

Getting Started with ShowingTime for FlexMLS

ShowingTime is an efficient, online scheduling and management tool which allows you to schedule a showing from any listing in FlexMLS. It enables you to control showing schedules and reduce showing related calls & phone tag. ShowingTime also provides the ability to communicate with your clients and other brokers, view showing feedback, generate reports, and save time!

Set up your Agent Profile and Preferences

The Agent Profile and Preferences can be updated from one of two places; the Change screen of any listing or the **ShowingTime** link from Schedule/Messages in the FlexMLS Main Menu tree.

To access ShowingTime from the Change menu, click **Add/Change > Change** in your FlexMLS Main Menu tree. Next, click any list number to access the Change menu. Under the Scheduled Marketing Activities section, click on **Enable/Disable ShowingTime** (shown below) to review your Agent Setup and set up Preferences.

Change Single-Family Listing 1306877

987654 N Main ST, Marengo, WI 53612
Listing member: TECH CENTER5 (scott@metromls.com) of Nancy Realtors (nancy)
Entry Date: 05/01/2013 Status: Active Listed for \$10
[Full Listing Report](#) [Photo Tour](#) [Document Viewer](#) [History](#) [Activity](#)

Change another listing:

Listing Information	Multimedia
Listing Information ✓	Photos ✓
Map Location ✓	Documents ✓
Listing/Selling Members	Videos
	Virtual Tour
Status and Price Change	Scheduled Marketing Activities
Edit Current Status (Active)	Open House ✓
Change List Price	Tour of Homes
Extend or Expire Listing	Enable/Disable ShowingTime
Pend Listing (Under Contract)	
Close Listing	
Withdraw Listing (Temporary)	
Expire Listing	

NOTE: If you choose NOT to use ShowingTime for FlexMLS, you can do one of two options:

1. **Disable ShowingTime for FlexMLS** – You can access this setting from the Change menu of any listing or the ShowingTime link in your FlexMLS Main Menu tree. This will route you to the ShowingTime main menu. In the Listing Agent Preferences section, select **'No'** for **'Allow Agents to Request Appointments Online'**.

Listing Agent Preferences

Allow Agents To Request Appointments Online?: Yes No

2. **Set Default Appointment Mode to ‘View Instructions Only’** – You can keep ShowingTime for FlexMLS enabled, but set your **Default Appointment Mode** to **‘View Instructions Only’**.

The screenshot shows the 'Listing Agent Preferences' interface. At the top, there is a section for 'Allow Agents To Request Appointments Online?' with radio buttons for 'Yes' (selected) and 'No'. Below this is the 'Default Appointment Mode' dropdown menu, which is currently set to 'View Instructions Only'. A tooltip is visible over the dropdown menu, listing three options: 'Appointment Required' (with a description: 'Permission must be obtained from ANY of the designated listing contacts (Owner(s)/ Occupant(s)/ Listing Agent(s)) before the appointment request can be confirmed. Typically used for occupied homes.'), 'Go and Show' (with a description: 'Appointment requests are documented and immediately confirmed. Typically used for vacant homes on lockbox.'), and 'View Instructions Only' (with a description: 'The showing agent will immediately see any notes provided by the listing agent. The showing agent will not be given a calendar to select an appointment date & time.'). Other sections in the interface include 'Notifications for Appointments on my Listings' and 'Feedback Requests'.

Next, copy + paste the showing instructions you enter on your listings in FlexMLS into the **Additional Instructions** section of your listings in the **Listing Setup** menu.

The screenshot shows the 'Additional Instructions' section of the Listing Setup menu. It features a blue header with the text 'Additional Instructions'. Below the header, there is a text input field with the placeholder text 'Type your Showing Instructions here (Required for View Instructions Only Listings):'. To the right of the input field is a blue button with the text 'Add From Predefined Notes +'. The input field is currently empty and has a light pink background.

In your FlexMLS Main Menu tree, click **Schedule/Message > ShowingTime**. This will take you to the ShowingTime for FlexMLS screen (shown below). In the left side ShowingTime menu tree, click My Agent Setup. This will route you to your profile and preference settings.

The screenshot shows the FlexMLS Main Menu tree. The menu items are: Dashboard, Add/Change, Search, Contacts, and Schedule/Message. The 'Search' menu is expanded, showing a list of search options: Full Search, Saved Search, Quick Search, Map Search, Address, Multiple Address, MLS Number, Listing Collection, History, My Listings, Office Listings, Office/Member, and CMA. The 'Schedule/Message' menu is also expanded, showing a list of options: My Messages, Tour/Open Houses, and ShowingTime. The 'ShowingTime' option is highlighted with a red box.

In the Profile Basics section, the information you have saved in your FlexMLS profile will populate the appropriate fields. Review the fields; edit and/or complete, if necessary. You can also upload your profile photo using the 'upload' arrow located above the **Calendar Sync** button.

