



Frequently Asked Questions about RCO3®

As of October 8, 2014

To search for a term or keyword in this PDF, hold down your “CTRL” key and press the letter “F”.

You should then be able to enter that word into the **Find search box**.

Week of October 8, 2014

1. **How can I unconditionally or conditionally withdraw my listing?** Only the broker or designated office admin for your office has the type of listing load system privileges to make this kind of listing status change. Please see your broker or office admin who has access to this type of data entry access to withdraw your listing.
2. **How can I access a list of my sold listings?** There are a variety of ways you can accomplish this.
 - 1) Locate your sales from the past year by choosing these menu options: “My RCO”, “My Listings”, and “My Sold Listings”; or
 - 2) Go to “Market Reports” and choose one of the agent production reports that are available; or
 - 3) Search for sales between a specific date range and add your agent ID to the “list agent” and/or “sale agent” search criteria.
3. **What is the quickest way to do an MLS number search?** MLS number search using the Speed Bar is amazingly FAST! The Speed Bar is available just below the menu bar on every RCO3® screen. Simply click inside the Speed Bar area, type your MLS number, and press Enter. It’s really that quick!
4. **How can I search for properties in a specific subdivision?** The Cross Property and Detail search screens for the Residential and Multi-Family property categories already include the Subdivision search field in their default criteria. The other searches do not. However, the Subdivision search field can be added to any property search. To do this...
 - 1) Scroll down the search criteria page and click the “Add/Remove” option, which appears to the right of the “Additional Fields” option.
 - 2) Scroll down the list of available fields, find “Subdivision”, and double-click it.
 - 3) Once it appears in the “Selected Fields” box, click the “← Back” button, which appears below these boxes. This will return you to the search criteria screen. You will then see the Subdivision search box appear near the bottom of the search criteria page.
 - 4) Click the magnifying glass icon, which will allow you to see a comprehensive list of Subdivisions.
 - 5) Select the subdivision name(s) you wish to search and click “OK”.
5. **How do I specify the need for a 1st floor master bedroom when searching in RCO3®?** While in the Quick Search, go to the “Additional Fields” option and select “Room Search”, which will add both “Room” and “Level” search criteria boxes to your search. You’ll then be able to select “Bedroom - Mstr” as your room and “Entry” as the level. On the Detail screen, these fields are already displayed on the left-hand side of the screen. They appear just below the “Status” and “Property Type” sections. Simply enter these selections in order to find properties that meet this specific criteria.

Week of December 16, 2013

6. ***How should I use the And-Or-Not Search Logic Options?*** Each of these options do different things for you when searching for listings. For example, "Or" will search for listings that contain ANY of the options you have chosen. "And" will search for listings that contain ALL of the options you have chosen. "Not" will search for listings that DO NOT contain any of the options you have chosen. These options serve the exact same function as the Classic system's drop down menu that had "Match Any Selected", "Match All Selected" and "Exclude Selected". By default, all fields are set to "Or", which is typically what users want when performing searches.
7. ***How can I run a report of my annual production and inventory?*** RCO3® offers two (2) options for Agents to accomplish this; Agent Production and Inventory & Agent Production Inventory Last Year. The first option allows you to run your production for the current year. The second option allows you to run your production for last year. Both of these reports can be found under the "Market Reports" tab.

Week of December 9, 2013

8. ***I would like to enter a new listing into the Realcomp MLS, but can't find the "Listing Load" option. Where is it?*** That module is now called "Listing Input" and can be found on the top menu bar in RCO3®. This program allows MLS Subscribers to enter new listings into the system and edit existing listings (i.e. price changes, status changes, remarks changes, and other data changes).
9. ***How do I enlarge the font on my screen while using RCO3®, as well as on the MLS printouts?*** To enlarge the font on your computer screen as you view listings in RCO3®, use your browser's zoom function to zoom in and out on the page. This can be accomplished in most browsers by holding down the "ctrl" key and pressing either the "+" or "-" keys. Ctrl+0 may also reset the zoom level back to the default setting. When printing listings to access reports in the larger font size, choose any of the "Full Large" report options (i.e. Full Large, Full Large w/Map & Rollouts, Full Large with Map & PRD, and Full Large w/ Property History & Rollouts).
10. ***How do I access the MLS Map Coordinate overlays online, and which MLS reports do the coordinates display on?*** After locating a property in RCO3®, either through the MLS or Public Record Data (PRD) display, click the Map tab to display a map for that property. Then, click the Map Overlays icon and select the "MLS Map Coordinates" option, which will apply the map letter and number coordinates to the map. The MLS map coordinates can be viewed on any of the "Full Large..." report options.

