St Wauwatosa Wisconsin (1467072)	Appointment Required	Not Yet Requested	<div>Pick a Time</div>	

Turn by Turn Directions

Smart Route

\*Selecting an appointment status for any of your stops is for your reference only. [More >>](#)

Map

Satellite

Return to Tours

Send Requests

**NOTE:** To learn how to create a ShowingCart from the Search Results screen, review the section labeled 'How to Request a Showing on a Listing' at the end of this guide.

## Listing Setup

Listing Setup will take you to the screen to view all of your active listings. From this screen, you can click on any listing to which you would like to add instructions.

Home

Showings

Listing Setup

Listing Setup

My Agent Setup

Feedback

Reports

Help and Training

Search for a Listing

Search:  Search

Found 1 results in 1ms.

Search by listing's address or ID

Advanced Search

Search Archived Listings: ☐

Mass Add Notes To My Listings

MLS	Listing ID	Listing Agents	Owners	Address	City	Zip	Subdivision	Status	In-House Status	Listing Price
Metro MLS	1162128	Rosie Realtor (1754)		1234 Easy St	Milwaukee	53		ACTIVE		\$119,900

Page 1 of 1 40

You will be routed to that listings worksheet. The listing worksheet will allow you to edit the settings on that individual listing. This is where you can also enter secure showing instructions.

Home

Showings

Listing Setup

Listing Setup

My Agent Setup

Feedback

Reports

Help and Training

Archive

Merge

Listing Activity Report

Listing Changes Log

Attachments

TEST LISTING

Showing Instructions

Showing Restrictions

Appointment Handling

Allow Showing Agents to Request Appts Online? ☒ Yes ☐ No

Appointment Settings

Appointment Type: **Appointment Required**

Feedback Template: **ShowingTime Template**

Contacts

Order	Contact Details	Can Confirm Appts By:	Notify of Confirmed/Canceled Appts By:												
1st		<table><tr><td>Text Message</td><td>Email</td><td>ShowingVoice</td></tr><tr><td><input type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td></tr></table>	Text Message	Email	ShowingVoice	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<table><tr><td>Text Message</td><td>Email</td><td>ShowingVoice</td></tr><tr><td><input type="checkbox"/></td><td><input checked="" type="checkbox"/></td><td><input checked="" type="checkbox"/></td></tr></table>	Text Message	Email	ShowingVoice	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Text Message	Email	ShowingVoice													
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>													
Text Message	Email	ShowingVoice													
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>													

Notifications will be copied to: showings@firstwebber.com

How will this work? Advanced Notifications Add New Co-Listing Agent Add New Owner/Occupant

Appointment Restrictions

Required Lead Time: **0 hours** Maximum Appointment Length: **2 hrs**

Suggested Lead Time: **1 hour** Allow Overlapping Appointments?: **Yes, No need to inform the showing agents**

Add New Showing Restriction

Start Date	End Date	Days & Time	Restriction Reason
No Upcoming Restrictions Exist			

Access Information

Access Details:

Access Type: **Select One**

Lockbox Code/Notes:

Alarm Details:

Alarm Disarm Code:

Alarm Arm Code:

Alarm Passcode:

Alarm Notes:

Additional Instructions

Type your Showing Instructions here (Required for View Instructions Only Listings):

Add From Predefined Notes

Driving Directions

Directions:

Morgan Ave. to 46th St., south on 46th St. to St. Francis, west on St. Francis to 46th Place. South to property.

# My Agent Setup

In this screen, the information is populated from your FlexMLS Quick Profile Maintenance section. You can edit your ShowingTime profile and set your ShowingTime preferences.

