



ONE App

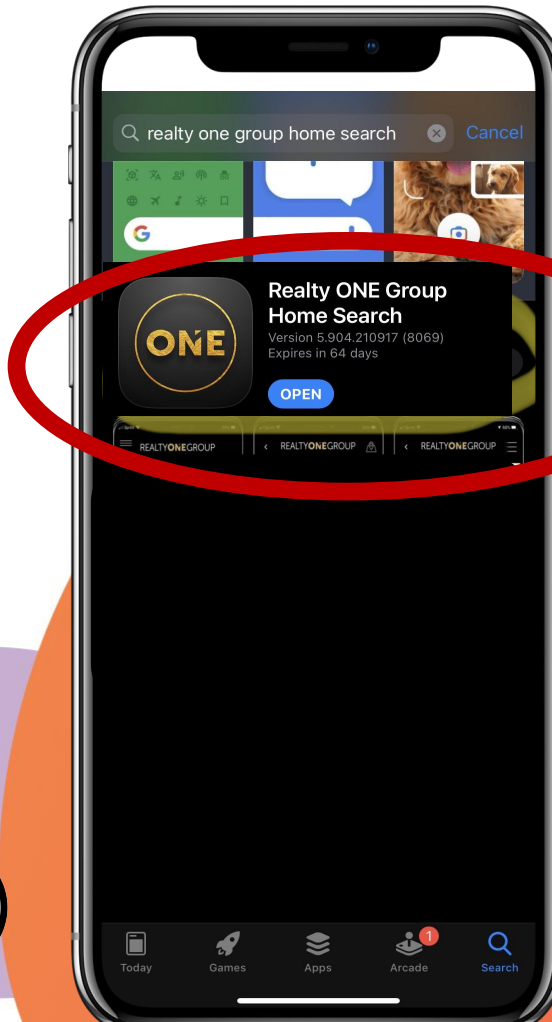
Quick Start Guide



Step 1:

Download the mobile app

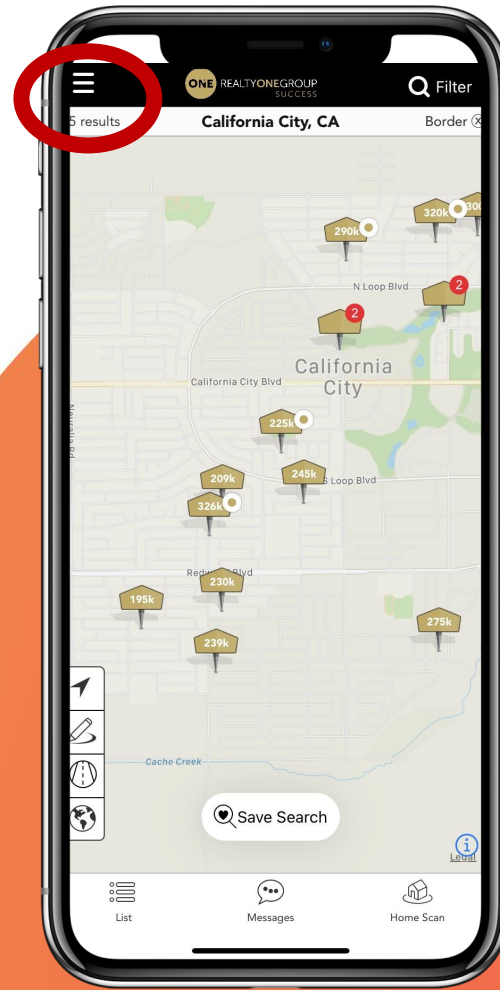
The Realty ONE Group Home Search- titled **the ONE APP** - is available for FREE download on the Google Play store for all Android mobile devices and tablets, as well as the iTunes app store for iPhone and iOS.



