OneHome™ Consumer FAQs

Version 2.2 | January 2022

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Introduction

Hello and Welcome to OneHome™—a virtual collaboration portal designed by CoreLogic® to help you and your real estate agent work together to find, buy, maintain, and improve your home. It's free, easy, and fun to use.

We've compiled a list of FAQs to help answer many of your questions about OneHome™, so you can use its various tools and features to help you reach your property goals.

About OneHome™ – General FAQs

What is OneHome?

OneHome is CoreLogic's new and enhanced Listing Management Platform (Matrix™) Client Portal. Redesigned from the ground up to deliver best-in-class User Experience and packing a suite of powerful, user-friendly features, OneHome provides you and your trusted real estate agent a seamless, collaborative experience at all stages of the home buying, selling, and renovation processes.

Is OneHome free to use?

You can access and use OneHome, the single point of access for all property listing and neighborhood information for free, as long as you're invited by your real estate agent to do so. Your OneHome experience begins by first clicking the notification link sent to you by your real estate agent.

How can OneHome help me reach my property goals?

Your agent has chosen to invite you to OneHome so you can enjoy **exclusive** access to the most authoritative and valuable real estate solution in your area.

Save time, money, effort: Search the most authoritative and extensive database of property listing and neighborhood information. Draw on a vast pool of property information and market intelligence to find options best suited to you. All listings in OneHome™ include personalized market insights, livability scores, estimated costs and mortgage calculators and more, all designed to help you make an informed decision.

Friendly interface and powerful digital tools to keep you productive: Define custom property searches, favorite properties you like, compare properties side-by-side, exchange in-app notes with your agent, schedule open house tours, get timely updates and more.

Easy to install and operate: OneHome is web-based with a responsive design that automatically resizes to any device.

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Where does OneHome get its data from?

OneHome data comes from authoritative and reliable sources:

- Real estate listing data comes from real estate professionals and the multiple listing platform
- Neighbourhood data is sourced from industry leading sources (LiveBy, Local Logic)
- Map data is supplied by Google

Data in OneHome is Real Estate Standards Organization (RESO) Data Dictionary compliant to promote interoperability between MLS, broker, agent, and consumer technology tools.

Does OneHome work on mobile devices?

OneHome works on most smart phones – and on tablets and desktops as well.

What are the browser and system requirements for OneHome?

OneHome works well with all modern devices, operating systems, and browsers.

Compatible desktop/laptop platforms and web browsers:

- Microsoft Windows: Google Chrome, Mozilla Firefox, Microsoft Edge
- MacOS: Safari, Google Chrome

Compatible mobile web browsers:

- iOS: Safari, Google Chrome
- Android: Google Chrome

Tips for a great OneHome experience:

- Use the latest, stable version of the browser of your choice
- Keep JavaScript and cookies enabled
- Update your device's operating system when prompted

Is OneHome accessible?

Yes, OneHome conforms to W3C WAI's Web Content Accessibility Guidelines 2.1, Level AA.

What languages does OneHome support?

Currently, OneHome is available in:

- English (US and Canada)
- Spanish (Español)
- French (Canada)

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Getting Started with OneHome™

How can I access OneHome?

You can access OneHome only after you've been invited by your real estate agent to do so.

- Have your agent email you the OneHome notification link.
- Click or navigate to the link to begin your OneHome experience.
- Once on the OneHome home page, you can choose to activate your account.

How do I activate my OneHome account?

1. Click the "Activate Account" button in the OneHome header
2. Enter your first and last name
3. Create a password
4. Review and agree to the Terms of Service
5. Select "Submit" to activate your account.

What are the benefits of activating my OneHome account?

Activating your OneHome account gives you access to *all* its powerful features, including:

- Save custom searches to view later
- Share specific notes about a property listing with your agent
- Schedule an open house tour
- Mark a property as a favorite
- Create a buying/selling plan with your agent to stay informed at every step of your journey
- Use PropertyFit to find the perfect home

Can I use OneHome without activating my account?

You can, but you'll be able to use the app's basic features only, such as view properties, run custom searches, calculate your estimated monthly costs, and explore some neighborhood insights. You'll be missing out on OneHome's advanced features designed to increase your productivity, such as collaborating with your agent and saving you preferences.

