

### Don't Miss Out on Any Appointments! Check your settings.



**Your ShowingTime Profile has been pre-configured with your contact information from your member profile in Matrix, making it ready to use without any set up necessary.**

However, to ensure you don't miss out on any showing requests, and or receive them via the method you prefer (ex ShowingVoice, email, text message and or push notifications via the mobile app), **we recommend a one-time review of your profile to confirm your contact information.** If you don't want phone calls but do like text messages, email or a combination of the above (because you work with all kinds of agents), it is your choice for your work style.

- To get started, from the portal or **Home Page** in Matrix , click on **ShowingTime** in the **External Links** section.
- Click on **Edit Profile**, which is in the Agent Setup section, to update your contact info.

While you are there, you can customize your ShowingTime notifications and download the mobile app (Note – you must follow the instructions to activate the app and once you log in, don't log out from the mobile app or you will need to reauthenticate each time).

#### Here are a few things to make sure you look at:

- **Listing Agent – Showing Preferences** including how you wish to be notified that someone wants to show your listing(s) and if feedback requests should be sent to those who showed the property.
- **Buyer's Agent - Showing Preferences** include setting up the default appointment type (ex. Showing vs Appraisal) and length saves you time while scheduling so you don't have to select it each time. Also, you can decide if you want to receive price change updates on listings you've previously shown in the past 180 days.

Additional Help & Training can be found right in ShowingTime under **Help and Training** or call **1-800-379-0057**.

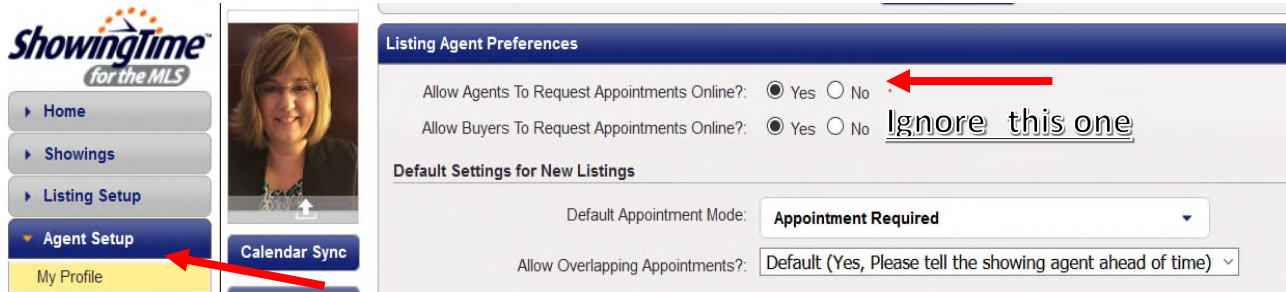
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### Tips for Opting One or All Listings Out of ShowingTime &/or Options if You Use Another Showing Service

If an agent wants to opt out of ShowingTime (perhaps they use a different online showing service), they may either choose to remove the ShowingTime scheduling button in Matrix on just one or more listings, leave the button and set up to forward the requests to another service and or opt all of their listings out of ShowingTime.

- At the agent level, one can set the default '**Allow Agents to Request Appointments Online?** To Y or N:
  - If **No**, then none of that agent's listings will be set up for the service and show the ShowingTime icon in Matrix.
  - If **Yes**, then on a by listing basis, the agent may decide which listings are set for ShowingTime.

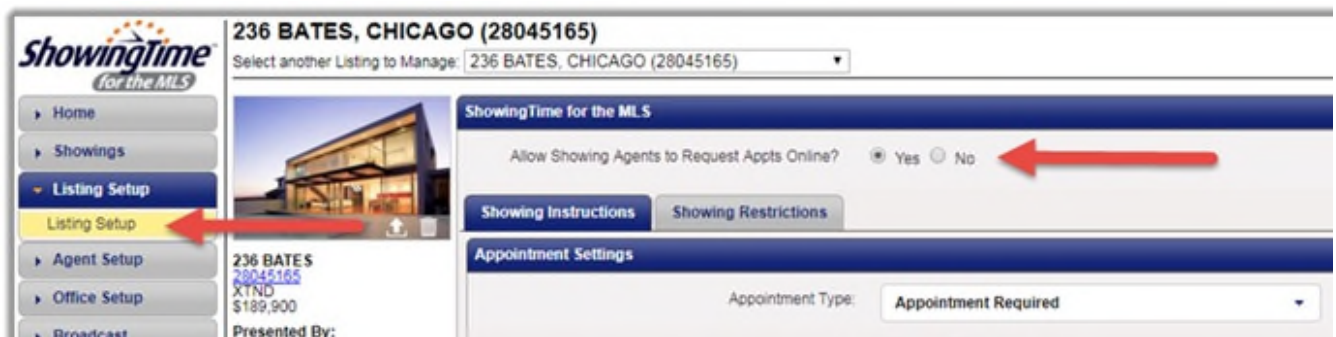
- Edit the agent profile. From the **Home Page** in Matrix, click on **ShowingTime** in the **External Links** section and then clicking on **Edit Profile** from the Home dashboard or the **Agent Setup** tab and then **My Profile**, and then scrolling to the **Listing Agent -Showing Preferences** section and checking **Yes** or **No** on the setting for **Allow Agents to Request Appointments Online**.  
Note- our system also has an option that says, “Allow Buyers to Request Appointments Online?” but this feature is not active in our public website. Please ignore it.



- If you use an **alternative service**, there is also a setting for an **Appointment Download Service Key** in the agent profile (keep scrolling) which can be used to send appointment requests to another showing service (if ShowingTime has an agreement with them). ShowingTime can provide a ‘service key’ code to add to your ShowingTime configuration.  
To learn more, please contact ShowingTime Support at 800-379-0057. Otherwise, that field can be ignored.



- Based on the Listing Agent setting being Yes above, then under **Listing Setup**, agent may select a listing and view/edit the setting for that listing up top under the **ShowingTime for the MLS** section.



- Keep in mind that Matrix syncs to ShowingTime every 15 minutes or so. If you cannot see a new listing yet in ShowingTime, give it a few minutes (up to 15) to sync. Some recommend making the listing active in Matrix first and then while still in add/edit in Matrix, connect over to ShowingTime to update the showing settings.

**ShowingTime - Activate listing first to avoid scheduling delays!**