Home

Showings

Listing Setup

My Agent Setup

My Agent Setup

Feedback


Reports

Help and Training

Calendar Sync

Mass Add Listing Note

TECH CENTER7 (TC7)



Profile Basics

First Name: Rosie

Last Name: Realtor

Office Direct Line: (414) 778-5450

-- Phone Type --

-- Phone Type --

Fax:

Email: support@metromls.com

Text Message: Select Carrier

MLS: Metro MLS

Agent ID: TC7

Office Name: Nancy Realtors

Office ID: NANCY

Office Phone: (414) 778-5450

Office Fax: (414) 778-6161

Date Joined:

Showing PIN:

Listing Agent Preferences

Allow Agents To Request Appointments Online?: ☒ Yes ☐ No

Default Appointment Mode: Appointment Required

Email

Text Message

ShowingVoice

Notifications for Appointments on my Listings

When appointments are requested: ☒ ☐ ☐

When appointments are confirmed or cancelled: ☒ ☐ ☐

Feedback Requests

Send feedback requests to agents who showed my listings: ☒ Yes ☐ No

Number of times to resend feedback requests: 3

Number of days between resends: 3

Showing Agent Preferences

Email

Text Message

Call

Notifications for Appointments I Request

When appointment requests are received: ☒

When appointment requests are viewed: ☒

When appointments are confirmed or cancelled: ☒ ☒ ☒

When a price changes on a property I've shown: ☒

Feedback Requests

Receive feedback requests from other agents: ☒

Multi-Unit

Per unit notifications when units are confirmed or cancelled: ☒ Yes ☐ No

Lockbox Access

I can access SentiLock: ☐ Yes ☒ No

I can access Supra/iBox: ☐ Yes ☒ No

I have access to a HUD key: ☐ Yes ☒ No

Messaging Preferences

Email

Text Message

When new message comes in: ☒ ☒

Mobile App Access

ShowingTime has mobile applications available for agents to download to their smartphones and/or tablets. Click the send button to email yourself instructions on how to log in along with direct links to install the mobile application. Be sure to open the email from the mobile device you wish to install the app on. [Learn more.](#)

support@metromls.com Send Authentication Link

Appointment Download Service Key

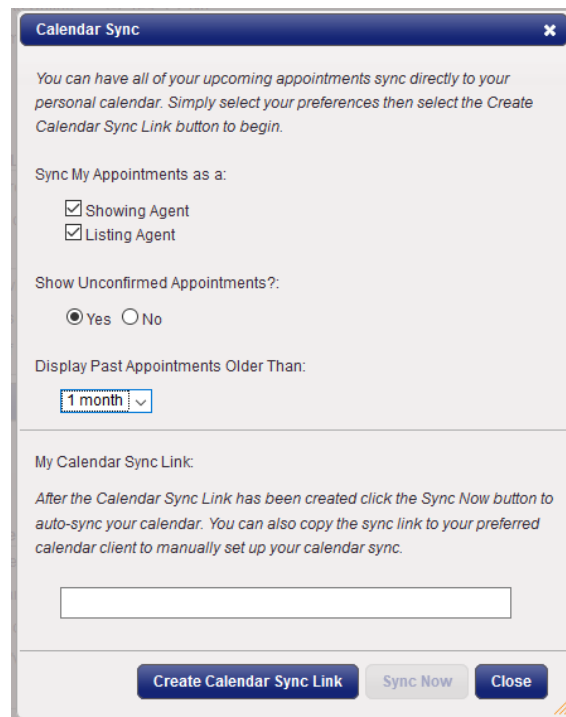
Download service key:

System Information

Last Modified On: 3/29/2016 1:47 PM

Last Modified By: System

Calendar Sync allows you to sync your ShowingTime appointments directly to a personal calendar, such as Outlook or Google.



**Calendar Sync** [X]

*You can have all of your upcoming appointments sync directly to your personal calendar. Simply select your preferences then select the Create Calendar Sync Link button to begin.*

Sync My Appointments as a:

- ☒ Showing Agent
- ☒ Listing Agent

Show Unconfirmed Appointments?:

☒ Yes ☐ No

Display Past Appointments Older Than:

1 month [v]

