

ShowingTime Frequently Asked Questions

General FAQs-

What is ShowingTime?

ShowingTime is a tool that enables real estate professionals to schedule showings online to save them from unnecessary phone calls and busywork. This feature not only decreases in and outbound calls, but saves time, generates more showings, and helps agents provide better client service with increased accountability and enhanced security - all leading to a more efficient home sale.

Can I track my Clients?

Yes - Your buyers can be added from the mobile app or desktop and added to showing requests. You can track the number of showings they have accompanied you on and filter the Showings I Have Requested report by Buyer Name.

Can I send my Sellers reports?

Yes. You can send a copy of the Listing Activity Report to them at any time. From your computer access ShowingTime, and navigate to the listing. Then click on the Listing Activity Report on the sidebar. You can Email this report directly to them.

Can I send notifications to agents that have shown my listings?

From the Listing Activity Report, you can send a price change notification or a general notification to agents that have shown your listings. Agents can opt-out of these notifications and by default, the list of agents will only contain those agents that have shown the property in the last 180 days.

Notification FAQs-

How will I be notified of a showing request on my listing?

In your ShowingTime profile is a section titled 'Listing Agent Preferences'. This is where you can select how you would like to be contacted for requests on your listings. These settings will default on all of your listings.

How will I be notified when I request to show a listing?

In your ShowingTime profile is a section titled 'Showing Agent Preferences'. This is where you can select how you would like to be contacted for the requests you have made. These settings will become the default for your preferences. You can also select your notification preferences on the Terms and Conditions screen when scheduling a showing. In addition, this is where you can indicate how you would like to receive showing instructions.

How do I enable text message notifications for myself?

At the top of your Profile under the Profile Basics section, enter your mobile phone number in the Text Message field. Then select Long or Short SMS. The Short SMS, will provide a link for you to see all of the information on a screen and will limit the notification to a single text. Long SMS will provide all of the information within the text message. The information may span more than one text.

What are my options for being notified?

You have a variety of options to choose from for notifications:

1. Email
2. Text Messaging
3. Automated text-to-voice phone calls, referred to as ShowingVoice
4. Push, which is a notification directly from our mobile application **

You can choose one of these options, some, or all four, depending on what best fits your notification preferences best.

What if the owner/occupant wants to be notified about showings?

An owner/occupant can be added to any listing set to an 'Appointment Required' appointment type. This allows them to be part of the selling process and set up to confirm requests or simply be notified about showings. To do so, navigate to the 'Listing Setup' tab and click 'Add New Owner/Occupant'. Be sure to indicate the seller's notification preferences for requests and confirmations/cancellations. Never forward your listing agent version of emails to your sellers; they have a separate template with limited access.

What is the Escalate Appointments When a Request Is Not Responded To setting?

Available at the listing level the advanced notifications can alert selected listing contacts when an appointment request is in danger of being missed, declined, or cancelled.

Can I email the Listing Activity Report?

Yes - From the listing, you can select to email the Listing Activity Report to any email address. This report will be valuable to your sellers and can point to trends in Feedback. Adding a showing to this report will also email a feedback request form if the showing took place in the past 7 days.

Why am I not receiving email notifications for my listings?

The most common reason why emails are not received is that they are getting caught in your spam/junk filter. If this is the case, please make sure your email provider is not blocking inbound emails from ShowingTime. In addition, check to make sure that your email address is correct in your profile. You can add support@showingtime.com, callcenter@showingtime.com, and showings@showingtime.com to your contacts or allowed senders.

Listing and Scheduling FAQs-

How does a listing get imported into ShowingTime, and what is imported during this process?

A listing gets imported into ShowingTime through continuous data synchronization that is established with your MLS(s). This includes importing any new listings, status/price changes, and if applicable updates to the agent roster.

What if I have a vacant lot?