To use OneHome without activating your account, simply click the notification link sent to you by your real estate agent and you're ready to go.

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How do I reset my password?

1. If you're signed in, sign out of OneHome
2. On the sign-in screen, select **Forgot Password**
3. Enter the same email address that your agent used to invite you to join OneHome
4. Check your inbox for the email that has the reset link and follow the instructions

Can I edit my profile information?

Yes, you can edit all your profile information except the email address you use to sign in to OneHome. If you want to change the email address you use to sign, please contact your agent to send you a new invitation link valid for that address.

Can I customize my account settings?

From your **Account Settings**, you can customize your **PropertyFit** preferences to help you sort properties that best match what your needs. This helps keep your results as relevant as possible.

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PropertyFit

What is PropertyFit?

PropertyFit is a powerful OneHome feature that identifies properties most likely to interest you. PropertyFit works by asking you, during your Account setup process, some questions about the features you'd like to see in your ideal property and then uses big data, machine learning, and predictive analytics to calculate a PropertyFit score for each listing, indicating how well it suits your preferences. You can then sort and filter listings by PropertyFit score, giving them a whole new way to find the home of their dreams.

What is PropertyFit Score?

Based on your PropertyFit preferences configured in your profile, OneHome calculates the PropertyFit score for each active listing, a percentage value that informs you how well a property matches your current preferences. You can use the **PropertyFit** Score displayed on each property card to quickly identify which properties view best suit your needs.

Security and Privacy FAQs

Does OneHome keep my information private?

Yes, your privacy and information are always protected. See CoreLogic's Privacy Policy at
http://www.corelogic.com/privacy.aspx

Will my information be saved when I sign out?

You need to manually save changes you make to your information, preferences, or search criteria so the system remembers them. Unsaved information will be lost if the session expires or you sign out.

How do OneHome notifications help?

In a market where properties get listed and sold fast, notifications keep you informed so you can make timely decisions. There are 3 notification types in OneHome.

Listing Sets Emails: These are prepared by your agent and delivered by OneHome to your inbox. A "listing set" includes one or more properties in OneHome that your agent personally selected for your review. They are delivered to your inbox, and you'll find them under your listing set until the property included in this list changes its status (or it disappears from the market.)

Agent Saved Searches ("Auto Emails"): These are set up and controlled by your agent, and listings matching the selected criteria are auto delivered to your inbox based on the frequency chosen by your agent. They contain a link to OneHome where matching listings are ready for your review.

Agent Saved Searches ("Auto Emails"): Auto Emails are set up by your real estate agent and sent by the OneHome system based on the various criteria (such as email frequency) your real estate agent

has specified. These emails contain a link to OneHome where matching listings are available for your review. Auto emails will continue to be sent to you until you ask your real estate agent to stop them or until you unsubscribe from the service yourself by following the unsubscribe link (located at the bottom of the auto email).

Public Record Data: Your Agent can select properties matching specific criteria based on public records data (un-listed, coming from a different data source). Currently available in the US only.

See also: Can I receive SMS notifications?

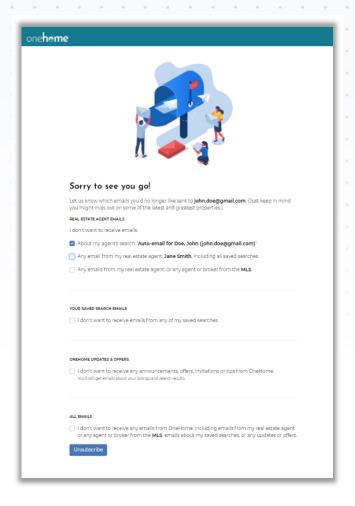## How do I unsubscribe from OneHome notifications?

To unsubscribe, simply select the unsubscribe link that appears in the footer of every OneHome email. You'll be taken to a page where you can opt out of such emails.

Delivered By CoreLogic, Inc. | 40 Pacifica, Irvine, CA 92618
Click this link if you wish to Unsubscribe. ⬅

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Sorry to see you go!

Let us know which emails you'd no longer like sent to **john.doe@gmail.com**. (Just keep in mind you might miss out on some of the latest and greatest properties.)