---

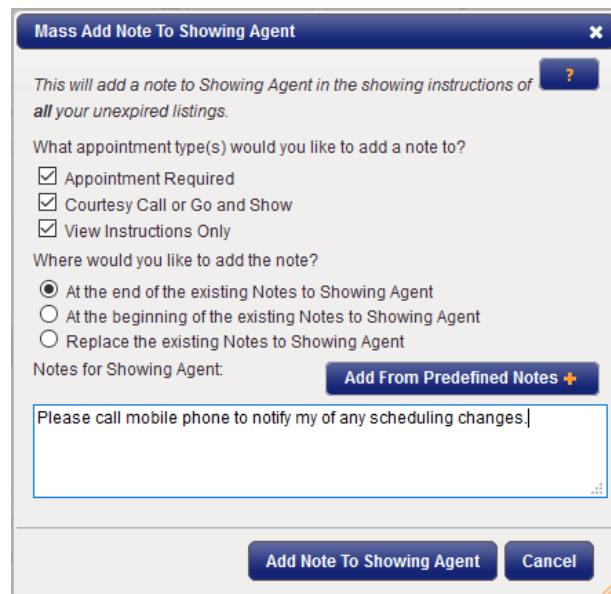
My Calendar Sync Link:

*After the Calendar Sync Link has been created click the Sync Now button to auto-sync your calendar. You can also copy the sync link to your preferred calendar client to manually set up your calendar sync.*

[Text Input Field]

[Create Calendar Sync Link] [Sync Now] [Close]

The Mass Add Listing Note function allows you to add a note to all of your active listings regarding specified instructions you would like for the showing agent to be aware of.



**Mass Add Note To Showing Agent** [X]

*This will add a note to Showing Agent in the showing instructions of all your unexpired listings.* [?]

What appointment type(s) would you like to add a note to?

- ☒ Appointment Required
- ☒ Courtesy Call or Go and Show
- ☒ View Instructions Only

Where would you like to add the note?

- ☒ At the end of the existing Notes to Showing Agent
- ☐ At the beginning of the existing Notes to Showing Agent
- ☐ Replace the existing Notes to Showing Agent

Notes for Showing Agent: [Add From Predefined Notes +]

Please call mobile phone to notify my of any scheduling changes.

[Add Note To Showing Agent] [Cancel]

## Feedback

The Feedback screen allows you to perform functions regarding viewing feedback left on your listings or submitting feedback on listings you have shown.

### *My Feedback*

The screenshot shows the 'Feedback Search' interface. On the left is a sidebar menu with options: Home, Showings, Listing Setup, My Agent Setup, Feedback (selected), My Feedback (highlighted), Form Design & Settings, Reports, and Help and Training. The main area has a search bar with the text 'Search for Feedback by Listing Address, Agent Name, or Listing ID'. To the right of the search bar are filters for the date range '03/22/2016 - 03/29/2016' and a dropdown for 'All Feedback'. A 'Search' button is on the far right. Below the search bar are two tabs: 'On My Listings' and 'Listings I Have Shown'. The main content area is empty and displays the message 'No results found.'.

### *Form Design & Settings*

You can create different templates to use when requesting feedback on your listings, and create custom questions.

The first screenshot shows the 'Feedback Form Design' interface with the 'General Settings' tab selected. It includes a 'Feedback Template' dropdown set to 'First Showing', and buttons for 'Save Changes to Feedback Template', 'Save Changes', 'Undo Changes', 'Close', 'Revert', 'Delete', 'Create New Template', and 'Preview Survey'. Below these are sections for 'General Settings' (with checkboxes for 'Set as default agent template' and 'Hold for review'), 'Feedback Request Email' (with a text area for the email body), 'Instructions Box' (with a text area for instructions), and 'Footer Text' (with a text area for footer content).

The second screenshot shows the 'Feedback Form Design' interface with the 'Questions' tab selected. It displays a list of questions with radio button options. The questions are: 1. 'In your ideal situation in this listing?' (with options: Yes, No, Not sure, No idea, Not interested), 2. 'Please rate your overall experience at this showing.' (with options: Excellent, Good, Fair, Poor), 3. 'How would you describe your opinion of the price?' (with options: Just right, Too high, Too low), 4. 'Please rate this listing (1-5 stars)' (with options: 1, 2, 3, 4, 5), and 5. 'COMMENTS/RECOMMENDATIONS:' (with a text area). There is an 'Add Question' button on the right side.

