

Transition Guide



Paragon™

Your new MLS® System



REALTORS®
Association of
Edmonton



Change can be good

The REALTORS® Association of Edmonton and its REB-4 partners began an MLS® System technology review in spring 2013. Members were surveyed on their satisfaction with the current Corelogic offerings of MLXchange and Fusion. They were asked about their use of the software, as well as the benefits and shortcomings of each system. Of the more than 800 respondents, most believed that the current system, while fast, efficient and familiar, is dated and not up to modern technology standards. Improvements were desired in many areas and the result of the technology review was a request for proposals from MLS® System software vendors. Member involvement was sought throughout the review and testing process, with REALTORS® evaluating each contender.

The result of the review was a recommendation to adopt Paragon as the next MLS® System technology. The announcement by Corelogic that it would end support of both Fusion and MLXchange only reaffirmed that the decision to move to a new MLS® System technology was necessary.

The transition to Paragon affects each and every one of our Members. The Association strives to make the move as easy as possible for all of its Members. It is our hope that this guide and our many other Member resources will aid in the transition.

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Paragon in Parallel

What to expect during the “parallel period”

The Paragon MLS® System will be introduced in a “parallel period.” This means Paragon will run alongside MLXchange and Fusion for two months receiving updated listing information and photos on an hourly basis. This parallel period will give you a chance to move back and forth between the old systems and Paragon to ensure everything is set up exactly how you want it.

The parallel period is an ideal time to take advantage of Paragon training. By learning the new system while you still have MLXchange/Fusion to lean on, you’ll be better prepared when those systems are shut off for good.

Here are some important points about parallel:

- Paragon is updated with listing information from MLXchange/Fusion hourly.
- Paragon parallel period launches mid-September and runs until early November.
- Any changes made in Paragon WILL NOT be overwritten when parallel ends.
- Saved searches and contacts were pulled from MLXchange/Fusion on August 24, any changes or modifications to saved searches and contacts made after August 24 will need to be replicated in Paragon.
- The parallel period is scheduled to end on November 16.



Paragon Technology

Operating Systems*

- Windows 7, 8, 10
- Mac OS X

Browsers*

- Internet Explorer 10 or 11 (on PC)
- Safari v7.0.4 (on Mac)
- Firefox 31.0x
- Google Chrome 35.x

Hardware recommendations

- 2.4Ghz or greater with 4GB RAM, 8GB recommended
- 250GB drive
- Minimum monitor resolution of 1280x1024

Tablets

- iPad
- Android Tablet
- Google Chromebook
- Microsoft Surface

Smartphones

- iPhone
- Android Smartphone
- Windows phone
- BlackBerry®

* or newer

Log in to Paragon

User IDs & Passwords

Good news! Your user IDs and passwords will remain the same in Paragon as they are in MLXchange/Fusion.

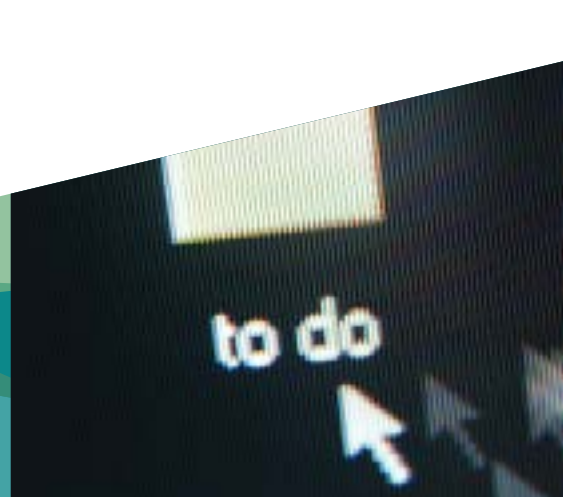
To log in, go to:

