



# SHOWING SUITE USER GUIDE



## Setup Showing Sync For Your Lockboxes

Follow the instructions below to enable the showing notification emails inside your SUPRA account in order for Showing Suite to submit feedback requests once a showing agent shows one of your properties:

You will want to first generate a unique email address to receive the showing notifications that SUPRA will be sending. These notifications will then be automatically forwarded to ShowingSuite.com so that we can sync the showing activity. SUPRA wants you to have a unique email address for you to send your showing information, please follow the steps below:

- Login to your ShowingSuite.com account
- Click Settings in the top right corner
- Hover over the green View/Edit button and select View/Edit Showing Sync Settings
- Use the drop down menu to select Supra as your lockbox provider
- Assign the correct Supra Keybox serial number to the correct listings
- Click Save to move on to the next step
- On the next page, click the yellow button to generate your unique showing authorization address. (If you only have a 'green checkbox', you will be able to record your authorization email and see the setup video on this page, and follow the steps below.)

**Now you need to add this email address into your Supra account**, please follow the steps below to complete the process.

- Login to your SUPRAWeb/SupraKim account.
- Select **Settings**.
- Under **Settings** click **General Email**.
- Under **Showing Emails**:
- Check the **Send me an email when another agent shows my listings. option.**
- Add the new authorized email address under "**Also send a copy to (CC:)**"
- Press **Save** at the bottom of the page.
- Now the showing notification emails are enabled for SUPRA. Be sure to enter any new KeyBox#'s for your listings inside Showing Suite!

### Important things to note:

- After the initial setup, it may take up to 24 hours for showings to begin populating inside your Showing Suite account.
- eShowing Sync will only pick up NEW showings and will not sync showings that have already taken place. Any showings that have taken place prior to setting up eShowing Sync will need to be entered manually.
- eShowing Sync runs every 12 hours to pull in new showings, so expect up to a 12 hour delay for new showings to appear inside your account.
- **Do not run the Showing Sync desktop application** once you've setup eShowing Sync. Continuing to use the Showing Sync desktop application will result in duplicate feedback requests. Please uninstall Showing Sync from your computer.

## Accessing My Account

- Go to <http://new.showingsuite.com>
- Enter in your primary email address and password
  - Click “Forgot Password” to reset your access

## Update My Account Information

- In the top navigation, click **My Account** and select **View/Edit Account Information** from the sub-menu.
- Here you can update your personal and contact information
- Be sure to press **Save** if you update any information.

## How Do I Setup My Own Question Templates?

Follow the steps below to customize the question templates –

Note: This will only affect future listings and will **not** change the questions for listings already entered in the system.

- Click Settings in the top navigation, and then select **View/Edit Feedback Settings** from the green drop-down menu.
- Here edit the questions for each showing type – Showing Agent, Agent Caravan, Buyer Open House, and Buyer Prospect.

By default the Showing Agent template questions are shown. To view the other templates click on the template name above the questions.

There are two buttons where you can **Add a new question** or **Add a Question from the Question Pool** and a red link on the far right to Reset the template to the default system questions.

Below you will see all of the questions for this particular question template along with an Actions button where you can choose to Edit or Delete a question.

To **ADD** a question –

- Press **the Add New Question** button.
- Enter the question in the **Question Text** field.
- Select whether you want the question to be visible to your seller (this cannot be changed later).
- Choose the **Question Type**: multiple choice, multiple choice with open ended text, or open ended.
- Enter question answers (not required with open ended questions). At least 2 possible answers must be entered.
- Press **Save** when done.

To **ADD** a question from the question pool -

- Click on the **Add A Question from Question Pool** button.

- On the next page choose from the different question types, for **example New Home Sales Questions** or **Previewing Questions**.
- Once the question to be added is selected, click on the question and drag it into the **Question Template Box**. Locate the next question you would like to add and repeat the same drag and drop process.
- After the edits are finished click the **Save**.

### To **EDIT** a question –

- Hover over the yellow **Actions** button for the desired question and select **Edit**.
- Make the necessary changes to the question.
- Press **Save** when done.

### To **DELETE** a question –

- Hover over the yellow **Actions** button for the desired question and select Delete.
- Press **'OK'** on the confirmation dialog.

### To **CHANGE** the question order –

- Drag and drop the desired question to the order you would like.
- Repeat until the questions are in the order you want.

*Reminder Note – Any changes made will only be applied to **FUTURE** listings. Changes made to this template will not change the questions in any current listing.*

## **Edit Questions For A Single Listing?**

Any "old" pending feedback requests or feedback responses logged for the listing will be contained within the **View/Edit Showings page** and also will have its own drop down menu in the in the **View Statistical Report** page.

Follow these instructions to change the default question set sent by your system for a single listing:

- Select either the **Listings, Showings, or Calendar** tab in the top navigation
- If necessary, use the blue search bar on the right to find the desired listing.
- Under the **Showing Actions** drop-down, select **View/Edit Question Templates** from the drop-down menu.