# Reports

## Agent Activity Report

Agents can view a summary of their activity in one report, including total new listings taken, price changes, status changes, total showings and listings nearing expiration. In addition, managers can monitor each agent's activities by viewing their Agent Activity Reports.

Home

Showings

Listing Setup

My Agent Setup

Feedback

Reports

Reports

Help and Training

Agent Activity Report

Back to Report List

Activity For: [Last 7 Days](#) | [Last 30 Days](#) From: 03/23/2016 To: 03/31/2016 

Submit

Display Options

Email Report

Print Report

Download PDF

Snapshot for Mar 23, 2016 - Mar 31, 2016

New Listings:	0	Showings:	0	Feedback Waiting on Responses from Showing Agent:	0
Price Changes:	0	Previews:	0	Feedback Requests Unable to Be Sent:	0
Status Changes:	0	Inspections:	0	Feedback Made Available to Homeowner(s):	0
Nearing Expiration:	0	Appraisals:	0	Feedback Not Yet Made Available to Homeowner(s):	0

New listings: 0

There were no new listings within this date range.

Price Changes: 0

There were no price changes within this date range.

Status Changes: 0

There were no status changes within this date range.

Other Activities: 0

There were no other activities within this date range.

Appointments: 0

There were no appointments within this date range.

Listings Nearing Expiration: 0

There are no listings expiring within 14 days.

Clicking the **Display Options** button allows you to select what you would like your report to display.

Display Options

You can rearrange the report sections by dragging the boxes below.

Snapshot Information

New Listings

Price Changes

Status Changes

Other Activities

Appointments

Listings Nearing Expiration

Hide

Hide

Hide

Hide

Hide

Hide

Hide

Save

Cancel

**Email Report** is a quick and easy way to email the report to your seller.

Email Report

To:

Note: No recipient of this message will see any other recipient's names or email addresses.

Subject:

Agent Activity report for Angela Washington-Marshall

Attached:

Agent Activity report for Angela WashingtonMarshall.pdf

Send

Cancel

*Listing Activity Report*

Review all activity details for the life of each listing. You can easily review feedback from showings, document open houses, advertisements or other events and display basic information that can be printed and shared with sellers. You can even market the listing from this report by sending out a group email to showing representatives who have brought buyers to the listing, notifying them of an upcoming open house or recent price adjustment.

Home

Showings

Listing Setup

My Agent Setup

Feedback

Reports

Reports

Help and Training

Search for a Listing

Search:

1461234

Search

Search by listing's address or ID

Advanced Search

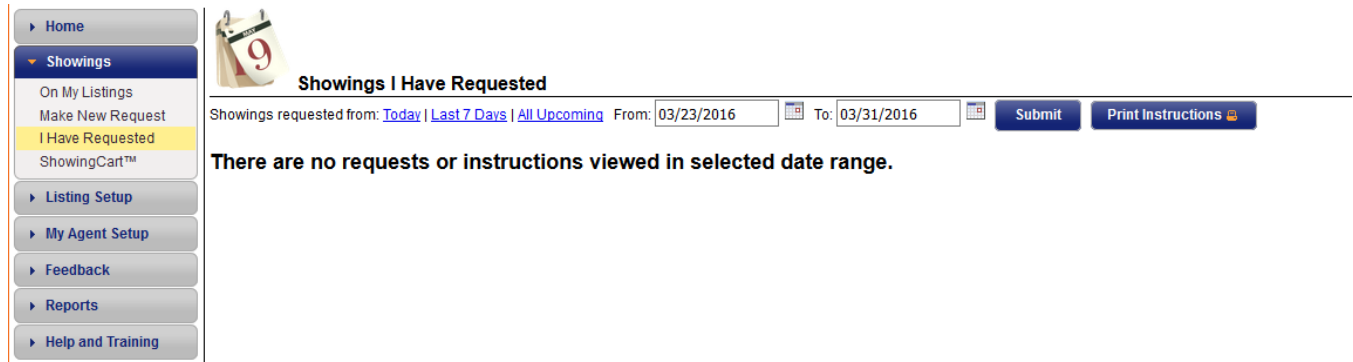
Search Archived Listings:

MLS	Listing ID	Listing Agents	Owners	Address	City	Zip	Subdivision	Status	In-House Status	Listing Price
No matches found.										