'Go and Show' is the perfect appoint type to use. This appointment type requires the buyer's agent to select a date, time, and type of showing, then instantly confirms the request. This allows you to keep a record of the showings on the property without all of the back and forth! 'Go and Show' may be selected under the Appointment Type dropdown.

What about listing restrictions?

There may some events that you know will take place on a listing. In these cases, you can restrict access to the property and let the owners know. These may be events like a weekly cleaning, or some larger work like painting.

Access details; who will see them?

Once the showing is confirmed these details will be shared with the buyer's agent.

What does Required/Suggested Lead Time mean?

Required Lead Time refers to the absolute minimum amount of notice your seller/occupant needs before all showings. The appointment center will not schedule a showing within the required lead-time.

Suggested Lead Time refers to the preferred amount of lead time before a showing. The buyer's agents will be asked to accommodate the Suggested lead time but will be able to schedule an appointment within the suggested lead time.

Is there an easy way to block an agent from showing a listing at a certain time?

Yes - You can add a showing restriction to a listing, allowing you to set up a certain time or date range to be blocked from any scheduled showings.

What if I want to schedule multiple showings at once?

No problem! ShowingCart allows you to select multiple listings at once to schedule multiple showings at ease!

What is ShowingCart?

ShowingCart is a way to schedule multiple showings all in one place. Once you have selected all of your listings, the map will allow you to see where your listings are located to create the best possible route for your buyer. In addition, you can see all of the confirmed requests in one place and send directions as well.

ShowingCart™

The screenshot displays the ShowingCart™ interface. At the top, the 'Tour Information' section shows the tour date as 1/31/2015 and the tour name as 'Smith Tour'. Below this, the 'Appointment Information' section features a table with two listings. The first listing is at 4200 East St Rochester NY (55555) with an appointment type of 'Appointment Required' and a status of 'Not Yet Requested'. The second listing is at 24 Wolcott Ave Rochester NY (2458) with a status of 'View Instructions'. Both listings have a 'Pick a Time' button. A red box highlights these buttons. Below the table, there are buttons for 'Turn by Turn Directions' and 'Smart Route'. At the bottom, a map of Rochester, NY shows a blue route connecting the two listing locations, with a red box highlighting the route.

Update	Address	Appointment Type	Appointment Status	Appointment Time	Availability (CST)
1 Remove	4200 East St Rochester NY (55555)	Appointment Required	Not Yet Requested	Pick a Time	
2 Remove	24 Wolcott Ave Rochester NY (2458)		View Instructions	Pick a Time	

Where can I find specific settings for my Listing or Showing Agent preferences?

Your profile is broken down into sections that make your life easier. At the top, you will see the basic information where you can add or update phone numbers or your email address. You will then see the preferences that take place if you are a listing agent or buyer's agent

What should I do after I re-list a property?

When you re-list a property, you will need to add listing contacts, showing instructions, and access details. When you add an owner and their email address to a listing, they can keep track of activities and feedback via their dedicated My Home by ShowingTime application. You can also merge the listing if there are duplicates so that all the history is stored in one place.

Tell me about the Listing Changelog!

The Listing Changelog is a view of all the actions taken on your listing. You can see when a contact was added, a number changed, or even when notification preferences changed. If things seemed to change from the last time you viewed the listing, checking this log will give you insight. When an owner updates their notification preferences, it will also be listed here.

Remember: Your office has the ability to update your listing settings.

How do I add an Owner/Tenant?

On the listing worksheet, you will see a button to **Add New Owner/Occupant**. Click this button and enter the details of your owner or occupant. You will have the option to select if this owner also occupies the property, choose from multiple phone types, and even choose to send them a text message. [Read More here](#).

How do I add A Co-listing Agent?

You can click the button on the listing worksheet to add a Co-Listing agent. You will then be asked to search for the agent, within your office, or from all the agents in the same multiple listing service as you are. **Be sure to** verify the agent you add. This agent will have access to the listing history and if enabled, will have the option to confirm or decline showings for this listing.

