BUILDING EXPERT PROGRAM FAQS

Questions about the Building Expert Program?
You are in the right place.

ACCOUNT SET-UP AND BUILDING MARKETING

How do I set up my Account?
We've created an easy set-up process for agents. To help in this regard, we created a Building Set-up tutorial which can be accessed in the left navigation bar of your account by clicking the "How To" link.

Links to written and video tutorials for Account Navigation & Building Marketing Set-Up can be found in the Training Section of your Building Expert Program Homepage.

Where can I Update my Name, Photo, Social Media Handles and reset my Password?
All of these can be accessed in the "Profile" in your account on the left side navigation bar.

How do I see which Buildings have been assigned to me?
Click the Building icon on the left side navigation bar under "My Buildings" at the Top. You can also check availability of additional buildings by clicking the "Building Search".

How do I add Buildings to my account?
Depending on your Broker's policy, you can either directly request buildings from the Building Search process (building assignments are then subject to Manager approval), or ask your Manager to confirm availability and have them reserve additional buildings on your behalf.

How do I start the Marketing Program?
Click "Start" or anywhere on the building image to commence your marketing program and follow the prompts on the right side navigation. For a step-by-step guide and video tutorial please see the video tutorials for Account Navigation & Building Marketing Set-Up found in the Training Section of your Building Expert Program Homepage.

BUILDING CURATION & DATA

What do I do if the building I reserved does not have building information populated?
We've developed an easy-to-use curation tool that allows agents to update their buildings from inside their account. Managers can update <u>any</u> building in the system or add new buildings as desired. The updated data (i.e., description, architect, year built, price range, etc.) and image and floor plan data can be seen in real time by the Agent or Manager by clicking the PREVIEW link at the top of the page after all edits have been saved. Once satisfied with the changes, click the blue PUBLISH button and all changes will be immediately available on the Condo.com website. These edits can be seen by selecting the VIEW LIVE link at the top of the page.

What do I do if I want to represent a building that is not in the database?
If you want to represent a building you are not able to find, your Manager can "Add a New Building" within the curation tool.

Once a new building is added, Managers can assign it to the Agent by selecting the BUILDING ASSIGNMENT REQUEST link at the top of the page and follow the steps to assign. Once assigned, the building will be immediately activated in the Agent's account. As part of the "Add a New Building" process, the Manager is required to have the building name and building address.

IMAGE UPLOAD, LISTING DATA ISSUES, LEADS & MORE

How do I add Images and Floor plans?
Agents can upload images and floor plans to buildings directly from inside their account by clicking the "Add Photos & Plans" or "Edit & Update Building" links in the right-side navigation. This link takes the agent to the curation tool for their building.

The Sale and Rental data in my building is incorrect - how do I fix it?
Certain buildings may show incorrect units for sale and rent. When that occurs, it is typically a unit association issue which can easily be resolved. Please send an email to support@condo.com. Place "Unit Data" in the subject line and include the URL for the page for fastest support.

How do I get my leads?
Leads on buildings and unit listings in Agent-assigned buildings are routed to the Agent's external user email through the Agent's CRM or other Broker-approved routing rules. Phone leads are sent to the Broker's call center and then placed with the agent based on building assignment or directly routed to agents depending on the Broker's program policy.

BUILDING REQUESTS, ASSIGNMENT & ACTIVATION

How do I get Assigned to a Building?
Depending on your Broker's program policy, Buildings are either requested by Managers on behalf of Agents or directly requested by Agents, subject to Manager approval. Assignments are processed on a first-requested basis or based on Manager approval. In the event a Building is already taken by another agent, you can complete your request by clicking Add to Waitlist and you will be added to the Building Waitlist. Agents on the Waitlist will be automatically assigned to buildings in waitlist order if an Agent is terminated from the building. If a building is not found in our database, your manager can add it and assign it to you as described above.

Please see your Manager to request buildings or directly request a building through your Broker's Building Expert Program Home Page. You can easily access your Broker's Program Home Page by clicking the applicable Broker logo at https://my.condo.com/.

Once a building request is received, you will be sent a Building Assignment Notice with program requirements and a Building Activation Notice with a link to your account with your Username and Password to get started. You can always directly access your account from https://my.condo.com/my.

USERNAME & PASSWORD ISSUES

I do not have my Username and Password
Once your Manager reserves your selected building, an Activation Notice with login credentials will be emailed to you. If you did not receive it, check your spam folder. If you still do not have login credentials, ask your Manager to re-send or send a request to support@condo.com. Please make sure you add support@condo.com to your safe senders email list so you can easily receive program communication and updates.

I have my Login Credentials - now what?
Go to https://my.condo.com/my and login to your account, agree to the Program Terms, set up your profile and start the program. For additional help, please see the video tutorials for Account Navigation & Building Marketing Set-Up in the Training Section of your Building Expert Program Homepage.

SUPPORT

I still need help - what should I do?
Send all requests or issues you are not able to resolve to support@condo.com. We will work to respond as soon as possible, typically in 1-business day.

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