

# Realcomp's OneHome Frequently Asked Questions and Answers

	Question	Answer
1	Can a client be working with more than one agent? If so which agent receives updates or do both of them?	Yes. Clients can switch between the agents that they're working with under their profile: Manage Account > Agent Preferences. Only the activity that is performed under each Agent setting is made available to the applicable Agent.
2	Can I do more than 1 search for the same client?	Yes. Clients can switch between any saved searches you have created for them.
3	Can I send the auto search email as a text message to my client?	Yes, this is a benefit of OneHome.
4	Can the agent working with the buyer see the new searches the client sets up?	Yes, you can access this by viewing your client's OneHome account as them through the Auto Emails or Contacts modules under My RCO. You can also setup an alert (under Settings in RCO3) so you are notified when they save a new search.
5	Can we delete the breakdown so they can't see that or is it hardwired in? Obviously it is not really accurate - I saw interest rate was set in the 5's. It looks like the Zillow thing where clients are like "oh look but I can get this house for X amount / month because it says it here"	The Breakdown of Monthly Costs section on the listings can't be removed from OneHome. Currently, this section contains default values/placeholders that should be modified by your client with accurate replacement values (i.e., tax rates, interest rates, insurance, etc.).
6	Can we still see flood zones?	Flood zones are still being worked on in OneHome. So, they may not be available at launch time, but are expected to return in early 2023.
7	Can you do Concierge?	Yes.
8	Do I have to update all of my client auto emails in the system now?	You don't have to do anything to your auto emails for the OneHome launch. These will automatically transfer over.
9	Do I receive an email when my client has selected a home?	Yes, as long as you have requested to be notified of this through your RCO3 Settings. This function will continue to work the same way as it does today.
10	Do price reductions show the old price? Does DOM show on customer view?	Price reductions show the Price Reduced banner, but not the original/previous price. DOM does show.
11	Do the property details include the room sizes?	Yes, as long as they are on the MLS listing they will appear in OneHome. This data is among the property details.
12	Do we get notified if the buyer makes their own search?	Yes, as long as you have requested to be notified of this through your RCO3 Settings, you will get an alert through email or text. You can also access this by viewing your client's OneHome account as them through the Auto Emails or Contacts modules under My RCO.
13	Do we have to redo current Auto-Emails?	No.
14	Does it give out a school rating?	Yes, school ratings by LiveBy are included.

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15	Does it show us what they are looking at when they are looking, if they don't heart or dislike it?	No, it shows the favorited and disliked listings. It also shows any new searches they have saved while logged in under their password.
16	Does OneHome have PRD info for last sale date?	Yes.
17	Does the client have to make a password?	No, but when they do, this gives them access to favorites and discards and enhanced features like the planner, property fit criteria, and saved searches.
18	Does the listing agent have access to the clients remarks and likes etc.?	Yes, this is available to you through RCO3. You can access client notes/tour requests and favorited listings through the new OneHome Recent Vistors widget on the homepage or through the Auto Emails or Contacts modules under My RCO.
19	Does the map have a - and + to scroll in and out?	Yes, it does.
20	Does the payment info calculator pull the actual tax amounts for the individual property?	The taxes in the Breakdown of Monthly Costs section on the listings are pulled directly from the existing listing based on the tax amounts that were entered by the listing agent. This field, as well as others in this section, should be modified by your client to achieve accurate estimations.
21	How can we change/update the Agent Branding that comes up on the Welcome Portal popup?	4/2023: Now that Realcomp has launched the MLS-Touch mobile product, to update your branding in OneHome, you must do this through the MLS-Touch app. (OneHome and MLS-Touch are tightly integrated products). Download the MLS-Touch app to your smart device like you would any other app (from the Google Playstore or the Apple store). After setting the app up (by following the prompts on the screen), go into the app, tap the "More" hamburger menu, Brand & Share, and Select Logo. Note: You'll need to have your company logo acessible through your device to do this.
22	How do we teach our customers the benefits of one home and how to use it and all the features?	There are multiple resources listed in the Learning Lab that you can share with your clients, including this video: <a href="https://corelogic.thoughtindustries.com/learn/video/onehome-walkthrough">https://corelogic.thoughtindustries.com/learn/video/onehome-walkthrough</a> .
23	How do you set up emails for a couple?	The same way you do this today. You enter both email addresses, separated by a comma, into your contact record.
24	How do you set up multiple areas in a search?	They may be able to accomplish this themselves by drawing a single shape on the map that includes both areas, depending on whether they are contiguous to one another. If they are not, the client will either need to setup 2 different searches or contact you to setup this search for them.