ONE app

The ONE app has unique features for your clients to use while searching for their next home like:

- Search by MLS number, city or ZIP code & preferred commute time
- In-app messaging
- Augmented reality instantly finds nearby properties
- Real-time and accurate listing data from your MLS(s)
 - ONE is connected to over 150 MLS(s)
- Agent-branding



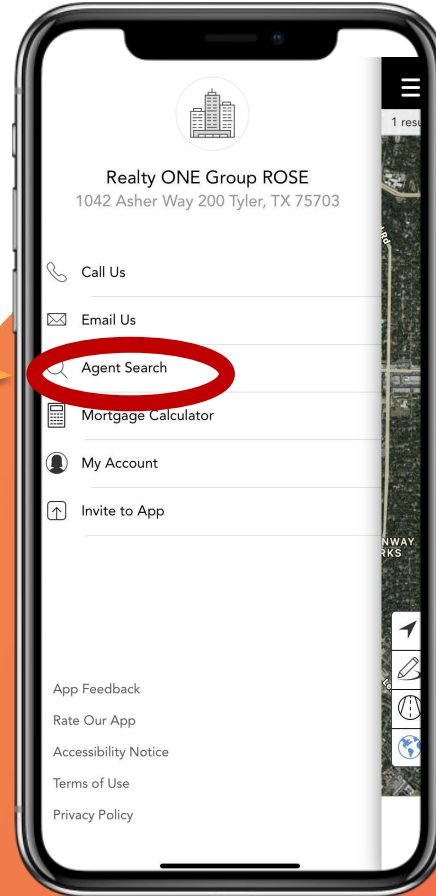
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Step 2:

Brand to Yourself

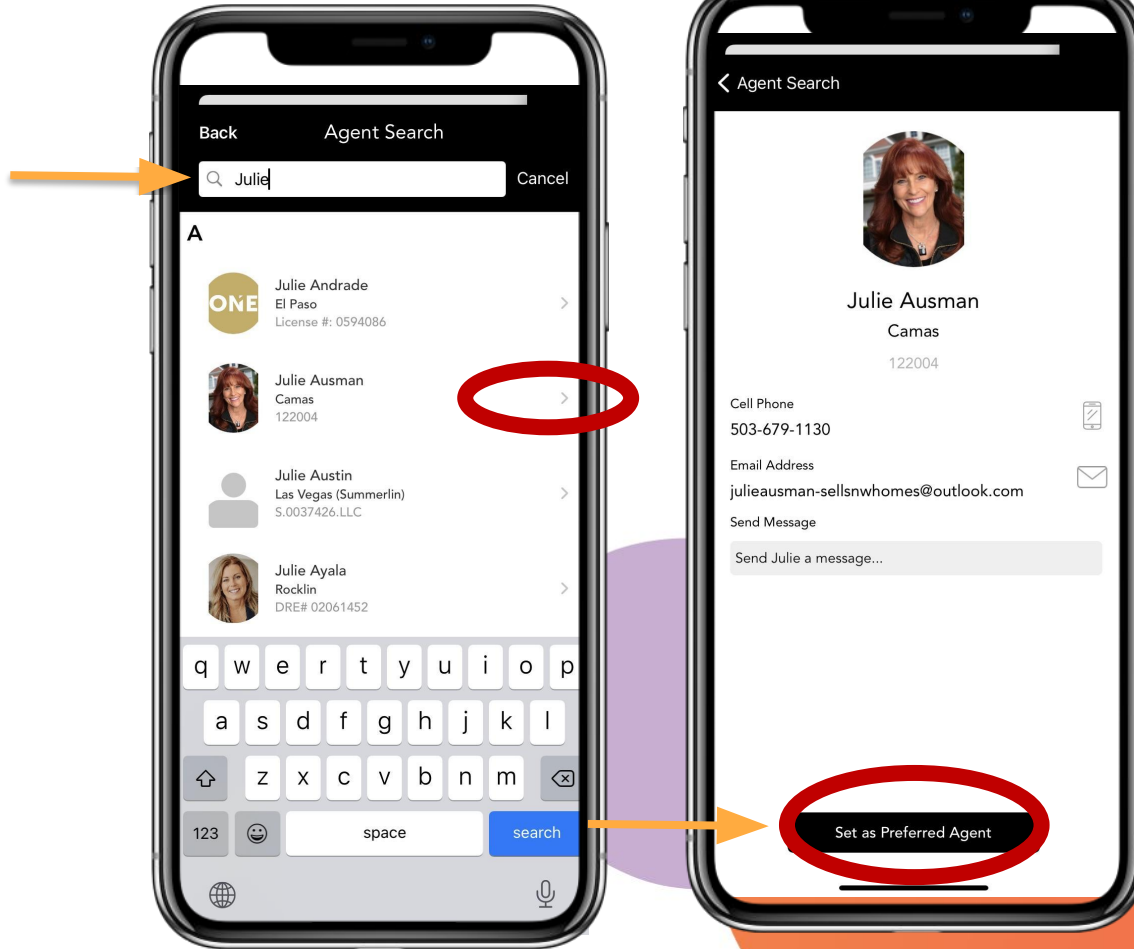
- Tap on the Agent Search in the app menu and search for yourself.
- Tap on your picture
- Tap on Set to Preferred Agent