REAL ESTATE AGENT EMAILS

I don't want to receive emails:

☑ About my agent's search "**Auto-email for Doe, John (john.doe@gmail.com)**"

☐ Any email from my real estate agent, **Jane Smith**, including all saved searches

☐ Any emails from my real estate agent, or any agent or broker from the **MLS**

YOUR SAVED SEARCH EMAILS

☐ I don't want to receive emails from any of my saved searches.

ONEHOME UPDATES & OFFERS

☐ I don't want to receive any announcements, offers, invitations or tips from OneHome.
  You'll still get emails about your listings and search results.

ALL EMAILS

☐ I don't want to receive any emails from OneHome, including emails from my real estate agent
  or any agent or broker from the **MLS**, emails about my saved searches, or any updates or offers.

[Unsubscribe]

Working with Your Agent

Where can I find my agent's information?

In OneHome, the *Agent Profile Card* shows your agent's information. To see the card while you're searching or viewing properties in the app, select the *Agent* icon at the bottom-right of the screen.

How do I collaborate with my agent in OneHome?

OneHome makes it easy for you and your agent to work together from within the app. Some examples:

- Right from the listing pages, inform your agent about the properties that interest you – or not – by "Favoriting" them, or marking them as "Not for Me".

- Use the "Add a Note" feature to drop your agent a note about a property you'd like to tour. You can also use this feature to request your agent to modify the listing sets they curate and email you.

- Review the listings that your agent curated for you and the results of the Agent's Saved Searches created on your behalf. Let your agent know if any tuning is required.

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Can I receive SMS notifications?

The option to receive OneHome notifications via SMS is available in certain parts of the US, so check with your agent. SMS notifications instantly inform you whenever your agent posts new or updated listings in OneHome.

Using the OneHome Planner

What is the Planner?

The OneHome Planner is an easy-to-use guide that takes both homebuyers and sellers on a real estate journey with their agent – helping clients better understand the process of buying or selling a home through a collection of simple tasks and useful tips.

Planner is currently available in US.

How can the OneHome Planner help me?

The OneHome Planner is a tool to guide you through your home buying or selling journey. It outlines steps you'll typically take as you work with your agent, along with tips and insights. Currently, the Planner is available in the US only.
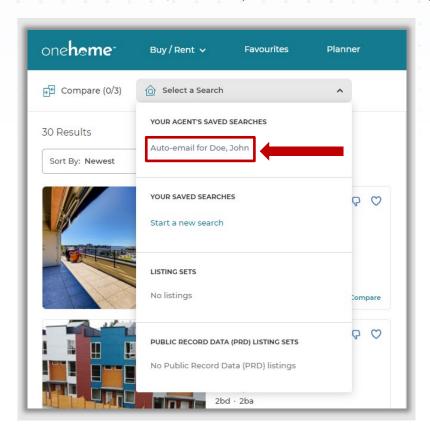
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Searching for Properties

What's an Agent-Saved Search?

To help you find your property, your agent may define a OneHome search that delivers an automated email to your inbox. The email contains curated listings matched to your search criteria, which you can also view in OneHome. If you want any changes to the way these emails are sent (such as mailing frequency), speak to your agent.

To view an agent-saved search, select the specific link under the "Your Agent's Saved Searches" section of the Browse/Search Dropdown available on the main page.
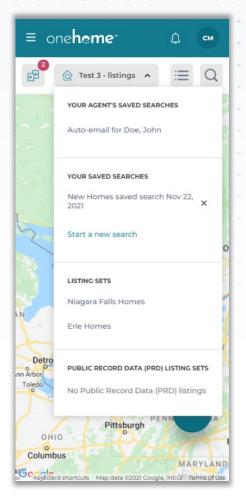

Any auto emails you receive associated with Saved Searches allow you to access both highlighted new/changed listings as well as the full set of matching listings in OneHome.
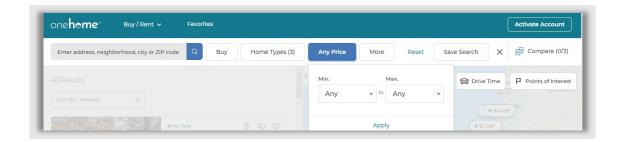
What is a Listing Set?

