

MATRIX FAQ

PHONE APP - NOLAMLS ON IPHONE AND ANDROID

PASSWORD CHANGE - GO TO INPUT, ENTER YOUR USER ID UNDER ROSTER, EDIT, MANAGE PASSWORD

LISTING INPUT- ALWAYS CLICK A STATUS OPTION FIRST; ESPECIALLY FOR NON-LISTED SOLD SO THAT IT BRINGS UP AN ADDITIONAL INFORMATION TAB THAT IS REQUIRED.

ADDING PHOTOS - YOU MUST FIRST HAVE THE LISTING SAVED AS AN INCOMPLETE LISTING AND THEN YOU WILL BE ABLE TO EDIT AND UPLOAD PHOTOS

MLS ABBREVIATIONS - GO TO LINKS, CLICK ON MLS TRANSLATION GUIDE UNDER MLS DOCUMENTS

STATUS DEFINITIONS

ACTIVE- AVAILABLE FOR PURCHASE, SELLER IS ACCEPTING OFFERS
PENDING CONTINUE TO SHOW- CONTRACT ON PROPERTY BUT STILL AVAILABLE TO SHOW

LEASED - AN AGREEMENT HAS BEEN MADE BETWEEN A LESSOR AND LESSEE FOR PAYMENT AND USE OF PROPERTY

NON-LISTED SOLDS/LEASED - "FOR SALE BY OWNER" THAT HAS BEEN ENTERED BY A BUYER'S AGENT (LISTING AGENTS ARE LISTED AS NON-MEMBERS "NMEM")

OPEN PREDICATION- A PROPERTY IS UNDER CONTRACT THAT HAS A CONTINGENCY OR SOMETHING THAT MUST HAPPEN ON THE BUYER'S SIDE IN ORDER TO CLOSE (NORMALLY WAITING FOR FUNDS TO BECOME AVAILABLE; SUCH AS THE BUYER'S SELLING, ETC.)

SOLD - THE PROPERTY HAS BEEN BOUGHT AND IS NO LONGER AVAILABLE FOR PURCHASE

UNDER CONTRACT- THERE IS A CONTRACT ON THE PROPERTY AND IT IS PENDING A CLOSING

WITHDRAWN - THE PROPERTY HAS BEEN REMOVED BY THE OWNER AND IS NO LONGER AVAILABLE FOR PURCHASE

EXPIRED- THE CONTRACT BETWEEN THE PROPERTY OWNER AND THE LISTING AGENT HAS EXPIRED AND IS NO LONGER AVAILABLE FOR PURCHASE

SUPPORT INFORMATION

TRANSACTION DESK (INSTANET)

1-800-668-8768

SUPPORT@INSTANETSOLUTIONS.COM

ZIPLOGIX

1-586-840-0140

SHOWING TIME

1-800-379-0057

SUPPORT@SHOWINGTIME.COM

REALTOR.COM

1-800-878-4166

CUSTOMERCARE@REALTOR.COM