Keep Property Access Information Secure With ShowingTime For The MLS!

It has sometimes been a common practice in the past to put alarm codes, lockbox combinations, and gate codes in the agent Private Remarks within the MLS system. While access to the MLS is restricted to our members, members do sometimes have others access their accounts (due to hacking, or leaving a computer logged in) and this makes it very hard to know who might have seen/access this sensitive security information during any point in time.

GRAR/UNYREIS provides ShowingTime for the MLS as a secure showing system for this very reason – to make sure the listing agent and seller have a clear picture of who has accessed this information for any home, to make sure nobody gets access information without a confirmed appointment, and to make sure there is an audit trail of anyone who has had this secure information in their possession.

Please see this link for instructions on how to set up your listings with ShowingTime to ensure that showing agents get access promptly (and don't have problems turning off alarms or getting access) and that you know who has received this information in case of a problem.

Please be sure to put info in there as to how the showing agent will be able to gain access to the home or in some cases the location of the ELB if it isn't on/near the front door. We are trying to save you and the showing agent from having to contact you back for that info.

https://showingtimemls.uservoice.com/knowledgebase/articles/568134 View complete help topics and videos in ShowingTime (click on the link on the **Matrix home page** in the **External Links** section and then Help and Training.).

Questions? ShowingTime Support is available Monday through Friday from 9am-10pm EST, and Saturday-Sunday from 9am-6pm EST. They are reachable in three ways:

- Phone: 800-379-0057
- Email: Support@ShowingTime.com
- Live Chat: Click here to chat.

Technology Tips   **GRAR | Education. Information. The tools and support you need.**   P. **1** of 1
GRAR Member Services | M-TH 8:30am-4:30pm, Fri 9:30am-4:30pm | **585.292.5000** | GrarHelpDesk@grar.net
Matrix MLS Support | Contact AnswerLink M-F 8:30am-8:30pm, Sat-Sun 8:30am-3:30pm | **888.825.5472**
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