

# Real Estate SMS

## User's Guide

### Background

This guide is designed for Realtors and Property Managers using the web-based administrative portal for Real Estate SMS. The portal allows Realtors to upload new properties and assign them to unique keywords. When a keyword is text messaged, the prospective consumer is returned a text listing and pictures; the Realtor receives the lead via e-mail, SMS, and/or web portal.

### Registration

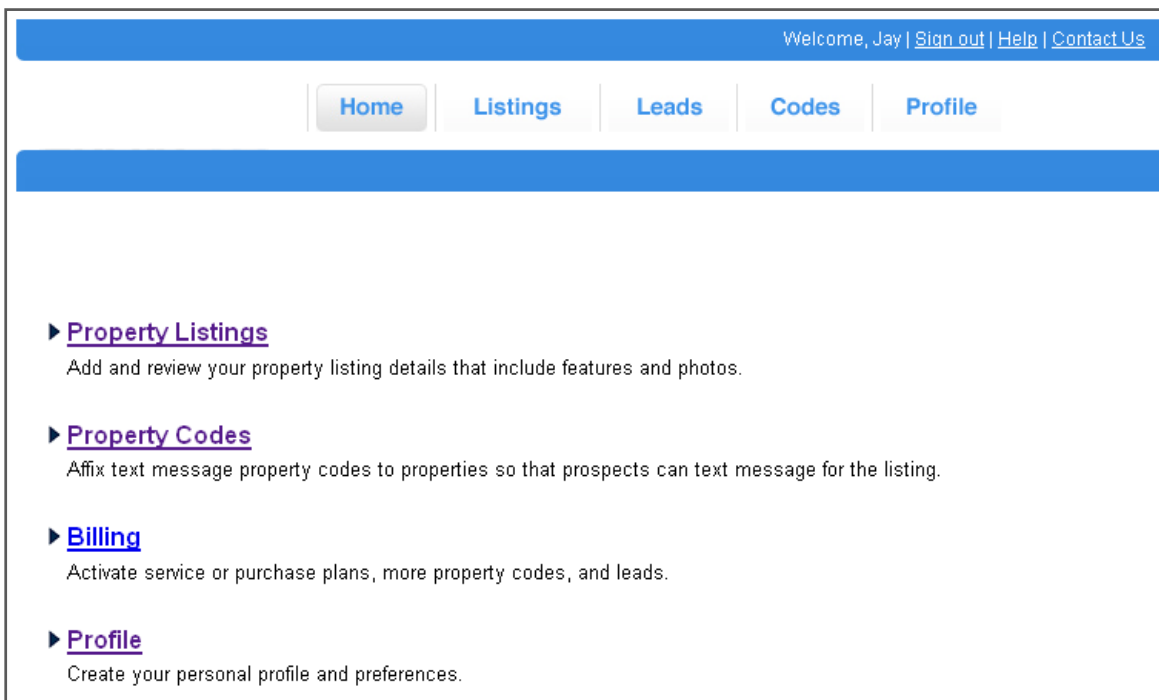
Enter the site from your Sales Representative's website and enter your credit card information and/or promotional code (if you were provided one). Each promotional code corresponds to a specific number of unique keywords. The pricing is defined on your Representative's website.

### Signage

If you purchased signs up-front from your Representative, you can match the sign numbers to the keyword assignments. If you have not purchased signs, the system will automatically assign numeric keywords—please contact your Representative to provide you the matching signs.