A listing set is a static set of available properties that match specific search criteria, curated by your agent. You can have multiple listing sets to widen your options. For example, you can define one listing set for properties in the downtown area, and another listing set for properties in the suburbs.

How do I search homes for sale in OneHome?

There are 2 easy ways to do this:

a) View the listings that your agent has curated for you, and/or

b) Create your own searches using the steps below

- Select "New Search"
- Select "Buy" or "Rent"
- Select your preferences from the available criteria
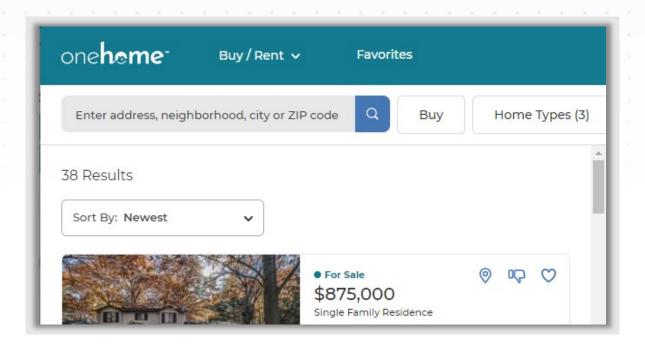- Select "Apply" for each section to view your results

Note: If your OneHome account is active, you can save this search and return to it later to see if new listings matching your search criteria have appeared.

How do I search for a specific property?

1. Select "New Search"
2. Enter the property address, neighborhood, city, ZIP code or MLS number in the search bar
3. Select an option from the quick-pick dropdown list or continue to enter more address details for the target property to make the search more specific

How do I create and save my custom search?

1. Sign in to OneHome if you haven't already
2. Select "New Search" button
3. Select either "buy" or "rent"
4. Select the property criteria as per your preferences
5. Select "Apply" for each section to view your results
6. Select "Save Search" to save and name your custom search. You can return to this search any time to see if new listings have appeared. You can set up multiple searches to help you with more specific and different search scenarios.

Note:

- You'll need an active OneHome account to create and save your custom search
- You can set up multiple custom searches for specific and different scenarios
- You can't edit a search your agent has created

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How do I edit a saved search?

You can't edit a search your agent has created. Reach out to your agent to make any necessary adjustments to the search criteria if your property needs have changed.

While your own saved searches cannot be edited at this time, you can always delete and re-create your saved searches or create new searches as needed.

You can review the search criteria used by a saved search by selecting the "Search Criteria" link.

How do I delete a saved search?

You can't delete a search your agent has created. Reach out to your agent to make any necessary adjustments to agent saved searches.

To delete your own saved search simply select the "X" button at the right of the search name in the search drop-down.
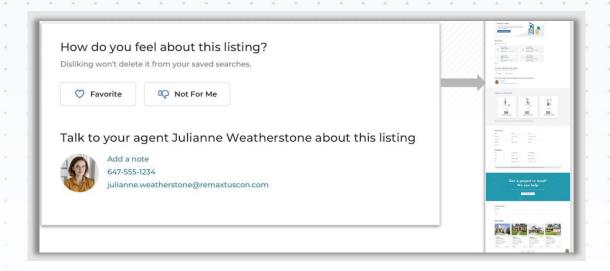
What are "points of interest" on the map?

When you're buying or renting, OneHome shows you a map that lets you select and display multiple Points of Interest (POI) that help you get a better understanding of the neighbourhood. You can choose to view several categories of POI such as banking, education, food and dining, gas stations, healthcare, post offices, shopping, sports, transport, etc.

How do I "favorite" or "dislike" a property?

To better organize your home search, you can "favorite" or "dislike" properties using the "heart" or "thumbs down" icons, respectively. You'll find these icons on every property card displayed on the browser/search pages and the property listing details page.

- Favoriting a property adds it to your Favorite list and lets you compare them side by side.
- Disliking a property removes it from your current collection, adds it to your "Not For Me" property list, and lets your agent know the property isn't for you. If you change your mind, revisit the "Not For Me" property list and undo your dislike. Refresh the page to see your changes.

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How can I increase relevancy of the search results?