11. ***I need to change the price on one of my listings. How do I do this in the new Listing Input program? Also, how do I make other "full edit" types of changes (i.e. Remarks)?*** To edit your listings in RCO3®, choose the "Input" tab from the top menu. Under the "Quick Modify" box, enter your MLS# or click the arrow on the right to see a list of all of your properties. Once the correct listing appears, click edit and then choose the Residential/Condo Listing Form (or the appropriate listing type) to modify your listing. Once you have entered the new information (i.e. price, status, remarks, etc.) save the listing by clicking the "Submit Listing" button.
12. ***How do I access the 1004MC Report in RCO3®?*** To generate a 1004MC report, you will first want to run your search and select the properties you wish to include in the report. Once you have selected the properties, you will see a "Print" option at the bottom of the list. Please select Print. When the RCO3® Print Window opens, you will see options for the Market Conditions reports. Select which report you would like, and then click "Print to PDF." The 1004MC form will open, already filled in with the information from the listings you have selected.
13. ***How do I schedule listing appointments in RCO3®?*** When viewing one of the Full listing displays; look for the Showing Time icon (i.e. ), which appears under the primary photo. This will take you into the showing scheduler.
14. ***How do I put one of my listings on broker tour?*** To schedule a Broker Open for this property, complete the following steps:
 - 1) Select the "Input" tab at the top
 - 2) Click the drop down arrow in the Quick Modify box for a list of MLS numbers or enter the MLS number
 - 3) Click "Edit"
 - 4) Select "Manage Open Houses"
 - 5) From the drop-down in the top left corner, choose "Public Open House" or "Broker Tour"
 - 6) Enter the date and time and save.
15. ***I recently received an email from Realcomp with the 1st quarter-2014 bill from Realcomp. Typically a copy of the bill is attached, but not this time. How do I print a copy for my records/taxes?*** You can print copies of your receipts by going to "External Links", "My Realcomp Account", and clicking the link that says "click here to view/pay your bill" (located on the left). Then, on the top right-hand side you will see a link to "view paid and unpaid invoices". Click this link, then the receipt you want, and print from there.

16. ***Can I Access the Wide Format CMA report on RCO3?*** Can I Access the Wide Format CMA report that provides the Avg. List Price, Avg. Sold Price, Avg. Price per Sq. Ft., etc.? YES! In RCO3, select your listings from your search results, click the print option at the bottom of the screen, and select the "CMA 1-Line" report (in portrait or landscape). Then, choose the "print report to PDF" option.

This report contains all of the same great information reflected in the wide report from the classic system - only better! In the new system, the fonts and report format are easier to read. You also have the option of including your customized header/footer on the report.

17. ***Will the hit counter values that display for my listings on Realcomp Online® transfer over to RCO3®?***
No. The hit counter values are unique to each system. The good news ... once our system cutover is completed, MLS system listing traffic will increment the hit counters on RCO3® (rather than the traffic being spread across two (2) separate systems). Additionally, hit counters are coming in the near future for IDX searches generated from RCO3®. Graphs related to the counters are also on the way. Stay tuned for updates on this.

Week of November 11, 2013

18. ***How do I Search for Rentals?*** To search for Rental properties in RCO3®, be sure to select the "Lease" option from the Transaction Type field. Additionally, enter your monthly rental payment range into the price field (example shown below). If you have a maximum price but no minimum, you can enter the high price and then a minus sign (i.e. 1400-) to find all properties with a monthly rental price up to that amount.
19. ***Why Does the Match Counter Display a Question Mark? Q: I entered all of my search criteria and the match counter displayed a question mark instead of the number of matches. Why?*** When a question mark displays in the match counter (count-on-the-fly field), this can actually indicate two (2) different scenarios; either that required search fields (i.e. Listing Type and Level of Service) have not yet been addressed for the search or that the system is still searching for matches. If you've already chosen selections for the Listing Type and Level of Service criteria, the system may still be searching for matches. However, this does not prevent you from viewing what the system has already found up to that point. Simply click the "Results" button to begin reviewing the matches that have been found.

Week of November 4, 2013

20. ***Is there a way to include a header on all pages when I print? Right now, the RCO3® system only prints my header on the first page.*** If you are using either Internet Explorer or Mozilla Firefox, you will see various print options after selecting the Print feature, including two (2) radio button choices for the agent header & footer: "First page, Last page" or "Every Page". Click the "Every Page" option to have the header (and footer - if present) included on every page. Unfortunately, Chrome & Safari do not support the radio buttons. Therefore, if using these browsers, you won't be able to select "Every Page".
21. ***When I print a full listing, the text is very small and it's hard for me to read. How can I make the text larger?*** We recommend printing one of our "Full Large" printouts, as they have a larger text size than the standard Full Displays. The Full Large displays are available as Full Large w/Map, Full Large w/PRD, and Full Large w/Map & Rollouts.
22. ***How do I access the Flood Zone codes that I used to be able to access in the old system?*** To view the Flood Zone information, choose the "Realist Tax" option from the RCO3 menu. Once you have a map

displayed on your screen, move to your desired area of the map and zoom in. Click the "Boundaries" icon on the upper right side of the map and then "Flood Zones". Once you've added that map layer, you can hold down your Ctrl-key and click on the map for a pop up window that shows the FEMA Zone Code, Panel Number, and Date. If you have any trouble, it may be that you need to zoom in further.