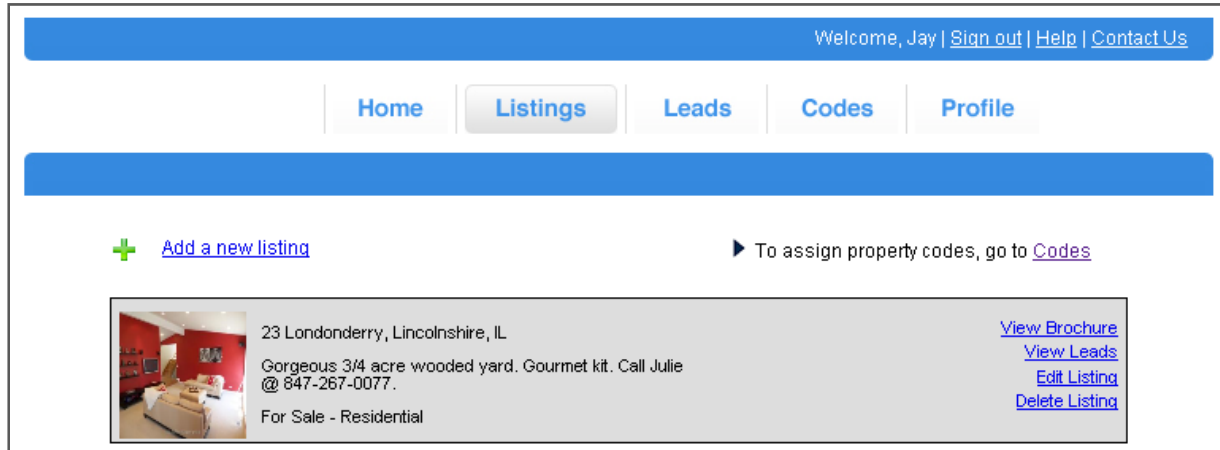
### Dashboard

At the dashboard, you can select whether you would like to upload/edit/delete property listings, examine incoming leads, view your keyword (e.g. "codes") assignments, and edit your profile. You can also purchase additional keywords—you may be directed back to your Representative to acquire a new promotional code specific to the number of keywords you purchased.