Angela Washington-Marshall

Profile Basics

First Name: Angela

Last Name: Washington-Marshall

Office Main Line: (414) 555-12

Mobile Phone: (414) 350-00

-- Phone Type --

Fax: 414.778.614

Email: angela@metromls.com

Calendar Sync

Mass Add Listing Note

In the Listing Agent Preferences section, select if you would like to allow online appointment requests (set to 'Yes' by default; if you do not wish to use ShowingTime for FlexMLS, you can select 'No'), your default appointment mode (this will apply to all of your listings; you can change the appointment type per listing in the Listing Setup menu), notification type for showing requests on your listings, and feedback request settings.

Angela Washington-Marshall (ANGELA)

Profile Basics

First Name: Angela

Last Name: Washington-Marshall

Office Main Line: (414) 555-1212

Mobile Phone: (414) 350-0000

-- Phone Type --

Fax: 414.778.6143

Email: angela@metromls.com

Text Message: 414.350.0000@metromls.com Sprint PCS

MLS: Metro MLS

Agent ID: ANGELA

Office Name: Metro MLS Staff

Office ID: MLS

Office Phone:

Office Fax:

Date Joined:

Showing PIN:

Listing Agent Preferences

Allow Agents To Request Appointments Online?: Yes No

Default Appointment Mode: View Instructions Only

Email
 Text Message
 ShowingVoice

Notifications for Appointments on my Listings

When appointments are requested:

When appointments are confirmed or cancelled:

Feedback Requests

Send feedback requests to agents who showed my listings: Yes No




Number of times to resend feedback requests: 3

Number of days between resends: 1

In the Showing Agent Preferences section, select how you would like notifications to be sent for showings you are requesting on other agents' listings. This includes feedback requests, showings on multi-unit properties, and lockbox access.

Once you have completed making your edits to this screen, click on the green **Save Changes** button at the top of the screen.

Showing Agent Preferences

			
	Email	Text Message	Call

Notifications for Appointments I Request

When appointment requests are received :	<input checked="" type="checkbox"/>		
When appointment requests are viewed :	<input checked="" type="checkbox"/>		
When appointments are confirmed or cancelled :	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
When a price changes on a property I've shown :	<input checked="" type="checkbox"/>		

Feedback Requests

Receive feedback requests from other agents :	<input checked="" type="checkbox"/>
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Multi-Unit

Per unit notifications when units are confirmed or cancelled :	<input checked="" type="radio"/> Yes <input type="radio"/> No
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Lockbox Access

I can access SentiLock :	<input type="radio"/> Yes <input checked="" type="radio"/> No
I can access Supra/iBox :	<input type="radio"/> Yes <input checked="" type="radio"/> No
I have access to a HUD key :	<input type="radio"/> Yes <input checked="" type="radio"/> No

Messaging Preferences

		
	Email	Text Message

When new message comes in :	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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How to Request a Showing on a Listing

To request a showing on a listing, on the Search Results screen you can navigate to the Details tab of the listing and click the **ShowingTime** button; you can also use the ShowingTime icon located at the upper left corner of the Detail tab screen, or the Additional Actions menu (black triangle to the right of the listing number in the thumbnail area of the listing) and select 'Show via ShowingTime' from the pop-up menu.

NOTE: This applies to the highlighted listing, which may or may not be the selected (checkbox) listing.

The screenshot shows a real estate listing interface. On the left, a search results list shows three listings. The second listing, '111 1 Adams, WI 53216-1130', is highlighted in yellow. A red box highlights the 'Schedule a Showing' button in the pop-up menu for this listing. On the right, the listing details for '111 1 Adams, WI 53216-1130' are displayed. A red circle highlights the 'ShowingTime' icon in the top navigation bar, and another red box highlights the 'ShowingTime' button in the top navigation bar. The listing details include property information, directions, and a table of specifications.

Property Type:	List Price:	Rooms:	Baths:
Single-Family	\$1	1	1 / 1
Status:	Garage Spaces:	Est. Year Built:	Taxes:
Active	1	1	\$1
Garage Type:	Lot Description:	Tax Year:	Tax Key:
Attached		1111	1
Flood Plain:	Occ. Permit Required:	Conforming Use:	
No	N	No	

A window will appear for the listing showing the appointment type. In the My Profile section of this window, choose your desired type of delivery for showing confirmation (email, phone call, or text message), and click the **Schedule a Single Showing** button.

The screenshot shows a 'Schedule a Showing' window. The top section, 'Listing Details', displays the address '111 1 ADAMS, WI 53216' and listing ID '1456075'. The bottom section, 'My Profile', shows the user's name 'Rosie Realtor' and company 'Nancy Realtors'. There are three checkboxes for appointment confirmation: 'Email' (checked), 'Phone Call' (checked), and 'Text Msg' (checked). The 'Text Msg' checkbox has a 'Select Carrier' dropdown menu. At the bottom, there are buttons for 'Cancel', 'Schedule a Single Showing', and 'Add to ShowingCart™ (select one)'. A 'Next' button is also visible.