Your menu will update and you will see your picture in your app menu.



Step 2: Brand to Yourself

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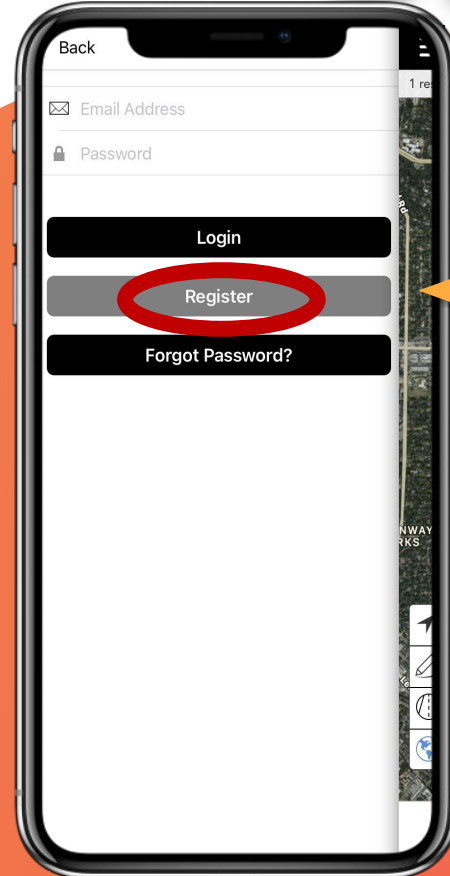
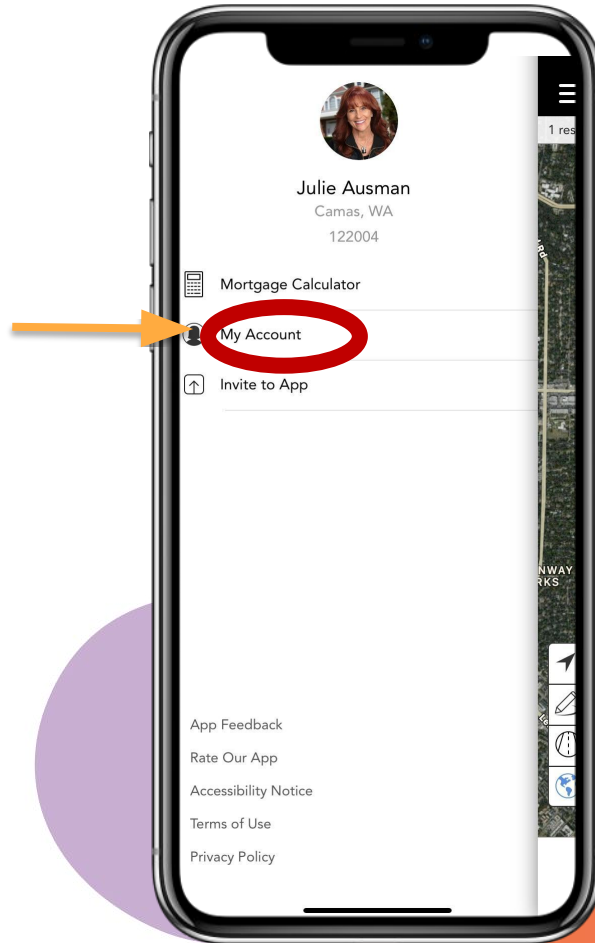


Step 3:

Create an Account

- This will allow you to save homes, save searches, hide homes and use the in app messaging feature!