What Does No Same-Day Appointments Mean?

When you want to make sure that no showings can occur until "tomorrow" you can choose no same-day appointments. This gives your occupants or owners the rest of "today" to prepare for the showing.

What is a Listing Agent Accompanied Showing?

In the event that you want to review an appointment request prior to notification of the owner or occupants. You can enable your listings for Accompanied Showings. You will be able to configure your listing and your notification preferences as normal.

When is it ok to merge a listing?

You should merge a listing if you've re-listed it or you are keeping track of a listing for rent and sale. You may also have duplicate listings when you are a member of more than one board or Multiple Listing Service. Merging the listings will keep all the history, access details, and activity together. That way, when you share or view the listing activity report, accurate information is presented. Merging a listing in ShowingTime does not affect the Multiple Listing Service.

What is the archive button for?

ShowingTime can automatically remove/archive listings after they have been "off-market". However, this time frame can be set for a longer time than you need. By archiving a listing you remove it from your active view but keep all of its history. You can reactivate it when needed.

What is the Agent Activity Report?

Agents can view a summary of their activity in one report, including total new listings taken, price changes, status changes, total showings and listings nearing expiration. In addition, managers can monitor each agent's activities by viewing their Agent Activity Reports.

What is the Listing Activity Report?

This report allows you to review all activity details for the life of each listing. You can easily review feedback from showings, document open houses, advertisements or other events and display basic information that can be printed and shared with sellers. You can even market the listing from this report by sending out a group email to showing representatives who have brought buyers to the listing, notifying them of an upcoming open house or recent price adjustment.

Appointment & Scheduling FAQs-

What if I don't know how long the showing will take?

By optionally adding the latest time that you will be at the property, you can give the listing side, a sense of how long the property will be occupied. If you are doing the second showing or know that the inspection might take a little longer, this setting also gives you a sense of how to plan your day.

Can I schedule an appointment in the past?

As a listing agent, you can **Add an Activity** from the Listing Activity Report (LAR). This activity can have a date, start time, end time, and even include notes. Appointments created this way for events that occurred in the past **seven** days will even send feedback.

Why should I fill out the "Optionally indicate the latest time that you might be at the property:" Information?

On a given day, a seller may only have one or two appointments but planning their day around these events can be tough. Knowing how long the showing will take will allow them to make those decisions on where to go and for how long.

How else can I tell the Seller that the Showing is over?

In the mobile app, you can visit the appointment screen or navigate from the confirmation to click on the **"I'm Done or Done Showing"** button.

Overlapping Showings: Who should know?

In some cases, you may wonder if you should tell the showing agents about the potential for someone else to be in the apartment at the same time. The homeowner may also have concerns about multiple agents in the property at the same time. Deciding on the setting from the Listing worksheet (Allow Overlapping Appointments?) may not seem like a deal-breaker, but it could be a factor in the process. You can limit showings to being exclusive, choose to allow overlapping showings and not tell, or choose to warn the agent if they may encounter someone else. *-Homeowners often wonder if having a second agent in the home reduces the chances for success.*

ShowingCart: What is Smart Route?

The Smart Route feature of ShowingCart will pick the fastest route between listings. It may not be the best for showing similarities or differences between the properties. You can always adjust the time and order of the showings manually.

ShowingCart: Why can I sometimes set my own Appointment Status?

Selecting an appointment status for any of your stops is for your reference only. Attempts to schedule or confirm these appointments will not be made by ShowingTime. See listing's MLS for scheduling instructions when applicable.

ShowingCart: Can I email the tour to my buyer?

Yes - After all the requests are sent, you can choose to email a link to the ShowingCart. This tour will show basic information about the property such as the address, price, photo, and similar details.

Can I schedule a curb showing?

Yes. You can schedule easily by using the nearby feature on the mobile app.

How do I set my listing for a Listing Agent Accompanied Showing?