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25	How does OneHome use the Property Fit preferences my client enters if that information (i.e., open concept, granite counters, etc.) is not entered into Add-Edit?	OneHome looks at hundreds of fields and look-up values on each listing and uses a proprietary algorithm to assign Property Fit scores. The score is really meant to serve as a launch point for conversation between the agent and the client.
26	How does the customer get registered to sign into OneHome?	You will invite them (new customers that is) by setting them up with an auto email. They will be prompted from there.
27	How does the system figure out property fit? Like inside space outside? What fields is it looking at to make that decision?	OneHome looks at hundreds of fields and look-up values on each listing and uses a proprietary algorithm to assign Property Fit scores. The score is really meant to serve as a launch point for conversation between the agent and the client.
28	How many properties can you compare?	Up to 3.
29	How will I know that I have a msg waiting from my client?	As long as you have requested to be notified of this through your RCO3 Settings, you will get an alert through email or text. You can access notes, favorited listings, and tour requests (which are notes) through the new OneHome Recent Visitors widget on the homepage or through the Auto Emails or Contacts modules under My RCO.
30	I have my emails set up to not show the listing agent, is that still the case?	The Listing Brokerage is available on under the Other Facts and Features section. The client would have to click this section to view the information.
31	If a client adds and saves a search, will they get an email update if a new listing fits that criteria? Or must they actively go to the search to find the new listing?	No. They must actively go to the saved search to see any new results for any additional searches they create.
32	If the client doesn't sign in, what can they do on this system.....just see listings?	Signing in gives the client access to favorites and discards and enhanced features like the planner, property fit criteria, and saved searches.
33	If we set up a search for a buyer that is approved for an FHA mortgage only, when they make their own search will their matches be FHA available homes?	No, only you as the agent will be able to include this specific criteria in a search for your client.
34	Interest rates are closer to 7 now, not 5.4	The Breakdown of Monthly Costs section on the listings contains default values/placeholders that should be modified by your client with accurate replacement values (i.e., tax rates, interest rates, insurance, etc.).
35	Is there a welcome to OneHome to our clients explaining all the new updates?	No. However, there are multiple resources listed in the Learning Lab that you can share with your clients, including this video: <a href="https://corelogic.thoughtindustries.com/learn/video/onehome-walkthrough">https://corelogic.thoughtindustries.com/learn/video/onehome-walkthrough</a> .
36	Is there an App for this?	No, OneHome requires no separate app. It is a device responsive enhanced version of the current auto emails interface.

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37	Regarding the client sign-in. Is this something that will be new to them or have they been asked to create a profile previously if they have already been using the portal?	This will be new with OneHome.
38	So they will have to sign in to use it every time? Even if they save their email on the sign in page, will they have to input their password every time they view??	They don't have to sign in. But, when they do, they get access to favorites and discards and enhanced features like the planner, property fit criteria, and saved searches. They won't have to enter this every time, only if they clear their cookies. If they forget their password, "Forgot Password" is an option.
39	Sorry I was a little late. There is not a fee correct for this? Also, have you requested my brokers name and email to get an IDX link?	There is no fee associated with OneHome. For IDX related information, please contact our Customer Care Department at support@realcomp.com.
40	What defines a "Neighborhood?" Is it a certain radius, or the city limits, or something else?	Neighborhood boundaries are available from CoreLogic for some areas and have been created from geocoded appraisal data.
41	What is the exact email address that my client should look for when I set up a search for them?	<a href="mailto:RCO@mlsmatrix.com">RCO@mlsmatrix.com</a>
42	When a client puts in all of those Property Fit preferences, will it not LIMIT the listings just as it does now? If a client states garage or no garage for instance. I typically tell them NOT to select those preferences bc you can perhaps "add" a garage. Just for example. I cannot imagine with all of those preferences any properties would populate??	No. Search results are still determined based on the actual search criteria that has been entered. Additionally, OneHome looks at hundreds of fields and look-up values on each listing and uses a proprietary algorithm to assign Property Fit scores. The score is really meant to serve as a launch point for conversation between the agent and the client.
43	When does OneHome go live?	Monday, December 5th at 9p.m.
44	When our clients register and sign in, is their contact information then available to any third parties, and if so, how can we/they opt out of that?	No, their information is not shared with any 3rd party outside the portal. OneHome is just an enhanced version of the current auto email portal – a more modern, responsive, and user friendly version of the current CoreLogic product. CoreLogic is bound by the EULA that the agents click-through when they access RCO3®/Matrix and the contract that Realcomp has with them. This contract states explicitly that CoreLogic will not share the information. They are only using the information in the OneHome portal to elevate the agent's relationship with the client.
45	When the client leaves a note for us, how will we be notified that a note exists?	As long as you have requested to be notified of this through your RCO3 Settings, you will get an alert through email or text. You can also access client notes/tour requests and favorited listings through the new OneHome Recent Visitors widget on the homepage or through the Auto Emails or Contacts modules under My RCO.