Here you will see the feedback question templates attached to this property. You can switch to the different templates by clicking the names on the right (Showing Agent, Agent Caravan, Buyer Open House, and Buyer Prospect). To use a particular template for this listing, use the **Options** tab and select the template you will be using for the listing and click **Save**.

### To **ADD** a question –

- Press the **Add a new Question** button.
- Enter the question in the **Question Text** field.
- Select whether you want the question to be visible to your seller.

- Choose the **Question Type**: multiple choice, multiple choice with open ended text, or open ended.
- Enter question answers (not required with open ended questions). At least 2 possible answers must be entered.
- Press **Save** when done.

#### To ADD a question from the question pool -

- Click on the **Add A Question From Question Pool**.
- On the next page choose from the different question categories, for example: **New Home Sales Questions** or **Previewing Questions**.
- Once the question to be added is selected, click on the question and drag it into the **Question Template Box**. Locate the next question you would like to add and repeat the same drag and drop process.
- After the edits are finished click the **Save**. After the change has been saved it will bring you back to the question categories, where the next question category can be edited if needed.

#### To EDIT a question –

- Hover over the yellow **Actions** button and click **Edit**.
- Make the necessary changes to the question.
- Press **Save** when done.

#### To DELETE a question –

- Select **Delete** from the **Actions** dropdown menu for the desired question.
- Press **'OK'** on the confirmation dialog.

#### To CHANGE the question order –

- Select the question you would like to change the order of then drag and drop it to the desired spot.
- Repeat until the questions are in the order you would like.

## Assign Lockbox to A Listing

You will need to enter the assigned lockbox # for each of your listings in order for eShowing Sync to function:

- Select the **Settings** tab in the top navigation.
- Click the **View/Edit Showing Sync Settings** option in the green drop-down menu.
- Select **Supra** from the **Electronic lockbox provider** drop-down menu.
- All of your listings will be displayed below with a field to enter the assigned KeyBox# for each listing.
- Enter the assigned KeyBox#s for each listing and press **Save**.

**IMPORTANT:** *It is crucial that you enable the showing notification feature inside your SupraWEB account in order for eShowing Sync to work. See **Setup Showing Sync For Your Lockboxes** above.*

## Add Single or Multiple Seller Email(s) To Seller Account

To add a single or multiple seller email addresses to the seller account follow these steps:

- While logged into the account click on the "Listings" tab at the top of the screen
- Locate the property from your active listings page, under the **Listing Actions** tab select the option to **View/Edit Seller Details**
- In the email field of the seller details add the email address(es) separated by a comma. (e.g. seller1@showingsuite.com, seller2@showingsuite.com). Please note that the second seller email address is not stored as a contact.
- Save your changes.

## View All Of The Feedback Requests For A Listing

Follow the steps below to view all of feedback requests (pending or responded to) for a listing:

- Select **Showings** from the top navigation.
- Locate the desired listing; you can use the blue search bar at the top right to quickly find the listing if necessary.
- Under the **Showing Actions tab** next to the desired listing select **View/Edit Showings**.
- To view a particular feedback response select **View Response** from the Actions tab to the right.

*Note: All of the feedback requests that have been entered on the property are listed on this page, including feedback requests that were sent as a result of showing information imported via ShowingSync and feedback requests that were sent manually. Use the sync legend to help determine how the feedback was requested.*

## Send An E-Blast

*(Email All Agents Who Have Shown A Specific Property)*

E-blasts are an easy and effective way to notify agents that have previously shown the property of any listing changes.

Sending an e-blast is easy, just follow the instructions below:

- Select the **Showings** tab from the top navigation.
- Locate the desired listing; you can use the blue search bar at the top right to quickly find the listing if necessary.
- Under the **Showing Actions** tab select **Send e-Blast**.
- In the **Available Groups** box you will see the contact groups you can pick to send the e-blast to:
  - Showing Agent – All showing agents that have viewed this property.

Click **Add** to select each contact group you want to send the e-blast to. The contact groups you pick will appear under the **Selected Groups** box.

If there are certain people in the contact groups you've selected you can uncheck their email address to avoid sending them the e-blast.

Once all of the desired recipients are selected, click **Next**.

### Enter the e-blast email details –

Note: Required fields are marked with a red asterisk \*

- **Email Subject** – Enter a subject line for the email.
- **Email Type** – Choose whether the email will go out as HTML/Multipart or text. **Note: that if a recipient has HTML disabled in their client they will automatically receive the email in text.**
- **Message** – Here is where the actual content to go out in the emails is entered. The listing details along with the account signature will automatically be included in the outgoing email so it does not have to be entered again. What is entered in this field will be placed above the listing details.