OneHome displays a PropertyFit Score on every Property Card in all your listings. The score, expressed as a percentage, indicates how closely that listed property matches with what you're looking for. For PropertyFit score to work, you need to answer a few questions when first logging into OneHome and selecting specific features that you'd like to see included in your ideal property.

Tip: You can also sort properties by their PropertyFit scores, making it easier for you to find your ideal property.

Property Details – FAQs

What's the Property Details page?

OneHome's Property Details page lists key information about the property. The type of information shown for each property depends on the level of detail submitted by the listing agent.

Key property information you can expect to see is:

- Property overview, description, main features, number of bedrooms and bathrooms, square footage
- Property photos and notes, if available
- Information about the property's interior, exterior and building details.
    - Interior: Number of floors, bathroom types, basement types, appliances, etc.
    - Exterior: Lot size, porches and patios, parking, style of the home, etc.
    - Detail on rooms such as kitchen, living room, and bedroom – with the room's square footage and location
    - Information on utilities such as heating, cooling, water source, and sewage
    - Construction details: Date and style in which the home was built, roof type, etc.
    - Homeowner Association information, if available
- Estimated Monthly Costs

- School Information – for the nearby schools
- Neighbourhood Information – Walk/Bike/Transit scores and information
- Property Map

Additional information, if submitted by the listing agent, can include:

- Details about a property's tax and price history
- Other facts and figures: Listing Brokerage information, Listing terms, additional Location information
- Listing Documents – if any document attachments are available
- Public Record Data – if available
- Upcoming Open Houses

What's the source of school ratings in OneHome?

School ratings are only available for properties listed in US and are provided by LiveBy. The ratings are based on the school's standing compared to other schools in the state. While LiveBy uses the latest available standardized test results from the Department of Education, we suggest you check with the applicable school district and schools before deciding.

What's the Estimated Monthly Costs Calculator?

OneHome's Estimated Monthly Costs Calculator is a tool that lets you estimate your monthly costs for any listed property. It calculates potential total monthly cost related to typical monthly expenses like mortgage, property taxes, home insurance, Homeowners Association Fees (HOA Fees), and utilities. These calculators use the information available in the listing, along with the information you provide to help estimate the monthly costs.

Please note the OneHome Estimated Monthly Costs Calculator is intended for illustrative purposes only. It provides an estimate, the accuracy of which is not guaranteed and should not be relied upon. Actual monthly costs will depend upon your individual circumstances and other factors.

What's the Mortgage Calculator?

The Mortgage Calculator is part of the Estimated Monthly Calculator, and helps you estimate your monthly mortgage payments for a listed property. The calculator uses the data you provide on your down payment, mortgage rate, and the mortgage amortization period. Please note this calculator only shows estimates, which may differ from your actual monthly costs.

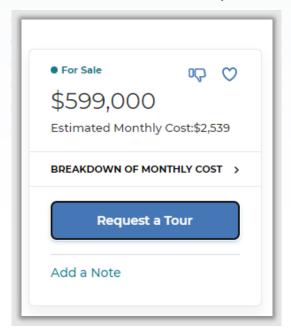## How do I add notes to a listing?

Each Property Details page in OneHome includes an "Add a Note" option which lets you add your comments to the listed property. These notes are only visible to you and your agent to allow you both to collaborate. You can also use notes to inform your agent you need more information about the property.
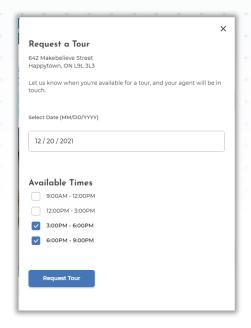
How do I request an on-site tour of a property?

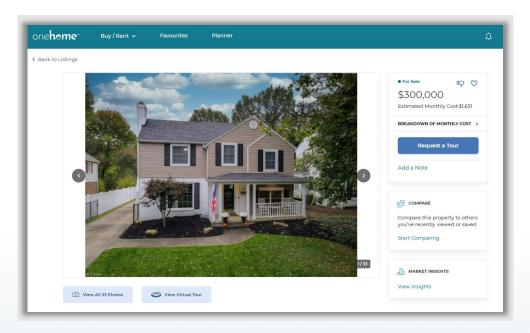When a property is available, its Property Card will display a "Request a Tour" button.