On the Listing Worksheet, you can enable your listing for an Accompanied Showing. This setting will allow you to review an appointment request prior to notifying any owners or occupants.

Feedback FAQs-

My sellers like feedback, so how can I get this to them in a professional manner?

1.) Enhanced Feedback Users:

ShowingTime provides you with professional, customizable feedback templates. These are used to create reports you can send to your seller. You have the option of approving all feedback before it is published for the seller as well as graphs that track information on the listing. **Note:** *We do not include buyer's agent's details on the seller reports.*

2.) Standard Feedback Users:

When you receive feedback after a showing, you can copy and paste it into an email to share it with sellers.

How do I see the Feedback on my listings?

When the buyer's agent fills out the feedback form, you are able to see it in the feedback section on the desktop or in the app. This feedback will be located under the tab "On my Listings. When you are sent a feedback request form you will be able to answer it and track it via the tab "Listings I have Shown".

What is the difference between Basic Feedback and Enhanced Feedback?

Capturing feedback is the goal, but the method is up to you! You can capture feedback via a free text entry box which allows the buyer's agent to elaborate in their own words about the property with Basic feedback. Enhanced Feedback allows you to add additional questions (Multiple choices or free text entries) to hone in on anything you want. **Please contact your Office or MLS for details.**

How do I send feedback to my seller? Once you have reviewed the feedback you can "publish" this feedback for your owner. You can also set your feedback to be automatically published for the owner once received.

How do I opt-out of feedback?

In your profile, you can opt not to receive feedback requests. The listing agent will be able to see that you have declined to fill out these requests. As a listing agent, you can also choose not to send these requests at all to the buyer's agents.

Mobile FAQs-

Does ShowingTime have its own app?

Yes - This puts our features right at your fingertips! The mobile app is free of charge and can be downloaded to any android or apple device. In your ShowingTime profile is a section titled 'Mobile App Access'. Here is where you can enter your email address associated with your MLS and click 'Send App Link'. Be sure to open the authentication email on the device you wish to use the app on. Instructions on how to download the app will be provided.

Why did the "Push" option suddenly appear on my Agent Setup Tab?

You are seeing this because you successfully downloaded the ShowingTime mobile app. You can opt-out of push notifications on your mobile device if you prefer by simply adjusting your settings either through your ShowingTime profile or the mobile app. You can also remove the application from your device at any time.

What is a Push Notification?

A push notification is a message that pops up on a mobile device. You don't have to be in the app or using their devices to receive them.

If I re-list a home do I need to do anything?

Your sellers, if using the app, will need to re-authenticate their device for the new listing. They do not have to uninstall the app, but you will need to enable them for app access by making sure their email address is added to the listing. You can also merge the listings if there are duplicates.

Do changes I make to my listings in the app affect the desktop site?

Yes - Any change you make on the app will automatically apply to the desktop. Your listing changes on the desktop also automatically apply to the app. Anywhere you go, you can make a change in one place to have it apply everywhere!

How do I sync my appointments with the calendar?

You can sync your single appointments or set your device to get a constant update of your upcoming appointments.

Can I tell the Seller the showing is over?

When your showing is over early, you can choose to tell the seller right away from the confirmation screen.

Can my sellers sync appointments on their mobile app?

The Calendar Sync feature is also available to your sellers. They can configure this in their ShowingTime profile in the app.

Can I send the app to my seller?

Yes - When you add the seller and email address to the listing worksheet, you provide them free app access. They will receive instructions on how to download and authenticate into the app.

What do my sellers see in their mobile app?

A seller will only see details about their listing. They will see the feedback you have published for them to see, a list of upcoming or past appointments. They can click on an activity to see the feedback and can message you free of charge. A seller will also have the option to decide how they want to be contacted. They can choose text, push, email, or call.

Can I message another agent or my seller from the app?

Yes - Just as you can on the desktop you can initiate a message with the listing agent or buyer's agent. You can also chat with your seller. These messages are only shared between these parties.