**Note when editing emails: You can use the merge fields (ex: !!!ContactFirstName!!!) but do NOT change the text between the exclamation points. Merge fields are required if you wish for the system to automatically populate the correct information.**

- OPTIONAL – Press **Send Test to Myself** to see the email before sending it.
- Press the **Send e-blast to \_\_\_ Contacts** when finished

## Change the Default Feedback Settings

Yes, the preferences for the default feedback settings can be edited. Including the number of feedback request emails sent, the frequency of the feedback request emails, the default contact type, whether to display the showing agent's first name in the seller view, what notification emails you want to go out, whether to send thank you emails after a feedback response is given, and the default showing frequency (this applies to those that use ShowingSync).

Click the Settings in the top right corner then select View/Edit Feedback Settings from the green drop-down menu at the top of the page.

On this page you can set your personal preferences for the following options:

- **Default Contact Type:**  
Selecting the showing type decides which set of questions are to be sent when requesting feedback. By default the showing type is set for Showing Agent, but can be set to Agent Caravan, Buyer, or Buyer Open House.
- **Default Number of Requests:**  
This will be the total amount of feedback request emails to be sent whenever requesting feedback.
- **Default Frequency:**  
Select the number of days between each feedback request email. (every day, every other day, etc)
- **Display the Showing Agent's First Name to the Seller:**  
Choose whether or not the seller will see the first name of the showing agent that showed their home. (Note: The last name is never displayed to the seller, only the first name.)

- **Notify me when Seller Requests Feedback:**  
If the seller has been enabled to add showings from their seller account, set whether or not the listing agent will be notified when they enter a new showing.
- **Send Thank You email to Showing Agent after Feedback Response:**  
Set whether a thank you email will be automatically sent to the showing agent when they provide feedback.

Once desired changes are completed press **Save**.

## Make Feedback Questions Required

Please follow these steps to make a default feedback question required:

### *Change Default Question Templates*

Note: If you change the default question templates for any listings currently in your account; this creates a new set of questions and stats. If you want to change the questions on an existing listing, follow the "Change an Existing Listing's Feedback Questions" instructions below.

- Select **Settings** from the top right corner and using the green action button click **View/Edit Feedback settings** from the submenu.
- On the next screen choose the question that you would like to make required, hover over **Actions** and click **Edit**.
- Check the box next to "**A response is required for this question**"
- Click the **Save** button to finish the process.

## Manually Add a Listing Into Showing Suite

Entering your listings into Showing Suite is easy and is only necessary when you want to have a listing send showing feedback requests when it is NOT in the MLS (all listings are automatically added to your account within 48 hours of going ACTIVE in the MLS).

To manually enter a listing, first click **Listings** on the top navigation and click the orange **Add Listing** button.

- **View/Edit Seller Details:** Enter the listing's seller details...
- **Seller Login Details**

Enter a username and password for your seller. The login information is what your seller will use to login to their private console to view feedback, upcoming showings, important documents you've uploaded, and more (options vary depending on your plan).

### **Note when selecting a username..**

- The username must be unique and cannot contain any special characters.
- If you receive an error stating that the username exists try adding a number at the end as someone else in our Showing Suite system has already selected that username.
- We do suggest that if your seller has only one property to use a unique marker for their user name, such as their listing address (eg. 123AnywhereAve), as it is likely that that username will not exist yet.

Press **Next** to continue the next step.

- **View/Edit Listing Details:** Enter the listing information. All required fields are marked with a red asterisk (\*) in Showing Suite.
- Press **Next** to continue the next step.
- **View/Edit Listing Photos:** Upload up to 8 property photos. Only one image can be uploaded at a time. Complete these steps for each photo that you wish to upload:
  - Click the **Choose File** button. Locate the file you want to upload in the dialog box (the file must be on your computer hard drive). Click the image of your choice and click **Open** in the dialog box.
  - Repeat the steps above for each photo you wish to upload for the listing.
  - Press **Upload** on the right once you have browsed to all of the photos you wish to upload for the listing.
  - Press **Next** to continue the next step.

## Stop the System From Emailing Certain Showing Agents

You can unsubscribe a showing agent from receiving feedback requests, but that applies to ALL feedback requests for ALL of your listings. Once a contact has been unsubscribed from an email they cannot be re-subscribed so please use caution when unsubscribing contacts.

By default all outgoing account emails automatically include an unsubscribe link that the email recipients can click to remove themselves from the mailing lists. This includes feedback request emails.

Follow these instructions to unsubscribe a contact from an email type:

**(Reminder: Unsubscribing a contact from an email type is permanent and CANNOT be undone!)**

- Select the **Contacts** tab from the top navigation in the account.
- Use the search filters to locate the desired contact.
- Hover over **Actions** and click the **Edit Subscriptions** option.
- Uncheck each email type to unsubscribe this agent from and click OK in the confirmation dialog. If you are not able select a particular email type then that indicates this contact has already unsubscribed from those emails.
- Press **Save** or **Finish** when done.