<http://rae.paragonrels.com>

Preparation Checklist

What you can do to prepare for Paragon

- Keep track of any contacts or saved searches you add in MLXchange and Fusion. Make note of any modifications you make so you can update those in Paragon. Most of your saved searches will be brought over to Paragon. They'll appear alphabetically in an inactive status. Please note that most but not all saved searches will come over due to some changes in fields. For example, any search with agribusiness as a property type will not come across as agribusiness is no longer a property type in Paragon.
- Print or save the Custom Reports and CMAs you've built in MLXchange and Fusion. These won't be transferred to Paragon, so you'll need to re-create them in Paragon. More System default reports will be added to Paragon during the parallel period.
- Client emails stored in MLXchange/Fusion won't be transferred. Print a copy of them if you want to keep them.
- If you use MLXchange's Agent Websites, you'll need to find a new provider because this service isn't available in Paragon.
- Review Paragon's hardware and software requirements to ensure your system can handle Paragon. Windows XP and Vista, for example, are not a supported operating systems.
- Remember to turn off your auto notifications in MLXchange and Fusion when you activate them in Paragon to avoid your clients receiving double emails.
- Think about how you want to learn the new system. Paragon training is only mandatory for new members, however, we recommend that all members take advantage of it. We'll have computer-lab classroom training, lecture-style offerings, webinars and various online resources available. Mix and match to suit your needs.
- Bookmark the Paragon Portal, at <http://paragon.ereb.com>. This is your one-stop location for information about the move to Paragon. It has news, videos, tips, FAQs, a to-do list, a copy of this guide and more.
- Have fun! This is an exciting new tool that will help you in your business!



Getting Started

Paragon is ready to use. You can use Paragon as your main MLS® System for everything except listing maintenance which will be available once MLXchange/ Fusion are shut off. Now is the time for you to recreate CMAs, activate searches, build reports, and take training.

Timeline for Brokerload availability

In order to ensure the integrity of the MLS® data, only one system can 'own' the raw listing data at any one time. That means that we'll continue to use the current database to manage MLS® information until we turn it off.

Until that time, members with listing add/modify privileges will continue to use MLXchange/Fusion to make updates to the system. Updates will flow to Paragon every hour to keep the new system updated.

After we turn off MLXchange/ Fusion, we'll activate Brokerload in Paragon. (Note: there will be a 24-48 hour period where listing maintenance access is deactivated for ALL systems while we complete the transfer between systems.)

Preferences Wizards

When you first log in to Paragon, you'll see the User Preferences Wizard pop-up box. This Wizard allows you to customize your experience with Paragon by setting up various defaults, like your email signature and favourite font. While you may not have time to complete the Wizard immediately, we suggest you progress through it (either by completing the information or clicking Next) until page 9. This is where you **must verify your email address**. When you reach this step, confirm the email address you want to use in Paragon. The system will then send you a confirmation email with a verification link for you to click. You will have 30 days from the first time you log in to verify your email address. Until you do this, you won't be able to send email notifications to your clients through the system. You can return to the Preferences Wizard at any time by clicking Preferences on the main menu (then System > Preferences Wizard).

There are several other Wizards you'll also want to review in order to maximize your use of Paragon. These include the CMA Wizard and the Client Connect Wizard.

When you first log in to Paragon

- When you first log in, the Paragon system will launch the Preferences Wizard. This set-up process will include verifying your business email address, which is a critical step. Your email address is used by Paragon for notifications for both you and your clients; if no email is associated with your profile, nothing can be sent.
- Ensure that you complete all of the pages in the Preferences Wizard sooner than later to ensure Paragon has your contact and brokerage information, personal and firm logos and other marketing information.
- Confirm that your clients' information has moved to Paragon as expected. If necessary, add additional details, comments or notes to your client files in Paragon.
- Confirm that your saved searches have moved over as expected. If you reactivate an auto-notification in Paragon, ensure you also de-activate it in MLXchange/Fusion to avoid sending duplicate emails.
- Rebuild your key custom reports, templates and CMAs during the parallel period while you're able to refer to your originals in MLXchange/Fusion. More system default reports will be added to Paragon.
- Consider customizing your user preferences such as the font size, menu layout, and more. You can do this by clicking 'Preferences' on the top menu and choosing 'User' or 'System.' You can also change the colours and theme within Paragon to look the way you want it to. There's even a Canadian banner for you to choose!
- Book yourself into a training session. No matter how comfortable you are with technology, our trainers will have time-saving tips and tricks to make you more effective and efficient on Paragon.
- Note that if you have agent modify or broker/agent load capabilities, you will continue to add or modify listings in MLXchange/Fusion until they are turned off. At this point, you will be able to continue in Paragon.