1. Select the "Request a Tour"
2. Fill up the form to indicate your availability for the tour.
3. Submit the form – the system will notify your agent, and they will contact you with next steps.

Does OneHome support virtual tours?

You can virtually tour any listed property in OneHome, provided the listing agent has uploaded the media file(s) required to support the virtual experience. If available, you'll see a "View Virtual Tour" button below the main property pictures.
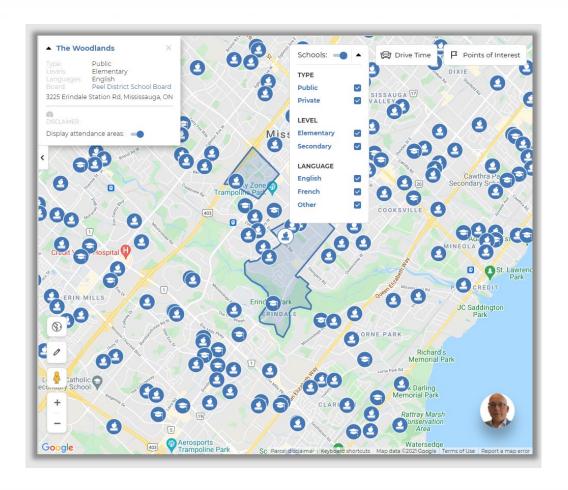
How can I find information about local schools?

OneHome provides Nearby School Districts information as part of the Property Listing Details page, as well as detailed local school information. Such details are for guidance only and may vary depending on data availability in the area. Please check with your agent to confirm the applicable school district and local schools as part of your decision-making process.

For properties listed in US, additional detailed school information, when available, includes: School name and type, distance from the selected property, number of students, the student-to-teacher ratio, and ratings. You can also enable specific Point of Interest to show school locations on the map.

For properties listed in Canada, additional detailed school information, when available, includes: School name and type, address, location on map, school type and level, languages of instruction, and the school website link. On the main OneHome search/browse map, you can also overlay schools within the area of interest and view additional information along with the school catchment area. (School catchment boundaries are for reference purposes only.) To verify enrollment eligibility for a property, contact the school directly.

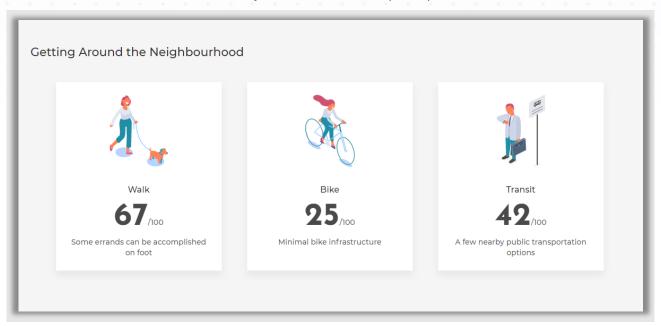You also have the option to enable specific Point of Interest to show the School locations on the map.

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Where can I find neighbourhood information?

There are a few ways to do this:

- On the Property Listing page, you'll find information about nearby schools, walkability scores, points of interest and more by reviewing the different sections of the.

- On OneHome's maps, select and display Points of Interest to learn more about the amenities in the neighborhood.

- On each Property Details page, you'll find a "Getting Around the Neighbourhood" section that tells you how the neighbourhood is scored from a walk, bike, and transit perspective. The Walk Score is a number between 0 and 100 that measures the walkability of any address, and can help you evaluate commuting options, compare different properties, and understand how accessible the location when you use various transport options.

What are Market Insights?

For each property listing, OneHome includes, when available, Market Insights designed to help you better understand the area around the property of interest. Such insights are in addition to the listing information and include enhanced neighborhood data and Real Estate Market trends. Market Insights are currently available for the US market only.

Market Insights are aggregated from a multitude of sources:

- Neighbourhood and geographic information, as provided by LiveBy

- Market statistics – powered by the CoreLogic Real Estate Analytics Suite

- Demographic information – provided by LiveBy, based on data from the American Communities Survey (ACS) published by the U.S. Census Bureau
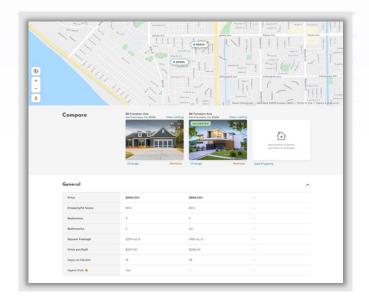
Market Insights are only available for properties listed in the US (where available).

