ShowingTime for FlexMLS FAQ's

What is ShowingTime for the Metro MLS?

ShowingTime for FlexMLS is an online appointment request system, which allows our members to schedule showings for active properties in real time.

What types of showing appointments are available?

At this time, ShowingTime provides agents with three showing types:

- **View Instructions Only** – Displays showing instructions to the Showing Agent without asking for an appointment.
- **Courtesy Call or Go and Show** – Requires the Showing Agent to request an appointment.
- **Appointment Required** – Requires the Showing Agent to request an appointment and the Listing Agent to confirm the date and time requested.

My office currently uses ShowingDesk. Do I still need it now that you have ShowingTime for the MLS available?

ShowingTime for the MLS is not a replacement for ShowingDesk. ShowingTime for FlexMLS is an online showing management tool, while ShowingDesk is showing management software specifically for agents, brokers and offices. Please refer to your broker, visit http://www.showingtime.com/products or use the **Contact** icon at the top of that website for more information about the products available and assistance directly from ShowingTime.

If my office currently subscribes to ShowingDesk; can ShowingTime for FlexMLS be integrated into it?

Any showing appointments made on your listings and on listings you have requested / confirmed of others will display in ShowingTime for FlexMLS. Your basic agent settings will also import to ShowingTime for FlexMLS.

When entering new listings, would agents continue to enter showing instructions on their listings?

Yes. Showing information can be entered into ShowingTime after the listing has been submitted to the MLS by using the **Showings** link under Scheduling/Messaging in the FlexMLS Main Menu tree.

How does a Listing Agent configure showing instructions in ShowingTime?

Listing Agents can do this by selecting the **ShowingTime** link under Scheduling/Messaging in the FlexMLS Main Menu tree. This will route them to the ShowingTime menu tree. From here, they would click on **Listing Setup**.

What listing statuses can showing instructions be added to in ShowingTime?

The **ShowingTime** button will automatically be added to all listings with the status of Active and Active with Offer.

Can Listing Agents setup default agent preferences?

Yes, a Listing Agent can set default preferences for his or her listings in ShowingTime.

How would an agent setup their profile preferences?

From the Home tab in the **ShowingTime menu tree,** agents can make changes to their profile by selecting **Edit Profile**. Agents can then update contact information and choose to add a photo or a note to all listings in the **My Agent Setup** section.

How would a Listing Agent setup a default Listing Appointment Type?

As a listing agent, you have the ability to set a default appointment type in ShowingTime that can apply to all future listings. The appointment types are as follows:

View Instructions Only
Agents would Select Listing Setup from the **ShowingTime menu tree** and in the Appointment Basics section, select **View Instructions Only** from the drop-down menu.

Courtesy Call or Go and Show
Agent would select this option from the Appointment Type drop-down menu, select. Agents should also choose if they would like to allow **Courtesy Call or Go and Show** Overlapping Appointments. In the Contacts section, agents can select additional co-listing agents or the owner/occupants to receive notification of confirmed or cancelled appointments. The agent should then select the showing restrictions by clicking **Add New Showing Restrictions +** to determine the time of day that the owner/occupant does not want the property shown.

Appointment Required Option
Agent would select **Appointment Required** from the Appointment Type drop down menu and choose if they would like to **allow Overlapping Appointments**. They should then select the preferred method to receive and respond to showing requests by clicking the applicable check boxes in the Contacts area. In the **Showing Restrictions** section select a required or suggested lead time for showings and select **Add New Showing Restriction** to choose the duration and dates of the restriction and save changes.

How would a Listing Agent approve or decline a showing request?

In the Requested Appointment email for a listing, the agent would select **Click for Full Appointment Details** to accept or decline the showing request. The agent would then see the **Requested Appointment** window, which will include the requested date/time, additional appointment details, Showing Agent details, owners and occupants, appointment history and showing instructions for the Showing Agent. The agent should then select **Confirm Appointment** to approve the showing, or select **Decline Appointment** to reject an appointment.

How would a Listing Agent cancel a showing request?

Agents would go to the **Showings** section of the **ShowingTime Control Panel**. They would select **On My Listings** and the **Showings Requested on My Listings** will display. They would then select the appropriate button to **Confirm** or **Cancel** the appointment request.

How can agents add automatic feedback requests to showing agents?

From the **ShowingTime Control Panel**, agents would click **Feedback** from the left navigation menu. Then select **Form Design & Settings**, fill in the field that they want feedback from. Click **Preview** at the top of the page to view the form, and then click **Save**.

How can agents customize the feedback form in ShowingTime?

From the **ShowingTime menu tree**, agents would click **Feedback** from the left navigation menu. Select **Form Design & Settings** then select the blue **Add Multiple Choice Question** or **Add Free Text Question**.

Can Listing Agents set-up ShowingTime to allow their sellers/homeowner to authorize showings on limited/unserviced listings?

Yes; from the **ShowingTime menu tree**, go to **Listing Setup**, select the listing you wish to edit the showing settings, and for **Appointment Type** and select **Appointment Required**. Add the seller's contact information in the **Contacts** section. Agents should make sure they select either text or email in the **For New Requests Send**: field.

How can agents share showing feedback with sellers using ShowingTime?

Go to the **ShowingTime** link under Scheduling/Messaging in your FlexMLS Main Menu tree. Click **Feedback** > **Manage Feedback**. Search for a listing and then select **Manage Feedback**. To share the feedback for the selected listing with the seller(s) select '**save and publish**', this will add the feedback to the ShowingTime reports. To email the feedback directly to the seller(s), agents can select the seller(s) that they would like to email the feedback to. Select save and publish to send the email.

Will the showing information that was already entered on listings in FlexMLS appear in ShowingTime?

No, the showing information entered into FlexMLS will not be pulled into ShowingTime for existing listings. Showing information can be entered into ShowingTime after the listing has been entered into FlexMLS by using the **ShowingTime** link in the **FlexMLS Main Menu tree**.

What listing content is automatically sent to ShowingTime?

The following information will be automatically updated in ShowingTime:
Address, MLS#, Listing Agent ID, Listing Office ID, Price, Listing Status, Directions.

Who has access to the showing information on my listings in ShowingTime for FlexMLS?

As the listing agent you have access to all of the information you have entered into ShowingTime, including the owner information, listing setup information, and showing calendar. You also have access to the feedback received from showing agents, and ShowingTime reports. The broker / Designate Manager of your office also has access to your listings via their ShowingTime for FlexMLS account.

Can my office's FlexMLS account enter information into ShowingTime on my behalf?

The office's administrative account cannot access any of its agents ShowingTime information via ShowingTime for FlexMLS; only the broker / Designate Manager of your office has access to the agents and listings information via their ShowingTime for FlexMLS account.