Week of October 28, 2013

23. **Help! How do I search by Street Name?** One quick way is to use the Street Name field, which appears with other Address search fields under the Listing Type & Level of Service search boxes. When entering a partial name for a street, be sure to include the asterisk (*) character, which is known as a wildcard.
- Entering *Maple will result in street names ending with "Maple" (i.e. Red Maple).
 - Entering Maple* will result in street names beginning with "Maple" (i.e. Maple, Maplewood, etc.).
 - Entering *Maple* will result in street names containing "Maple" (i.e. Red Maple Rd., Maple Street, Maplewood Boulevard, etc.)
24. **How do I Enter the MLS Number into the Speedbar?** Depending on your screen resolution, the Speedbar may appear to accommodate fewer than nine (9) digits. However, it handles this and more. So, be sure to enter the FULL NINE DIGIT number.
25. **Will RCO3® Have the "Design New Report" Feature? I like the option of being able to create my own reports.** A: Yes! You can create custom reports under the "MY RCO" section by clicking on "Settings". Once in the settings section, you will see a link to click for "Custom Displays". Great question!
26. **When viewing search results based on multiple cities and statuses, I want to sort my results by city first, then status, and then price. Can I do this?** Yes! RCO3 has multi-tier sorting capabilities. RCO3 automatically sorts the results by List Price in ascending order. If you want a different sort, you may do a custom sort.
- 1) Click the "Refine" button at the bottom of the page. Then click the Sort button.
 - 2) The custom sort options will pop up in a new field selection window.
 - 3) For each field you want to add to your sort, click to highlight the field in the "Available Fields" box. Click the "Add->" button to move the field to the "Sort Fields" box (or simply double-click to move it over).
 - 4) The field will be in ascending sort order. To switch to descending order, simply double-click it.
 - 5) Results will sort in order of your fields from top to bottom. To rearrange the order of your selections, highlight a field you want to move, and click the "Up" or "Down" button.
 - 6) To remove a field from your selections, click to highlight it and click the "<-Remove" button.
 - 7) When you have all the fields you want, click the "OK" button. This will return you to your search results sorted as you requested.

NOTE: Saving a search modified in this way applies the sort to that search only. The next time you run a new search, RCO3 will revert to the default sort. If you want to use the same sort on all future searches, click the gear at the upper right of the search results and select the link to “Set current display, sort order and count per page”.

27. *How Can My Clients Distinguish New Matches from Older Ones in the Auto Emails/Portal?* As you may know by now, Auto Emails in RCO3® are the equivalent of Prospects in Realcomp Online®. By saving your searches in RCO3® as “auto emails”, you are able to provide your clients with automatic updates of MLS properties that match their criteria. Your clients are then able to access these listings via a link that is e-mailed to them, which takes them to a landing page, branded by you, called the “Consumer Portal”.

When viewing listings through this portal, the listings highlighted in YELLOW are the ones that have been added or changed within the past 72 hours. Properties not yet viewed by your client display in a BOLD FONT. An UPDATED DATE also displays for each listing. The most recently updated matches should display at the top of the list.

Week of October 21, 2013

28. *How do I post my listing to social media using RCO3®?* So glad you asked! Here are the step-by-step instructions:

- a. Login to RCO3® and go to **My RCO / My Listings**.
- b. Select the listing you want to post by checking the box next to it.
- c. Click the “Share” button at the bottom left.
- d. A Share Listing Link pop-up will display. Copy the URL hyperlink.
- e. Go to Facebook/Twitter/LinkedIn through another browser tab and paste the URL along with your message to share it.

29. *I have been setting up all of my prospects in the new RCO3® system as auto e-mails. One thing I have noticed is that every listing that matches the criteria is included in the portal, versus only new or recently changed listings. I have saved all of my searches to provide immediate updates. Can you help me change this to only show new or updated listings?*

With RCO3, when you set up an auto e-mail for a client, they will receive all listings that match their criteria through the portal. The newest listings are sorted to the top of the list. Those that have not been viewed by the client are **bolded**. New listings (<72 hours old) have a yellow background. Once they are viewed by the client (by clicking the MLS number), the bolding and color is removed. Additionally, your client has the ability to view the matches and reclassify them as “Favorites”, “Possibilities”, or “Discards” – which organizes them according to the buyer’s interest and for future access. To learn more, your clients can access the Portal Help document through the “Help” hyperlink in the upper right-hand corner of the Portal screen.