Comparing Properties

What is *Compare*?

Compare is a OneHome tool that lets you easily compare listed properties side-by-side. You will see a Comparison Report with details around property information, estimated mortgage payments, estimated monthly costs, and other key facts and figures. You can also select photos of different properties from the image gallery and compare them side-by-side.

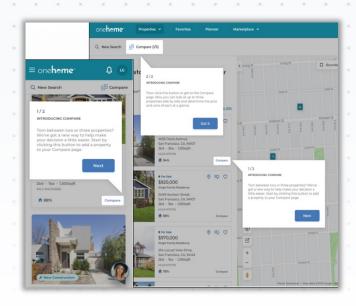## How many properties can I compare?

- On a desktop or laptop device, you can select and compare up to 3 properties.
- On a smart mobile device, you can select and compare up to 2 properties on mobile to compare key facts and features side-by-side.

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How do I use Compare?

1. Select the properties you want compared by using the Compare link at the bottom right a property card

2. Select the Compare link – this time at the top of the screen

3. You'll see the Comparison page that contains key information about the selected properties side-by-side

Tip: Comparison reports are not saved when you sign out or if your session expires, so it's best to pick any favorite properties you compared against before you leave your OneHome session.

The Marketplace

What is the Marketplace?

The Marketplace by OneHome makes it easy for you to find, compare, and connect with reliable providers for your mortgage, home insurance, and home services needs.

The Marketplace is available in select US regions.

Do I need a OneHome account to use the Marketplace?

You don't need an active OneHome account to use the Marketplace but having one will give you added functionality. For example, you'll be able to save your mortgage or homeowners insurance quotes so you can easily retrieve them later.

What kind of services does the Marketplace offer?

The Marketplace helps you reach your home buying and maintenance-related goals in 3 ways:

- **Mortgages**: If you need to get pre-qualified, are ready to close on your new home, or just want to see what rates you can get, the Marketplace lets you shop for competitive mortgage rates from highly-rated national lenders. Find a quote you like? Schedule a date and time to speak to the lender and get your home financing needs squared away.

- **Homeowners Insurance**: If you plan to finance your home, homeowner's insurance is required on just about every property purchased. The Marketplace shows you the most competitive quotes from 25+ leading regional and national insurance carriers (depending on the area). If you have questions or want to discuss more options, independent and licensed agents will help you find the right policy for you across all available insurance carriers.

- **Home Pro Services:** The Marketplace connects you with licensed and qualified home professionals – such as home inspectors, moving companies, painters, flooring installers, and cleaning services in your area. If you're simply looking to get a rough idea of project costs,

the Marketplace also provides you with an instant cost estimate specific to your geographic area.

How safe is my data with Marketplace?

Very safe. Marketplace asks for minimum data only – just enough to find you personalized quotes and services – which is never sold to third parties.

Why does the Marketplace need my information?

The Marketplace asks you for some basic information to understand your requirements, so it can match results to your needs. For some services such as generating quotes for homeowners insurance or mortgage rates, your information is used to pre-screen your claims history (insurance) or credit file (mortgage) – this is a routine step taken to prepare accurate quotes, which never impacts your credit score.

Will I get spam or sales calls if I provide my contact info?

No. Like you, we aren't fans of spam, unwanted calls, and such. After you view and compare options in the Marketplace, you decide if you want to proceed or not. If you don't see options you like, you won't hear from anyone.

My real estate agent handpicked a service provider for me. Will Marketplace show it?

Yes. If your agent picks a provider for you, the Marketplace will highlight it in your results.

Can I save my quotes and come back to them later?

Yes. If you have an active OneHome account, you can save multiple sets of quotes and quickly view them in Marketplace→My Marketplace.

Do my quotes expire?

To make sure you have the most up-to-date options available, some of your matches will need refreshing after a period.

- Insurance quotes expire after 60 days
- Mortgage quotes expire after 5 days
- Home Professional matches expire after 24 hours

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