Found 0 results in 1ms.

## Showings I Have Requested

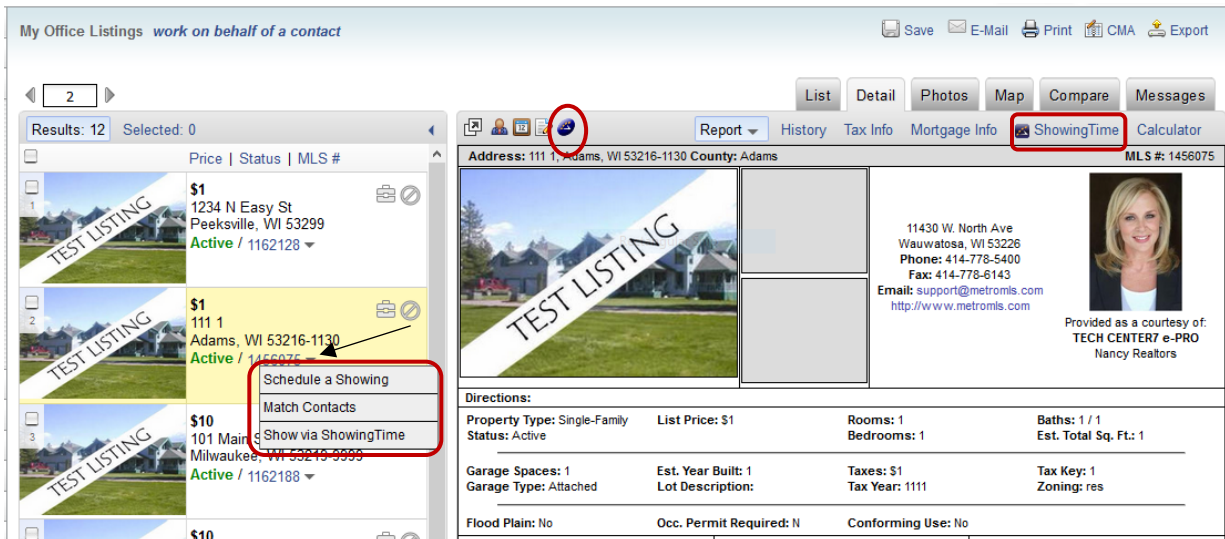
Showing representatives can easily review all appointments they have scheduled with any office using ShowingTime products.






## How to Request a Showing on a Listing

To request a showing on a listing, on the Search Results screen you can navigate to the Details tab of the listing and click the **ShowingTime** button; you can also use the ShowingTime icon located at the upper left corner of the Detail tab screen, or the Additional Actions menu (black triangle to the right of the listing number in the thumbnail area of the listing) and select 'Show via ShowingTime' from the pop-up menu.

**NOTE:** This applies to the highlighted listing, which may or may not be the selected (checkbox) listing.



Results: 12	Selected: 0
1	 <b>\$1</b> 1234 N Easy St Peeksville, WI 53299 Active / 1162128
2	 <b>\$1</b> 111 1 Adams, WI 53216-1130 Active / 1456075
3	 <b>\$10</b> 101 Main Milwaukee, WI 53218-9999 Active / 1162188


Property Details			
Property Type: Single-Family	List Price: \$1	Rooms: 1	Baths: 1 / 1
Status: Active		Bedrooms: 1	Est. Total Sq. Ft.: 1
Garage Spaces: 1	Est. Year Built: 1	Taxes: \$1	Tax Key: 1
Garage Type: Attached	Lot Description:	Tax Year: 1111	Zoning: res
Flood Plain: No	Occ. Permit Required: N	Conforming Use: No	

A window will appear for the listing showing the appointment type. In the My Profile section of this window, choose your desired type of delivery for showing confirmation (email, phone call, or text message), and click the **Schedule a Single Showing** button.