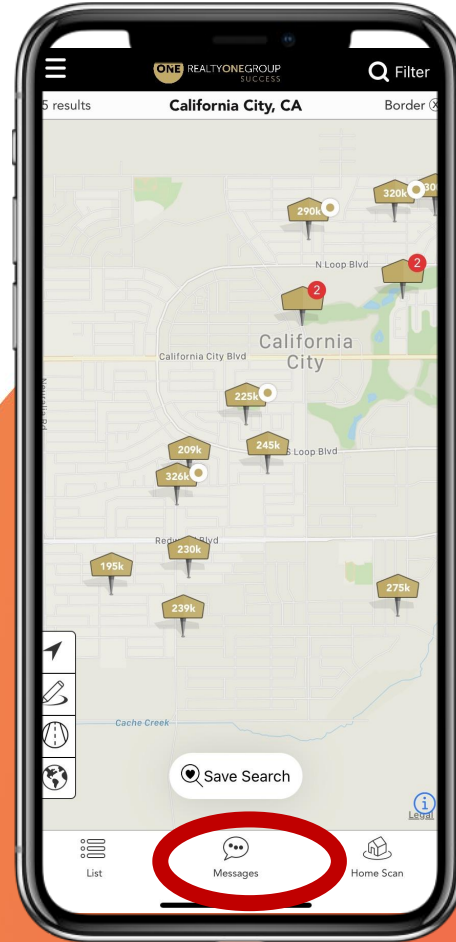
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Step 4:

Register your device to use the in-app messaging feature

- By connecting your device to the mobile app, your clients will be able to send you messages and properties right inside your mobile app. The app is setup with in-app and push notifications that will alert you whenever you have a message.



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Step 4:

Register your device to use the in-app messaging feature

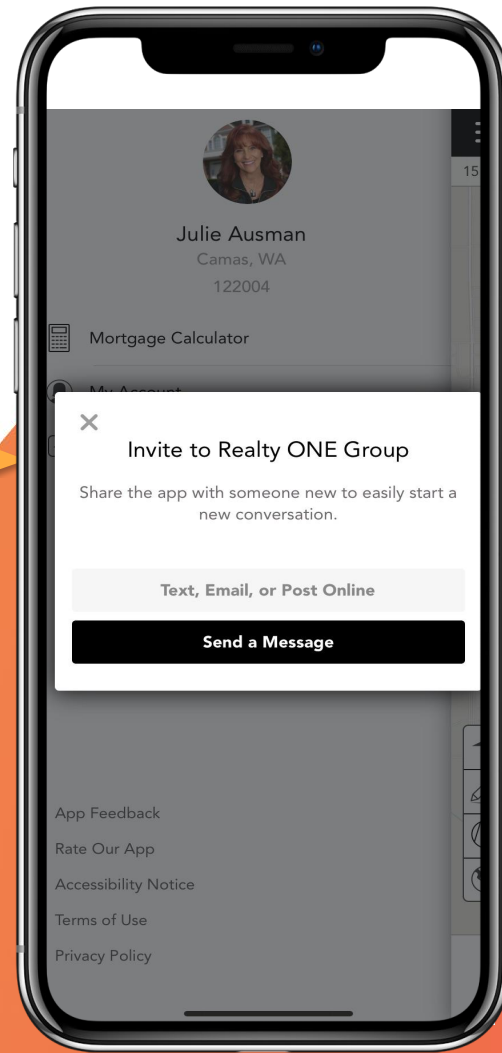
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Step 5:

Share, share, share!

