FREQUENTLY ASKED QUESTIONS BY NEW USERS OF MLXCHANGE

How do I add a new listing?

1. You can click on **Modify or Add New Listings** on the MLXchange homepage or...
2. Click on **Tools** in the top menu bar.
3. Click on **Listing Manager**.
4. Click on the **Listing Maintenance** link.
5. Click on the **Enter a New Listing** Button. Fill out the fields provided.
6. Click on **Submit** when you have finished your listings.

How do I add photos or images to my listings?

1. You can click on the **Modify or Add Listing Images** link on the MLXchange homepage or...
2. Click on **Tools** in the top menu bar.
3. Click on **Images**.
4. Click on the **Listing Images** link.
5. Enter the ML# of the listing that you wish to enter an image for. Click on **the Green Arrow.**
6. Click on **Add New Image** under the slot you wish to use for the image.
7. Select an image name.
8. Click on the **Browse** button and navigate to where your image is located. Select the Image and click on **Open**. Click the **Save** button when you are finished.

How can I do a member or office search?

1. Click **Search** from the **Navigational Toolbar** at the top of the screen.
2. From the **Search Type** menu, select **Member** or **Office**.

How do I email listings to a client?

1. After completing a search, select the listing you wish to send from the **Search Results** screen or the **Details** screen.
2. Select **Send Email** from the **Action** menu at the bottom of the page and click on the green arrow.

3. The next screen will allow you to select the type of report you would like to email. You can also choose between the **Selected Listings** or **All Listings**, and how the recipients will view the report**; Within Agent Web Pages or a Link to the selected Properties.** After you have made your selections, click **OK**.

4. In the next screen you can either type the email address into the **To:** field or select a client from your **Client Manager** to send the email to. You may use any of the available email templates, or you can also type in a subject line and customize the body of the email message.

5. After you have entered all required information, click the **Send** button.

How do I save a search for a client?

1. Click **Search** from the **Navigational Toolbar** at the top.

2. Enter the criteria that you wish to save for your client.

3. From the **Action** drop-down menu, select **Save As New Search** and click the green arrow button.

4. Enter a name for the new search, enter a brief description if desired and select the client from the drop-down box under **Link to Client**.

5. Click the **OK** button.

How do I select all values in a search field?

- Double click anywhere in the drop down list.

How do I stop a search while it's running?

- Click the Internet Explorer's **Stop** button.

How do I show a map of the listing?

1. From the **Results Screen**, select **Map View** from the **Action** list OR

2. Select the listing, then click the **Details** button.

3. Click the **Map** link from the list on the left.

4. Clicking on the plus (+) and minus (-) signs on the right will zoom in and out on the map

How do I change columns in the grid?

1. From the **Results** Page click **Column Manager**, from the **Action** menu below and click the green arrow button.

2. Select the grid that you wish to change and then click **Copy selected column report**. You can also create an entirely new grid view by clicking **Create new column report.**

3. Select the fields you would like to include in your search results. Selected fields will appear in the results grid in the same order they appear in the selected field box. Top to bottom is left to right.

4. Click **Save and then Done**.

How do I show only selected listings in a grid?

- After selecting the listings you desire, select **Show Selected** from the **Filter Box** at the top of the **Results** screen.

How do I see a full listing report?

1. Click **Search** from the Navigational Toolbar.

2. Enter the desired criteria for your search and click **Results**.

3. Select the listings you wish to see and click the **Details** button.

4. You can select different reports to view by selecting from the **Reports** drop-down menu located at the top left corner.

How do I see the number of matches for a Prospecting Search?

1. On the MLXchange homepage in the upper left corner under **Prospecting** you can see the number of new matching listings.

2. Click on **New Prospecting Matches**, select the Prospecting Search you wish to look at and click results to see the total number of total results and the number of new results.

How do I change my primary e-mail address?

1. Click on **Settings/Personalize** from the Navigational Toolbar at the top right of MLXchange.

2. Click on **Contact Information**.

3. Enter in the new email address and then click the **Save** button.

How do I add a new client's contact information?

1. Click **Clients** from the Navigational Toolbar.

2. Click **Add New Client** on the Client Manager page.

3. Enter the client's information and click the **Save** button.

How do I export listing data to a text file?

1. On the Results page (after completing a search), select the listings you wish to export.

2. From the **Action** drop-down menu select **Export Data** and click the green arrow button.

3. Under **Select Records to Export** you can choose either **Selected Records** or **All Records**. Click **Next**.

4. Under **Data Export Format**, choose the format you desire. Your choices are: Comma Delimited, Tab Delimited or Pocket Real Estate. You can also choose to compress the data. Click **Next**.

5. The next screen allows you to include Column Headers (Does not apply to Pocket Real Estate). Click **Next**.

6. Make sure you remember where you save the file.

How do I setup a Prospect for a Client?

1. You must create a Client with an email address in the Client Manager before setting up a Prospect. This is done by clicking on **Client** from the Navigational Toolbar, then clicking on **Add New Client** button and fill in the fields provided.

2. You then need to complete a search for listings. Click on **Search** from the Navigational Toolbar, fill in the fields provided, and click the **Result** button to get the results on the screen.

3. Finally, once the search results are displayed on the screen you can save the search and set it up as a Prospect. This is done by selecting **Save As New Search** from the **Action** menu and clicking the green arrow button.

4. On the **Save Search Settings** screen, name the search and associate the search with your client.

5. Click on the **Notification Settings** tab.

6. Check off **Yes, enable auto-notification for this search**, then check off **Send report to these clients**.

7. To add any additional clients to the email list, click on **Modify recipients list** and add to the list. Then select the report that you wish to send to your client from the drop-down menu.

8. You can also have the emails sent to your own email address by checking off **Send this report to your Primary E-mail Address:**. You can also select a different report to send yourself.

9. To save a history of the Prospect, check off **Save history of e-mail notifications to client:**.

10. Indicate how often you wish to have a Prospect sent to your client by entering the information in the **Frequency** section..

11. Click the **Ok** button when you have finished making your changes.