Here's an overview of the different Paragon training options:

Hands-on classroom training

In this format, you'll be at a computer in the Board's training lab with an instructor guiding you through tasks. Hands-on classroom training will be two hours long.

Lecture-style training

This format gives you the opportunity to watch an instructor demonstrate Paragon, with the chance to ask questions. Lectures are less detailed than a hands-on course, provide more of an overview and will arm you with additional online support resources to try at home. Lectures will be 60 - 90 minutes.

Webinars and pre-recorded classes

This online training will be available in both live and pre-recorded versions. They'll be about two hours long. Webinars are like attending a seminar, except you attend from the comfort of your home or office "virtually". You'll also have opportunities to type a question for the presenter to answer to the group. If you're watching a pre-recorded lecture/webinar, you'll be able to view it at your own pace, when it suits you.

Online resources

Our online resources will provide you links to PDFs, short videos and other resources for you to review at your own pace.

Training and resources

We've developed a wide selection of in-person and online training to help you learn the ins and outs of Paragon. **Basic Paragon training, while not mandatory, will be available to you at no cost until the end of the year.**

Get registered

Go to the Paragon Portal website (<http://paragon.ereb.com>) and click on the Training section, then follow the links to register for a course, webinar, or lecture to suit your needs.

Ramping up our Help Desks

In order to serve our Members better, we have hired additional Help Desk and will be extending our hour to assist you. Starting Saturday, October 24 we will extend our hours to include evenings and weekends. You can reach the Help Desk at 780-453-9341 (toll free 1-888-674-7479) or at helpdesk@ereb.com.

Starting October 24

| | |
|-------------------|-------------|
| Monday to Friday: | 9am to 8pm |
| Saturday: | 10am to 4pm |
| Sunday: | 10am to 2pm |

Getting help during parallel and cutover

We anticipate a high volume of phone calls to Help Desk during the transition between systems. We strongly recommend you familiarize yourself with Paragon before cutover.

During parallel, take advantage of training and the multitude of resources available to help you learn and prepare while you have access to both the old and new systems. Several online resources will be available to help you navigate Paragon. These will be posted on the Paragon Portal at paragon.ereb.com

Answers to the most common questions coming in to Help Desk will be posted in the FAQ section of the website (<http://paragon.ereb.com/faq>).



Contact Us

Help Desk

For help with Paragon, technology and preparedness questions:

453-9341 or 1-888-674-7479,
helpdesk@ereb.com

Education Training and registration questions:
education@ereb.com

Paragon feedback and enhancement requests:
paragon@ereb.com

FAQ

How do I access Paragon?

To log in to Paragon, type: <http://rae.paragonrels.com> into the address bar. Note, you do not type the “www” before the web address. Use your current Username and Password.

Will I be able to access Touchbase and GeoJet in Paragon?

Yes. Both Programs are integrated into Paragon.

Will we still have ABRE2Go?

Yes. You will have a choice to use either Paragon mobile or the ABRE2Go app.

What happened to agribusiness?

Agribusiness listings are no longer classified as Commercial Property. They are now searchable under the Rural Property Class: Country Residential, Country Recreational, Rural Land and Agribusiness (Archive).

Where do I find commercial listings?

Commercial and residential MLXchange/Fusion systems have been combined. You will find both commercial and residential listings together in Paragon.

What will happen to the listings and search features on my website?

All third party vendors currently providing website services to our Members have been notified of the system change. We will work with them to ensure they are able to make the necessary changes on their end.



We'd like to extend a sincere thank-you to all our Members who helped us prepare for the transition to Paragon.

The REALTORS® Association welcomes your feedback. Let us know what you think.
Email: paragon@ereb.com



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