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46	When they select Request Tour... where does that notification go?	This comes to you as a client Note. You can also setup an alert (under Settings in RCO3) so you are notified when they leave you a note (or take other specific actions). You would then setup a showing like you normally do today.
47	When will we be able to customize onehome with our info?	Anytime after the product launch on Monday, December 5th.
48	Why is it now necessary for my client to create an account in OneHome to access the advanced portal functions, including favoriting and discarding listings? These functions were available before the account registration requirement was implemented.	<p>The answer relates to the accurate tracking and reporting of client activity for agents. Before, if a client forwarded their portal link to someone else (i.e., a friend, relative, etc.), nothing prevented the additional party from favoriting listings or making notes as the client. This could be confusing to the agent. Now, these functions are reserved for the client through their OneHome login.</p> <p>In the event your client desires to provide an interested party with this type of access to their OneHome portal, you as the agent can update your client's contact record with the additional email address.</p> <p>All of this enables you as the agent to deliver a custom journey for your client and better leverage the data available to you through the OneHome tool. We hope this additional information is helpful to you.</p>
49	Will currently auto emailed clients automatically get the new format on December 5th? What should we tell them to prepare them for the change?	Yes, there are multiple resources listed in the Learning Lab that you can share with your clients, including this video: <a href="https://corelogic.thoughtindustries.com/learn/video/onehome-walkthrough">https://corelogic.thoughtindustries.com/learn/video/onehome-walkthrough</a> .
50	Will showing cart be available to buyer when requesting appts?	Yes, but it's not a part of OneHome. The tour request comes to the Buyer Agent as a Client note. You can setup an alert (under Settings in RCO3) so you are notified when your client leaves you a note (or takes other specific actions). You would then setup a showing the same way you do today.
51	Will the agent be emailed when a client writes a note on a property they are looking at or reviewing?	Yes, as long as you have requested to be notified of this through your RCO3 Settings. This function will continue to work the same way as it does today.
52	Will the photo captions show in the portal?	Yes.
53	Will there be a phone version?	OneHome is device responsive. So, it works on any smart device.

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54	Will there be a Tutorial video made for prospective Buyer and Sellers?	There is a consumer video available at: <a href="https://corelogic.thoughtindustries.com/learn/video/onehome-walkthrough">https://corelogic.thoughtindustries.com/learn/video/onehome-walkthrough</a> . Please share this with your clients.
55	Will there be any kind of tutorial available for our clients to learn how to use this system?	Please feel free to share some of the resources listed in the Learning Lab with your clients, including this video: <a href="https://corelogic.thoughtindustries.com/learn/video/onehome-walkthrough">https://corelogic.thoughtindustries.com/learn/video/onehome-walkthrough</a> .
56	Will clients be notified when a new house is listed?	Yes, just like today.
57	Will they see coming soon inventory?	Yes.
58	Will we still see recent portal visitors?	Yes.
59	Will you have classes in person?	Yes, OneHome will be covered in the MLS Basics New Subscriber and Managing Your RCO3 Searches, Emails, & Contacts classes. OneHome webinars will also be held throughout the week of December 5th.

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