Welcome Rosie Realtor  
Property: 111 1, ADAMS  
[Return to listings](#)

Powered by **ShowingTime**  
Tell us a little more | Select a time | Submit

**Listing Details**

 Address: 111 1  
ADAMS, WI 53216  
Listing ID: 1456075  
Price: \$1  
Status: ACTIVE  
Appointment Type: Appointment Required: Wait for confirmation

**My Profile**

 [Not Rosie Realtor?](#)

First Name: Rosie  
Last Name: Realtor  
Company: Nancy Realtors

Please send me appointment confirmations for this listing by:

☒ Email:   
☒ Phone Call:   
☒ Text Msg:

[Click here to view Terms and Conditions](#)

☐ We have updated our Terms and Conditions agreement. Agree to the Terms and Conditions above for using this service.


[Cancel](#) [Schedule a Single Showing](#) OR [Add to ShowingCart™ \(select one\)](#) [Next](#)

If you would like to create a ShowingCart (maximum of 10 listings), select 'Create a New ShowingCart' option after you click the **Add to ShowingCart** button; now, click the **Next** button.


Welcome Rosie Realtor  
Property: 4520 N 109TH ST, WAUWATOSA  
[Return to listings](#)

Powered by **ShowingTime**  
Tell us a little more | Select a time | Submit

**Listing Details**

 Address: 4520 N 109th St  
Wauwatosa, Wisconsin 53225  
Listing ID: 1460874  
Price: \$240,000  
Status: ACTIVE-WITH OFFER  
Appointment Type: Appointment Required: Wait for confirmation

**My Profile**

 [Not Rosie Realtor?](#)

First Name: Rosie  
Last Name: Realtor  
Company: Nancy Realtors

Please send me appointment confirmations for this listing by:

☒ Email:   
☒ Phone Call:   
☐ Text Msg:

[Click here to view Terms and Conditions](#)

☒ Agree to the Terms and Conditions above for

[Cancel](#) [Schedule a Single Showing](#) OR [Add to ShowingCart™ \(select one\)](#) [Next](#)

**Add to ShowingCart™ (select one)**

**Create a New ShowingCart™**

Upcoming Tours:

**Add to Tour on 4/2/2016**  
Henrietta Buyer

At the 'New Tour' screen, select your desired showing date, and then give your tour a name. Click **Ok**.

The 'New Tour' screen has a blue header with the text 'New Tour'. Below it, the instruction '1) Choose a date for your tour:' is followed by a calendar for April 2016. The calendar shows days from Sunday to Saturday, with the 1st and 2nd highlighted in blue. Below the calendar, the instruction '2) Give your tour a name:' is followed by an example '(e.g. Afternoon with John and Jane Smith)' and a text input field containing 'Buyer Sunday Tour'. At the bottom right is a blue 'Ok' button.

You will be routed to your ShowingCart; set a appointment time using the **Pick a Time** button. After entering your information, click the **Return to Listings** button; highlight the next listing and repeat steps for each listing you would like to add to your ShowingCart.

**NOTE:** You may also add properties to your ShowingCart (maximum of 10) by entering the listing numbers in the appropriate field and clicking the **Go** button.

The 'ShowingCart™ Tour Information' screen has a blue header. Below it, there are fields for 'Tour Date' (4/3/2016) and 'Tour Name' (Buyer Sunday Tour). To the right are icons for email and print. Below this is the 'Appointment Information' section. It includes a field for 'Enter Listing IDs (separate multiples IDs with a comma)' with a 'Go' button, and buttons for 'Add Listing Stop', 'Return to Listings', and 'Send Requests'. Below this is a table with columns: 'Update', 'Address', 'Appointment Type', 'Appointment Status', 'Appointment Time', and 'Availability (CDT)'. The first row shows a listing at '4520 N 109th St, Wauwatosa Wisconsin (1460874)' with 'Appointment Required' status and 'Not Yet Requested' status. A 'Pick a Time' button is next to it. Below the table are buttons for 'Turn by Turn Directions' and 'Smart Route'. At the bottom is a map showing the location of the listing. A red box highlights the 'Return to Listings' button at the bottom right.