30. ***How can I get a print out of my search criteria on RCO3?*** When choosing your report, also be sure to choose the option next to your report that says: "Print Search Criteria".

Week of October 14, 2013

31. ***How do I start a CMA Report?*** We have a tip sheet for you with step-by-step directions. Access it here at: <http://realcomp.moveinmichigan.com/Portals/0/Support/RCO3Docs/CMA.pdf>
32. ***How do I search for at least 3 or more bedrooms in RCO3®?*** Minimum criteria is entered a little differently in RCO3® from the way it was entered into Realcomp Online®. In RCO3®, you need to enter "3+", which tells the system 3 or more. If you enter only "3", your results will include properties with exactly 3 bedrooms.
33. ***My clients often call about properties with just a Street Name or Street and City names – but without any additional information. What is a quick way to find listings in RCO3® based on this limited data?*** An easy way to get results is to select "Search", "Cross Property", and enter the first few letters of the Street name, along with an asterisk * (i.e. Henry*) into the Street Name field. Entering the City name, along with other basics (i.e. Active, all Listing Types, all Levels of Service, Residential & Condominium as Property Types) will help to narrow the results even more.
34. ***How do I use Hot Sheets?*** We have a tip sheet for you with step-by-step directions. Access it here at: <http://realcomp.moveinmichigan.com/Portals/0/Support/RCO3Docs/HotSheets.pdf>. After setting up a Hot Sheet, you can click on the Hot Sheets widget on the RCO3® homepage and quickly retrieve listings based on the Hot Sheet criteria you saved. FYI: At any point you can choose to reset your Hot Sheet back to the general Hot Sheet by clicking on the "Reset" link.

Week of October 7, 2013

35. ***What's the Quickest Way to Access a Listing by its Address?*** Use the Speed Bar -- simply enter the address, the first part of the street name, and an * into the speed bar field (i.e. 28334 Ridge*). Then click the magnifying glass. The asterisk is a wild card and allows you to perform a "begins with" search. You can also use it to perform "ends with" (i.e. 28334 *Ridge) and "contains" (i.e. 28334 *Ridge*) searches.
36. ***How Do I Edit One of My Auto Emails?*** Choose the "My RCO" and "Auto E-mails" options. Then click the hyperlinked subject line for the auto e-mail you wish to edit. To modify your search criteria, choose the "Criteria" tab, make the necessary changes to your search parameters, click "Save" and "Save" again.
37. ***How Can I Resend an Auto Emails "Welcome" Message to My Client? (1st Time)*** Choose the "My RCO" and "Auto E-mails" options. Then click the hyperlinked subject line for the auto e-mail you wish to resend the welcome message. To resend the welcome, click the "Resend Welcome" tab. The system should display confirmation that the welcome message has been resent to the contact connected with this auto e-mail. *(Subsequently)* If you've already done this once (resent the message), the only way to have the welcome message go out from the system again is to disable and re-enable the auto e-mail. To do this, choose the "My RCO" and "Auto E-mail" options. Then click the hyperlinked subject line for

the desired auto e-mail. Click the “Settings” tab, the “Disabled” radio button, and “Save”. Then, click the “Settings” tab, the “Enabled” radio button, and “Save”. The system will automatically generate the sending of the welcome message.

38. ***How Can I See Which Listings Have Already Been E-mailed to My Client?*** One option for accomplishing this is to choose the “My RCO” and “Auto E-mails” options. Then click the hyperlinked subject line for the auto e-mail you wish to view. Then click the “Results” tab. For a quick ‘bird’s eye’ view of the listings that have been provided, from the “Display” drop-down menu, choose one of the “Thumbnail” or “Summary” report formats. You’ll see highlighted in yellow, on the left above each listing, the date each listing was e-mailed to your client.
39. ***Can I Add More than One E-mail Address for a Contact/Auto Email?*** Yes! Choose the “My RCO” and “Contacts” options. Then click the hyperlinked name for the contact you wish to edit. Then click “Edit Contact”. On the e-mail address line, after the first e-mail address, enter a comma, space, and then the 2nd e-mail address. If you wish, enter another comma, space, and a 3rd e-mail address. You can include up to five (5) e-mail addresses.
40. ***What’s the Quickest Way to Access a Listing by its MLS Number?*** Use the Speed Bar -- simply enter the MLS number into the speed bar field (which appears directly below the menu bar) and click the magnifying glass. To enter more than one MLS number, separate each one with a space or a comma.

🔗 **Other Tips:** For additional assistance with RCO3[®], please be sure to take a look at our online tip sheets which are available from the Help section of the RCO3[®] system. Videos and prerecorded webinars are also available from the Training section of our corporate website; <http://Realcomp.MoveinMichigan.com>.