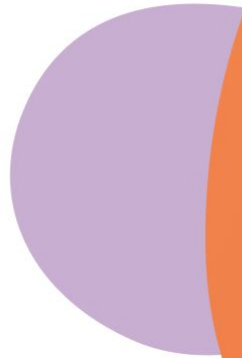
- Now that you're branded to yourself and are all registered, all you have to do is tap on "Invite to the app" from the app menu to share a great mobile app with all of your clients and prospects, and all leads and inquiries will be sent right to you!



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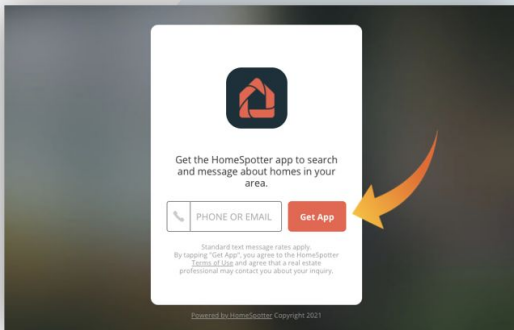
Let's see all the ways you and your clients can use the ONE app to search for homes on the go!





Email notification: App is being downloaded

HomeSpotter will trigger an email notification when someone goes to an app download link from desktop and provides their phone number or email address to receive a link to download the app.



To:

For Agent Branded Links: Notifications sent directly to the branded agent who's app download link was submitted from.

For the unbranded Brokerage link: Emails will be sent to the Email address you provided to HomeSpotter in the App Set Up Questionnaire under the Contact Settings.

From: no-reply@homespotter.com

Subject: You have received an app download request from the [App name] mobile application.

Body: Someone at [phone | email] submitted a "Get App" request from your agent branded download link on their desktop/laptop computer.

We've sent them a link to download your branded app. If they download the app and create an account, you'll find additional information about them in your dashboard or CRM.

Change your notifications settings anytime at [brokerage dashboard URL].





Email notification: Request for information

This email is triggered when someone fills out a request more information form on a property from in the mobile app. NOTE: If your app is integrated with your CRM, requests may also be fed directly to your CRM as well as your HomeSpotter dashboard.

REQUEST MORE INFO

REQUEST A SHOWING

Contact Info

First Name

Last Name

Your Email

Your Phone Number (Optional)

Notes

I am interested in MLS #5733713 at 4529 15th Avenue S in Minneapolis, MN 55407

Request More Info

To:

For Agent Branded Links: Notifications sent directly to the branded agent who's app download link was submitted from.

For the unbranded Brokerage link: Emails will be sent to the Email address you provided to HomeSpotter in the App Set Up Questionnaire under the Contact Settings.

From: no-reply@homespotter.com

Subject: Request for Information Received via Mobile App from [Name]

Body: You have received a request for information from [Lead name] via the [Customer Name] mobile app.

First Name:

Last Name:

E-mail Address:

Phone Number:

Inquiry About Listing No.:

Address:

Inquiry Message:

Change your notification settings at any time at [customer dashboard URL]



Email notification: Request for Showing

This email is triggered when someone fills out a request for a showing form on a property from in the mobile app.

NOTE: If your app is integrated with your CRM, requests may also be fed directly to your CRM as well as your HomeSpotter dashboard.

WHEN DO YOU WANT TO SEE IT?

Select a Date

⚡ ASAP TUE 20 WED 21 THU 22

APRIL

To:

For Agent Branded Links: Notifications sent directly to the branded agent who's app download link was submitted from.

For the unbranded Brokerage link: Emails will be sent to the Email address you provided to HomeSpotter in the App Set Up Questionnaire under the Contact Settings.

From: no-reply@homespotter.com

Subject: Request for Showing Received via Mobile App from [Name]

Body: You have received a showing request from [Lead name] via the [Customer Name] mobile app.

First Name:

Last Name:

Phone Number:

Email Address:

Requested Date & Time:

MLS #:

Address:

List Price:

Comments:

Change your notification settings at any time at [customer dashboard URL].



