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Your New MLS® System

Paragon Updates

It's hard to believe that it has been almost three months since Paragon became our new MLS® System. As Members continue to familiarize themselves with the features it has to offer, our knowledgeable Help Desk team is here to answer your questions. Below we have comprised our most Frequently Asked Questions, and the information you need to help answer them!

Listing Input Maintenance Top 5 Questions

1. Why can't I save my price change on my existing listing on Paragon? It keeps taking me to the Listing Maintenance Screen?

You may have mandatory fields you need to complete before you save the listing. Check the bottom of the screen for messages.

2. How do I know if the changes I made on my listing saved?

The message "Listing ML# _____ has been saved successfully" shows in a green box on the upper right corner of the screen after you hit save.

3. I have a property with vacant/show home or new under occupancy and my Address Display as "Yes" and it won't let me save the listing, why?

You need to change your address display to "No" and if you would like the address displayed, you need to send the Association a "Hold Harmless" letter signed by your seller found on www.member.ereb.com.

4. I entered my listing in full but the system tells me I have 2 remaining fields to complete, which fields are missing?

You are not missing fields. Those are back end fields that are system related. If you can save your listing and get an ML#, you are fine.

5. I went to brokerload a Commercial listing and when I went to save the listing, I got an error message and it would not save, why?

You need to be a member of the Commercial Division to brokerload a listing on Commercial. The Paragon system will allow you to enter a listing on the Commercial screen but it will give you a warning that your User Class does not allow the entry of a Commercial listing. To get information on becoming a Commercial Division Member, you can access it at www.member.ereb.com - resources/membership/commercial.

How to Save a Partial Listing Before the List Date

To save a listing as a partial, the following fields are required:

1. Property Class
2. List Date
3. Expiry Date
4. Region

The listing will save as a partial with a future date, but will not let you save it as a complete listing until the desired list date arrives. At that time, open the partial listing, complete and save it as a full listing.

Sending Initial Saved Search Matches

To email the initial results after activating a newly created email notification for your contact. Click on the blue underlined number in the 'Total' column (see red arrow below).

SAVED SEARCHES

Remove Search Edit Search

SAVED SEARCH ACTIVITY:

Name	Total	New Matches	Changed	Date Created
Save Search For Test	<u>5</u>	5	0	2/10/2016

NOTIFICATION OPTIONS

OFF
All Notifications will be set to Off. No numbers will accumulate in the Total, Matches, New or Changed columns.

NO NOTIFICATION
View matches for saved searches without sending any email notifications to you or your client.

E-MAIL NOTIFICATION
Select E-Mail Notification to receive e-mail notifications of listings in this search that are new or have a price change.

CLIENT CONNECT WITH AUTO-NOTIFY
Select Client Connect with Auto Notify to enable a Client Connect site for this contact where they will be able to interact with listings in this search.

E-MAIL NOTIFICATION

Click to add an additional E-Mail Notification.
[Add E-Mail Notification](#)

You will be redirected to the results default spreadsheet. From there you can select and print or email the results to the contact.

NOTE: Once you have turned on the email notification, Paragon will start sending any new matches found from that point on. All matches found while creating the email notification will need to be sent separately (as shown above).

Activity Report

Want to see how many times your listing has been viewed? To find the Listing Activity Report from the home page navigation bar follow these steps:

1. Select Listings
2. Maintain Listings - your listing will now appear.
3. Select an Action
4. Select Activity Report
5. The following activity report will now display (click on the blue question mark report definitions for a detailed explanation of each statistic).

Listing Activity Report Cancel

ACTIVITY REPORT - MLS#98341496 - 1841 FALLS AVE E

Print Report Definitions

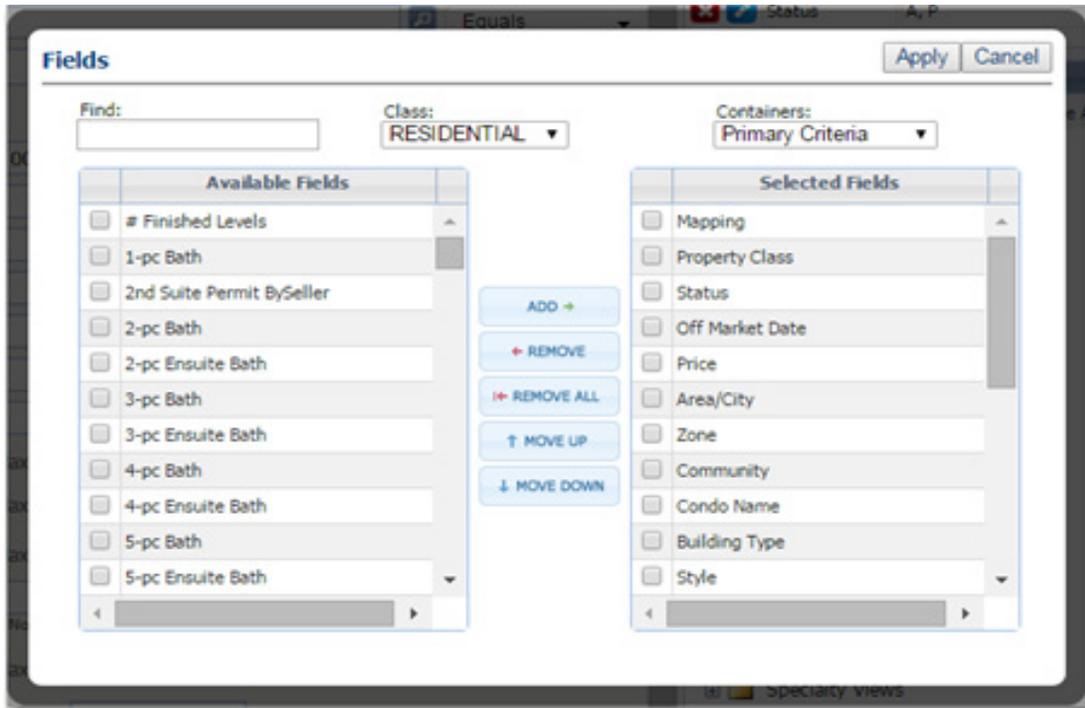
 **MLS #** 98341496 **Address** 1841 Falls Ave E **Asking Price** \$177,500
Unit # Twin Falls **Status** Active
City ID **Class** Residential
State 83301 **Type** Townhouse
Zip **Area** Twin Falls - 2015

Listing Statistics to Date

Matched Saved Searches	4	Total Hits	595
Matched Contacts	1	Agent Hits	491
Property Details Viewed	45	Unique Agent Hits	491
Added to Listing Cart	1	Client Hits	104
Emailed from System	1	Unique Client Hits	72

How to Customize Search Templates

From the Home Page click on the Search Navigation button, you will now be in the search Screen. First, click on Customize and then select Fields. The following screen will appear.



- The selected fields are the searchable fields currently displaying on your template.
- To modify them, select the field you want removed by clicking on the check box in front of the field name then click remove.
- To add the fields to your template, select them from the Available fields list and click add.
- To change the order the fields will display on your search template click on the check box beside the field then select move up or down accordingly.
- Click Apply.

NOTE: This is the recommended workflow needed to customize your search template. You can now add criteria and save your search template and will not lose your search.

Do not add search criteria and then add or modify a new field or you will lose your work.