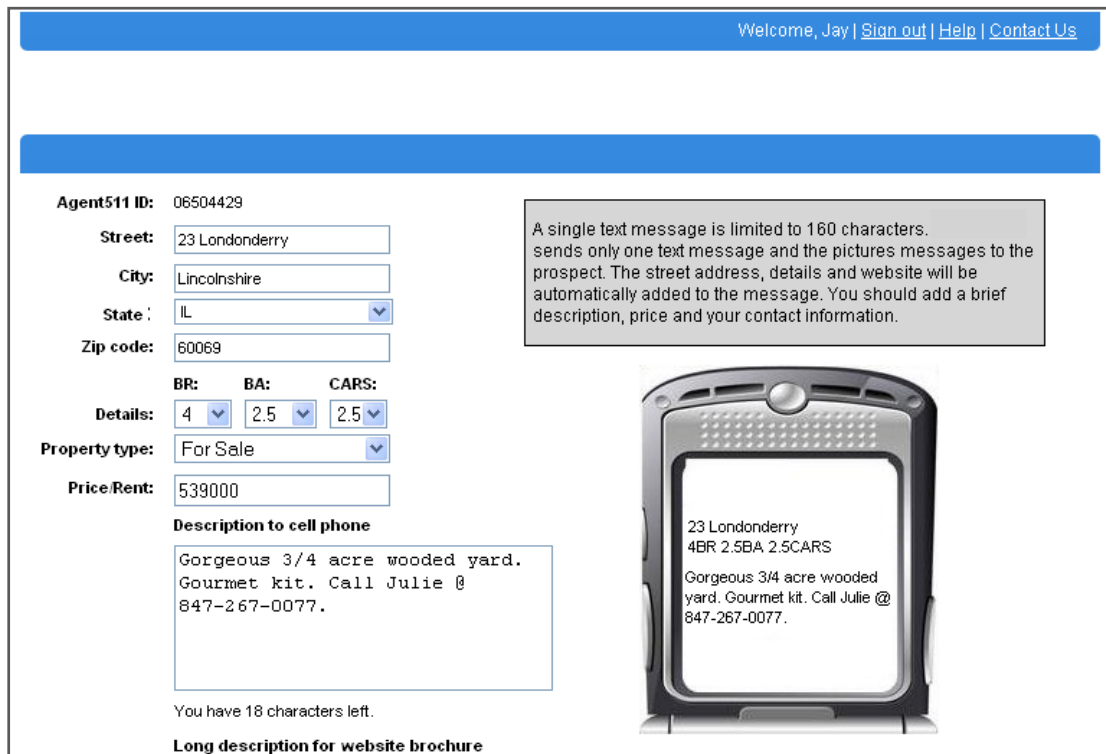
## Listings

The main listings page (with one listing) is shown below. You can view the leads, edit the listing, and delete the listing from the listings dashboard. You can add as many listings as you would like without charge. To assign keywords to a listing, select “To assign property codes.”



## Listing text

You can edit your listing on the site as shown below. The system will prompt you if a field is required; in several cases, leaving the field blank will eliminate the field from the text message. Keep the description tight and be sure to include primary contact information. The “phone” on the right shows the approximate format for the message. When you have selected update at the bottom, you will be able to edit the pictures.



When you have updated the text, you can upload up to six (6) pictures. The format is .JPEG, .GIF, and .PNG. The picture will be compressed down for transmission via picture messaging (a.k.a. multimedia messaging service or MMS).

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Select up to six pictures for this property for the picture message and brochure. JPEG, GIF and PNG formats are accepted. Pictures should be less than 1 MB.

**Picture 1:**


**Picture 2:**


**Picture 3:**


**Picture 4:**


**Picture 5:**


**Picture 6:**


Picture 1 

Picture 2 

Picture 3 

Picture 4 

Picture 5 

Picture 6 

### Keyword assignment

You can edit/assign keywords (e.g. "codes") on the page below. The number at the right is a unique number that corresponds to the keyword; oftentimes, they are the same. The system will automatically create a keyword for each one purchased; you can change this (up to 6 characters). If the keyword you would like is not available, the system will let you know. Sometimes, it is being held for you to match your sign and has not yet been released; please contact your Representative to have it released.

Once a keyword is assigned, it is immediately active.

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Assign each property a code that matches your signage. If you purchased signs, please ensure the code on the sign matches the code displayed here. For vanity codes and other questions, please [contact us](#).

► To purchase more codes, please go [here](#)

2028	<input type="text" value="SIGN"/>	425 Huehl Rd - Brookheaven 60069	<input type="button" value="X"/>
1814	<input type="text" value="5254"/>	12 Portshire Dr. 60069	<input type="button" value="X"/>

## Profile

Enter your personal and company information; your name and phone will automatically appear on the picture message. Your username is your e-mail and uniquely defines you. If you select e-mail lead notification, leads will be sent to the e-mail address. SMS will be sent to the mobile phone number; please provide the carrier; it helps route the messages. You can update your password as well.

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[Home](#) | [Listings](#) | [Leads](#) | [Codes](#) | **Profile**

Submit your complete profile for the website brochure. You can submit updates at any time for any field. Remember, your email address is your username.

**First name:**   
**Last Name:**   
**Company:**   
**Street:**   
**City:**   
**State:**  **Zip:**   
**Telephone:**   
**Cell Phone:**   
**Wireless provider:**   
**Email address:**   
**Website:**

You can select how you are notified of leads visiting your properties

**Instant notification**

**By text message:**

**By Email:**

**Daily notification**

**By text message:**

**By Email:**

**Reset Password**

**Terminate service**

Contact your Sales Representative to terminate your service and disable your account.

**Troubleshooting**

*Problem: text unique code submitted and nothing returned*

Check – does the user have text messaging capability?

Check – is the keyword correctly assigned in the system?

Check – does the keyword work on other phones on other carrier networks?

Check – is the user on a network supported [all major and superregional carriers]?

Check – has the user blocked premium messaging [does a text to GOOGL work]?

*Problem: Multimedia not received*

Check – Does the mobile phone support MMS? Some non-camera phones do not support MMS. Some carriers such as Sprint send messages to the web.

Please report other problems to your Sales Representative.