Dashboard Access

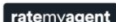
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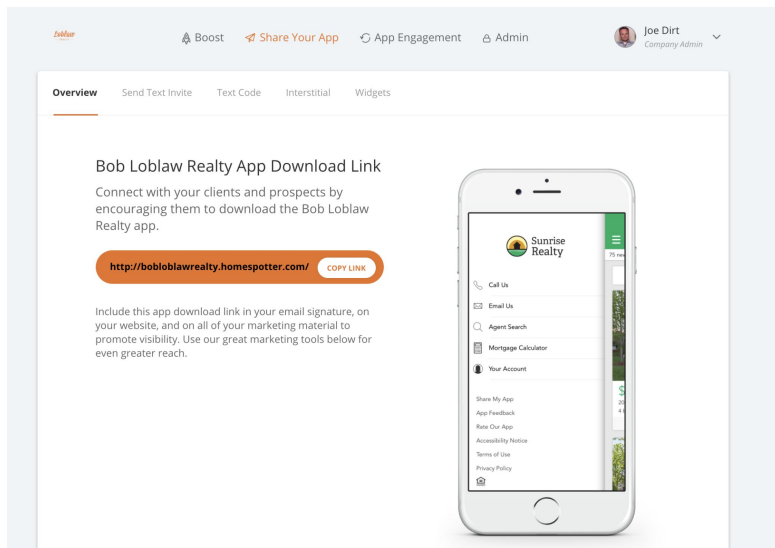
Search

Frequents Your Apps MORE ▾

 Boost by HomeSpotter		 DeeSign	 ListHub Listing Sync	 MoveEasy Move Manage...
 Office Depot Supplies	 ONE App	 ONE Cares	 ONE Design (XpressDocs)	 ONE Marketplace
 ONE Onboarding	 ONE Resource Guide	 ONE Shop	 ONE Suite	 ONE.U
 one.zONE	 PerkSpot Lifestyle Discou...	 RateMyAgent	 RealScout Home Search	 SkySlope Transaction Ma...

Agent app Dashboard Access

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You also have an app dashboard! Sign into the dashboard to:

- Find new ways to share your app
- Access information about clients using your branded app
- Manage your agent profile and app notifications
- Dashboard is both desktop and mobile friendly (NOTE: This is not an app store mobile app)

- Where's my dashboard?
<https://boost-rog.homespotter.com/>

Additional resources:



To see additional training video tutorials, go to ONE.U. In the library under Core Products, click on the ONE App topic to view available content.

<https://realtyonegroup.onelogin.com/launch/1008573>

To access client flyers, frequently asked questions and additional training resources, go to the ONE Resource Guide. The ONE App has a section under Core Products.

<https://realtyonegroup.onelogin.com/launch/767656>

As you're getting started, you can also access our our help center

Some Commonly asked Questions



Can I use MY number when sending a text from the dashboard?

The Send a Text feature on the dashboard only allows you to send invites from HomeSpotter numbers. If you want to share directly from your number, you'll need to do that in the app

Is there a way to change the default message when sharing from the app?

While you can't save your message as the default, you can customize this each time. If you've found a message that's perfect, you can save it to your notes to quickly copy and paste each time!

How often is property info updated in the app?

In general, listings are updated every 15 minutes or so in the app!

How do I know when someone has downloaded my app?

You'll be notified when someone who has downloaded your app **registers** with their **contact information!**

How can I find the information about WHO downloaded my app from the HomeSpotter email notification?

You'll be notified of their information when they create an account!

What is a Featured Property?

Featured properties are listings that an agent and your brokerage is the primary agent for; this allows for your brokerage's listings to get a special call-out in the app!

How do I share the app to my business page from the 'Invite to App' feature?

This process might be different depending on your device, but you should be able to select your business page in the Facebook App settings. If you don't see this option when sharing directly from your app, grab your link directly, and sign in to your Facebook business account and share directly from the Facebook app rather than the mobile app.